# Inbound 13 Number Plan

Critical Information Summary

**This Critical Information Summary 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 and what's not.**

## About the service

This plan provides access to a 13 number inbound phone service. This Critical Information Summary outlines the pricing and special conditions that apply to your 13 number plan.

13 numbers are a 6-digit virtual phone number. They are used to receive calls from an Australian local phone number or mobile phone number and cannot be used to make outbound calls. Calls made to your 13 phone number can be answered on your MOVOX phone or softphone, or you can forward calls to another number.

### Connection & availability

To use this service, you will need an active Cloud PBX or Softphone voice service with MOVOX.
If you're looking for a specific 13 phone number you can search availability and purchase the number from the Australian Communications and Media Authority's "Smartnumbers" website at https://www.thenumberingsystem.com.au.

### Your network, devices & Internet service

Your Internet service, router, softphone, mobile plan, and the way data is transmitted over your network may effect the performance of our voice services. You may need to adjust your network and devices to achieve optimal call quality.

### What's included in your plan

Your plan includes Australia-wide and State-based and time-based routing of calls made to your 13 inbound phone number.

## About pricing

| | |
|---|---|
| **Monthly Plan Charge** | $925 billed in advance |
| **Activation charge** | $100 |
| **Minimum term** | 12-months |
| **Minimum cost** | $11,200 over 12-months |

### Early termination charge

If you cancel your 13 number plan before the end of the Minimum term you need to pay a Early Termination Charge calculated as follows:
Monthly Plan Charge x Minimum Term months remaining x 80%.

### Call charges

The following call rates are charged to your account for calls made to your inbound 13 phone number.

| Call made from | Answer call on | Call rate 30 seconds |
|---|---|---|
|  |  | 5¢ |
|  |  | 8¢ |
|  |  | 11¢ |

Calls are charged in 30 second increments
All pricing in the CIS includes GST

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## Other information

### 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.

### Connection time frames

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.