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 an UNIVOX service and includes all standard Cloud PBX features. This CIS sets out the pricing and special conditions that apply to your UNIVOX Cloud PBX Plan.

CONNECTION AND AVAILABILITY

To use this service you need IP phones, a suitable Internet service and router which can purchased from us or may be included as part of your UNIVOX Cloud PBX Plan.

You can use your own IP phone, Internet service and router provided they are compatible with our service. If we did not supply your IP phones, Internet service or router we cannot guarantee the reliability of the service and we will not be responsible for the configuration of your network and devices unless agreed in writing.

During a power or Internet outage you may not be able to receive or make calls including calls to Emergency '000' services. Please ensure you have access to a mobile phone service to dial emergency services.

YOUR NETWORK, DEVICES & INTERNET SERVICE

Your Internet service, router, IP phones and the way data is transmitted over your network determines the performance of our voice services. You may need to make adjustments to your network and devices to achieve optimal call quality.

WHAT'S INCLUDED IN YOUR PLAN

- One (1) local Australian prefix ('02', '03', '07' or, '08') number; and
- One (1) 4-digit extension number for each device in your plan

ABOUT PRICING

MINIMUM MONTHLY CHARGE

The Minimum Monthly Charge is set out on your quotation and is determined by the number of Devices connected to your UNIVOX service.

SETUP CHARGE

Plan setup charges are set out on your quotation and are determined by the number of Devices connected to your UNIVOX service.

MINIMUM TERM

One (1) month; or Twenty-four (24) months when you select our Handset Subsidy option.

EARLY TERMINATION CHARGE

You can cancel your UNIVOX Cloud PBX Plan at any time, there's no early termination charge.

CALL CHARGES

Call charges are not included in the Minimum Monthly Charge. The following call rates are charged to your account for calls made using your UNIVOX service.

CALL TYPE	CHARGE
Calls to another 4-digit extension number on the same account	Free
Local or National calls	11¢ per call
Calls to 13 and 1300 numbers	35¢ per call
Calls to Mobiles in Australia	22¢ per minute (charged in 30-second blocks)
International calls (rates available at www.movox.com.au)	from 5¢ per minute (charged in 30-second blocks)

CALL PACKS

You may choose one or more Call Packs or Fax Packs with your UNIVOX Cloud PBX Plan. Call Packs include a quantity or duration of calls for a discounted fixed monthly charge. Please refer to our Call Packs and Fax Packs at movox.com.au/call-packs.

HANDSET SUBSIDY OPTION

When you choose to pay the Minimum Monthly Charge 24-months in advance we will provide a credit toward the cost of IP phones purchased from us. At the end of 24-months your Minimum Monthly Charge will be billed in advance at the monthly rate determined by the number of Devices connected to your UNIVOX service.

Subsidy credit is not transferable and any unused credit is cancelled after your initial purchase. Subsidy credits are set out on page 3 of this CIS and determined by the number of Devices connected to your UNIVOX service.

NUMBER TRANSFER (PORTING)

You can transfer existing phone numbers from most Australian carriers to use with your UNIVOX service. The following charges and timeframes apply when transferring your existing number from your current carrier to us.

DESCRIPTION	TIMEFRAME	CHARGE
1 single number	4 to 6 days	$33.00 per number
1 - 5 numbers	4 to 6 weeks	$75.00 per number range
6 - 100 numbers	4 to 6 weeks	$165.00 per number range
100 numbers +	4 to 6 weeks	$220.00 per number range
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 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

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.