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 fax to email service. This CIS sets out pricing and special conditions that apply to your Fax to Email Plan.

CONNECTION AND AVAILABILITY

To use this service you will need an active email address where we will send received faxes attached as a PDF file. To open a PDF file you will need suitable PDF software such as Adobe Reader. You can obtain Adobe Read for free at: get.adobe.com/uk/reader

IMPORTANT CONDITIONS

You can receive faxes with your fax to email service you cannot send outbound fax pages with this service. Fax pages are sent to one email address. If you need to receive faxes at multiple email addresses you will need to setup email forwarding in your email software.

WHAT'S INCLUDED IN YOUR PLAN

- One (1) fax to email service; and
- One (1) Australian 02, 03, 07 or, 08 fax number.

ABOUT PRICING

MINIMUM MONTHLY CHARGE

$5.00

ACTIVATION CHARGE

$15.00

MINIMUM PLAN COST

$20.00

MINIMUM TERM

There is no minimum term. You can cancel your Fax to Email Plan at any time, there's no termination charge.

FAX CHARGES

Charges to receive fax pages are not included in the Minimum Monthly Charge. The Standard Fax Rate set out in the table below is charged to your account for each fax page received to your fax number.

DESCRIPTION	CHARGE
One (1) A4 fax page received	10¢ per page

FAX PACKS

Fax Packs include a Monthly Page Allowance (MPA) for a discounted fixed monthly charge. You may choose one or more Fax Packs set out in the table below in addition to your Fax to Email Plan.

FAX PACK	MPA	CHARGE
Fax Pack 250	250 pages	$5.00
Fax Pack 500	500 pages	$8.00
Fax Pack 1000	1000 pages	$15.00

FAX PACK MONTHLY PAGE ALLOWANCE

- Is allocated to the fax number assigned to your plan;
- Is educed each time you receive a fax page;
- Expires at 12:00 PM on the last day of each month;
- Pages received in excess of your MPA will be charged to your account at the Standard Fax Rate.

UNUSED MONTHLY PAGE ALLOWANCE

- 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.

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 MOVOX for use with your Fax to Email Plan. 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
1300 or 1800 number	4 to 6 weeks	$75.00 per number

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 by calling 1800 062 058 or go to 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.