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 Call Pack plan includes a Monthly Call Allowance of calls to mobile phone numbers in Australia for a discounted fixed monthly charge. This CIS sets out the pricing and special conditions that apply to Calls to Mobile Monthly Call Packs.

CONNECTION AND AVAILABILITY

You may choose one or more Calls to Mobile Monthly Call Packs if you have a UNIVOX Plan with us.

WHAT'S INCLUDED IN YOUR PLAN

- A Monthly Call Allowance (MCA) of calls to mobile phone numbers in Australia.

YOUR MCA:

- Is allocated to one (1) local Australian prefix ('02', '03', '07' or, '08') number associated with your UNIVOX Plan
- Is shared between all devices (IP phones and Softphones) that display the local telephone number associated to your plan
- Is reduced each time you make a Call to mobile phone numbers in Australia
- Expires at 12:00 PM on the last day of each month

UNUSED MCA BALANCE:

- Does not roll over to the next month
- Cannot be converted into or redeemed as cash, refunded; or credited toward another service that you have with us; and
- Is not credited or refunded where a service is unavailable for any period.

ABOUT PRICING

MINIMUM MONTHLY CHARGE

The Minimum Monthly Charge is determined by the Call Pack's MCA as detailed in the table below:

CALL PACK	MCA	CHARGE
Calls to Mobile Call Pack 5	5-hours	$58.00
Calls to Mobile Call Pack 10	10-hours	$114.00
Calls to Mobile Call Pack 15	15-hours	$166.00
Calls to Mobile Call Pack 20	20-hours	$216.00
Calls to Mobile Call Pack 25	25-hours	$262.00
Calls to Mobile Call Pack 30	30-hours	$306.00
Calls to Mobile Call Pack 35	35-hours	$346.00
Calls to Mobile Call Pack 40	40-hours	$384.00
Calls to Mobile Call Pack 45	45-hours	$418.00
Calls to Mobile Call Pack 50	50-hours	$450.00
Calls to Mobile Call Pack 55	55-hours	$478.00
Calls to Mobile Call Pack 60	60-hours	$504.00
Calls to Mobile Call Pack 65	65-hours	$526.00
Calls to Mobile Call Pack 70	70-hours	$546.00
Calls to Mobile Call Pack 75	75-hours	$582.00
Calls to Mobile Call Pack 80	80-hours	$576.00
Calls to Mobile Call Pack 85	85-hours	$586.00
Calls to Mobile Call Pack 90	90-hours	$594.00
Calls to Mobile Call Pack 95	95-hours	$598.00
Calls to Mobile Call Pack 100	100-hours	$600.00

EXCESS CALL CHARGES

The following call rates are charged to your account when making an outbound call to mobile phone numbers in Australia in excess of the your MCA.

CALL TYPE	CHARGE
Calls to Mobiles in Australia	22¢ per minute (charged in 30-second blocks)

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 Call Pack 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 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

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TERMS AND CONDITIONS

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