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 high speed Broadband internet service with a monthly data allowance and landline phone service. This CIS sets out the pricing and special conditions that apply to your an ADSL Broadband 500GB Landline Bundle.

### BROADBAND EDUCATION PACKAGE

A broadband education package has been developed by Communications Alliance and other stakeholders, including; the Department of Communications & the Arts, the Australian Communications & Media Authority, the Australian Consumer & Competition Commission and the Telecommunications Industry Ombudsman.

It is intended as a general guide to help consumers better understand broadband technologies and the factors that can influence the performance of their broadband services. It also provides guidance on steps consumers can take to improve their experience when using broadband connections, trouble-shooting tips, and answers to some frequently asked questions.

You can access the broadband education package online at: https://www.commsalliance.com.au/BEP

### CONNECTION AND AVAILABILITY

This service may not be available in your area. You can confirm availability by calling us on 1800 100 800. If we are unable to connect your service you may cancel your order free of charge. To use this service you will need an ADSL compatible router and landline telephone which can be purchased from us or we may include one as part of your plan.

You can use your own router and landline telephone provided it is compatible with the service. If we did not supply your router or landline telephone handset we cannot guarantee the reliability of the service and we will not be responsible for the configuration or ongoing maintenance of your devices.

### WHAT'S INCLUDED IN YOUR PLAN

- One (1) Australian (02, 03, 07 or, 08) number; and
- The Monthly Data Allowance (MDA) detailed below:

| DATA DESCRIPTION | ALLOWANCE |
|---|---|
| 1GB (Gigabyte) = 1,000MB (Megabytes) | 500GB per month |

## ABOUT PRICING

### MINIMUM MONTHLY CHARGE

$105.00 including GST

### ACTIVATION CHARGE

$99.00 including GST

### MINIMUM TERM

24-months

### MINIMUM PLAN COST

$2,619.00 including GST

### EARLY TERMINATION CHARGE

If you cancel your ADSL Broadband Unlimited Landline Bundle before the end of the minimum term, you need to pay a $220.00 Early Termination Charge.

### CALL CHARGES

Call charges are not included in the Minimum Monthly Charge. You pay an additional amount for service features and calls you make each month. The following call rates are charged to your account when making an outbound call using your landline phone service.

| CALL TYPE | CHARGE |
|---|---|
| Local calls | 20¢ per call |
| National calls | 10¢ per minute |
| Calls to 13 and 1300 numbers | 50¢ per call |
| Calls to Mobiles in Australia | 20¢ per minute<br>plus 20¢ call connection fee<br>(charged in 1 minute blocks) |
| International calls<br>(rates available at www.movox.com.au) | Destination rate per minute<br>plus 20¢ call connection fee<br>(charged in 30 second blocks) |

## LANDLINE CONNECTION CHARGES

If there is a working landline service at your premises and we can reconnect it without having a technician visit your premises, then you will be charged for an existing landline number reconnection. If this is not possible a technician will be required to visit your premises and depending on landline availability the applicable connection type will be applicable.

## CONNECTION TIMEFRAMES

| CONNECTION TYPE | TIMEFRAME | CHARGE |
|---|---|---|
| Existing landline number reconnection | 2 to 6 days | $59.00 |
| Landline connection with a technician visit | 5 to 15 days | $125.00 |
| New landline connection with a technician visit and cabling work | 5 to 15 days | $299.00 |

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.

## UPLOAD AND DOWNLOAD SPEEDS

ADSL provides maximum download speeds up to 20Mbps in selected areas and up to 8Mbps in many other areas but average speeds will be lower. Actual speeds vary due to your distance from your local telephone exchange, your router and other equipment, the number of devices using the service, software and the way data is transmitted over your network. Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

## 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 and may also include activation charges and pro rata charges for part of the month if you started or changed your plan part way through a 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 MOVOX

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-us.

## 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-us. If we can't resolve your complaint you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058 or go to tio.com.au

## FAIR USE POLICY

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

## 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.