

This Critical Information Summary (CIS) sets out the important information you need to know about your plan. It covers things like the length of contract, how much you need to pay, what's included in your plans and what's not.

ABOUT THE SERVICE

Your plan gives you access to a 1300 or 1800 inbound phone number service. This CIS sets out pricing and special conditions that apply to your 1300/1800 Inbound Phone Number Plan.

CONNECTION AND AVAILABILITY

1300 and 1800 inbound numbers are virtual phone numbers. They can only be used to receive inbound calls from an Australian local phone number or mobile phone number and cannot be used to make outbound calls.

Calls made to your 1300 or 1800 inbound phone number can be answered on your MOVVOX voice service or you can forward calls to another number.

SMARTNUMBERS®

If you're looking for a specific inbound 1300 or 1800 number you can search if it is available and purchase the number from the Australian Communications and Media Authority's Smartnumbers website available at <https://www.thenumberingsystem.com.au>.

CALLS TO 1300 & 1800 NUMBERS

When calling a 1300 number the caller will be charged a 1300 call rate by their telephone carrier.

When calling a 1800 number from an Australian local phone number the caller is not charged by their carrier for the call. If the caller uses their mobile phone to call your 1800 number they will be charged a 1800 call rate from their mobile phone carrier.

WHAT'S INCLUDED IN YOUR PLAN

- One (1) x 1300 or 1800 inbound phone number.

ABOUT PRICING

MINIMUM MONTHLY CHARGE

\$15.00

ACTIVATION CHARGE

\$50.00

MINIMUM PLAN COST

\$65.00

MINIMUM TERM

There is no minimum term

EARLY TERMINATION CHARGE

You can cancel your 1300/1800 Inbound Phone Number Plan at any time, there's no early termination charge.

CALL CHARGES

Inbound call charges are not included in the Minimum Monthly Charge. The following call rates are charged to your account for calls answered on your inbound 1300 or 1800 number.

CALL TYPE	CHARGE
Inbound 1300/1800 calls	15¢ per minute (charged in 30 second blocks)

FORWARDED CALLS

The following call rates are charged to your account in addition to inbound call charges when calls made to your inbound 1300 or 1800 number are forwarded to another phone number not on your MOVVOX account.

CALLS FORWARDED TO	CHARGE
An Australian local fixed line phone number not on your MOVVOX account	20¢ per minute (charged in 30 second blocks)
An Australian mobile number	30¢ per minute (charged in 30 second blocks)
An International number	Destination rate plus 20¢ call connection fee (charged in 60 second blocks)

FAIR USE POLICY

You must comply with our Fair Use Policy available at movox.com.au/customer-terms/fair-use-policy. We may suspend or cancel your service if you breach our Fair Use Policy.

CALL PACKS

Call Packs include a duration of 1300 or 1800 inbound calls for a discounted fixed monthly charge. You may choose one or more 1300/1800 Inbound Call Packs to use with your 1300/1800 Inbound Phone Number Plan. Please refer to our 1300/1800 Inbound Call Packs Critical Information Summary at movox.com.au/critical-information-summaries.

NUMBER TRANSFER (PORTING)

You can transfer your existing 1300 or 1800 inbound phone number from most Australian carriers to use with your 1300/1800 Inbound Number Plan. The following charge and timeframes apply when transferring a 1300 or 1800 inbound phone number from your current carrier.

DESCRIPTION	TIMEFRAME	CHARGE
1300 or 1800 number	4 to 6 weeks	\$75.00 per number

CONNECTION TIMEFRAMES

Once your application is accepted by us we will try to connect your service on the date you ask for however, this may not always be possible.

YOUR FIRST BILL

Pricing in this CIS is for a monthly full billing cycle. Your first bill will include your Minimum Monthly Charge in advance. If you started or changed your plan part way through a billing period your bill will also include a pro rata charge based on your Minimum Monthly Charge divided by the number of days remaining in the current billing period.

MANAGE YOUR ACCOUNT ONLINE

You can update your contact details, order services, cancel existing services, create support tickets, view and download bills, charges and transaction history by signing into your online account portal 24 hours a day, 7 days a week available at movox.com.au/my-account.

CONTACTING MOVVOX

If you have questions about our services or charges please call us on 1800 100 800 or send us a message online at movox.com.au/contact.

COMPLAINTS OR DISPUTES

We will take all reasonable steps to resolve complaints within 21 days. If you need to make a complaint please call us on 1800 100 800 or send us a message online at movox.com.au/contact. If we can't resolve your complaint you can contact the Telecommunications Industry Ombudsman at tio.com.au

TERMS AND CONDITIONS

This is a summary only – the full legal terms for your service are contained in our Customer Terms available at movox.com.au/customer-terms.