

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 Conference Call service. This CIS sets out pricing and special conditions that apply to your Conference Call Plan.

CONNECTION AND AVAILABILITY

To use this service you need a suitable Internet service and router, an IP phone or IP conference phone, or softphone application which can be purchased from us or may be included as part of your UNIVOX plan. You can use your own IP phone, IP conference phone, softphone, Internet service and router provided they are compatible with our service.

If we did not supply your IP phone, IP conference phone, softphone, 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.

INBOUND 1300/1800 NUMBERS

If you choose to use a 1300 or 1800 inbound phone number as your dedicated conference call number you will need our 1300/1800 Inbound Phone Number Plan in addition to a Conference Call Plan.

WHAT'S INCLUDED IN YOUR PLAN

- One (1) Australian 02, 03, 07 or, 08 phone number which will be dedicated as your conference call dial-in phone number; and
- One (1) virtual conference room

ABOUT PRICING

MINIMUM MONTHLY CHARGE

\$15.00 per month, billed in advance

ACTIVATION CHARGE

\$50.00

MINIMUM PLAN COST

\$65.00

MINIMUM TERM

There is no minimum term

EARLY TERMINATION CHARGE

You can cancel your Conference Call Plan at any time, there's no early termination charge.

CALL CHARGES

Conference call charges are not included in the Minimum Monthly Charge. The Conference Call Rates set out in the table below are charged to your account for calls connected to your conference number.

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)

CONFERENCE CALL USAGE

Conference call usage is calculated per participant in 30 second blocks, starting from when each participant joins the conference. For example, a conference call lasting 15 minutes with 5 participants would use 1 hour 15 minutes.

CONFERENCE CALL PACKS

Conference Call Packs include a duration of Conference Call Hours for a discounted fixed monthly charge. You may choose one or more Conference Call Packs in addition to your Conference Call Plan. Please refer to the Conference Call Packs Critical Information Summary at movox.com.au/critical-information-summaries.

FAIR USE POLICY

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

NUMBER TRANSFER (PORTING)

You can transfer existing phone numbers from most Australian carriers to use with your Conference Call 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 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 at tio.com.au

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.