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 includes a Monthly Call Allowance of calls to standard numbers in 20 selected countries for a discounted fixed monthly charge. This CIS sets out the pricing and special conditions that apply to our International Calls Monthly Call Packs.

CONNECTION AND AVAILABILITY

You may choose one or more International Calls 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 standard numbers in 20 selected countries

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 standard numbers in 20 selected countries
- 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
International Call Pack 5	5 Hours	$5.00
International Call Pack 10	10 Hours	$9.00
International Call Pack 15	15 Hours	$13.00
International Call Pack 20	20 Hours	$17.00
International Call Pack 25	25 Hours	$20.00

ELIGIBLE COUNTRIES			
Canada	Greece	New Zealand	Sweden
China	Hong Kong	Portugal	Taiwan
Denmark	India	Singapore	Thailand
France	Italy	South Africa	UK
Germany	Malaysia	Spain	USA

EXCESS CALL CHARGES

The applicable International destination per minute call rates are charged to your account when making an outbound call to standard numbers in 20 selected countries in excess of the your MCA. You can view our International call rates at movox.com.au/call-rates.

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

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

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