

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 conference calls for a discounted fixed monthly charge. This CIS sets out the pricing and special conditions that apply to Conference Call Packs.

CONNECTION AND AVAILABILITY

You may choose one or more Conference Call Packs if you have an Conference Call Plan with us.

WHAT'S INCLUDED IN YOUR PLAN

- A Monthly Call Allowance (MCA) of conference calls

YOUR MCA:

- Is allocated to one (1) local Australian prefix ('02', '03', '07' or '08') number associated with your Conference Call Plan
- Is reduced each time a conference call participant joins a conference call
- 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.

CONFERENCE CALL USAGE

Conference call usage is calculated per participant in 30 second blocks. For example, a conference call lasting 15 minutes with 5 participants would use 1 hour 15 minutes of your MCA.

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
Conference Call Pack 10	10 hours	\$53.00
Conference Call Pack 20	20 hours	\$103.00
Conference Call Pack 50	50 hours	\$238.00

EXCESS CALL CHARGES

The following call rates are charged to your account for calls connected to your conference number, when the number of hours included in your MCA are in excess of the your MCA.

Conference calls are charged per participant, starting from when each participant joins the conference.

CALL TYPE	CHARGE
Inbound calls to your dedicated conference phone number	5¢ per 30 seconds, per participant (charged in 30 second blocks)
Outbound calls from your dedicated conference phone number	5¢ per 30 seconds (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.

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 by calling 1800 062 058 or go to tio.com.au

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