# Inbound NZ 0508 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 an inbound New Zealand 0508 toll free number service. This Critical Information Summary outlines pricing and special conditions that apply to your Inbound NZ 0508 Number Plan.

New Zealand 0508 toll free numbers are a virtual phone number. They can only be used to receive inbound calls from a local New Zealand phone number or New Zealand mobile phone number and cannot be used to make outbound calls. Calls made to your 0508 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 0508 phone number please contact our Help Desk for availability.

### 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:

- One (1) New Zealand 0508 phone number; and
- New Zealand-wide location and time-based routing of calls made to your 0508 inbound phone number.

## About pricing

| | |
|---|---|
| **Monthly Plan Charge** | $15 billed in advance |
| **Activation charge** | $50 |
| **Minimum term** | 1-month |
| **Minimum cost** | $65 over 1-month |

### Early termination charge

You can cancel your Inbound 0508 Number Plan at any time, there's no early termination charge.

### Call charges

The following inbound call rate is for calls made to your 0508 number and answered on a device connected to your MOVOX account.

| Call made from | Answer call on | Call rate 60 seconds |
|---|---|---|
|  |  | 15¢ |

The following call forward rates are charged in addition to the call rate above when calls made to your 0508 number are forwarded and answered on a device that is not on your MOVOX account.







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

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### Call packs

Call packs include a Monthly Call Allowance (MCA) of inbound calls to your New Zealand 0508 number for a discounted fixed monthly charge. You can one or more Inbound 0508 Call Packs as an add-on to your Inbound NZ 0508 Number Plan.

| Call pack | MCA | Monthly |
|---|---|---|
| **0508 Call Pack 5** | 5-hours | $15.00 |
| **0508 Call Pack 10** | 10-hours | $25.00 |
| **0508 Call Pack 20** | 20-hours | $40.00 |
| **0508 Call Pack 50** | 50-hours | $95.00 |

### Your Monthly Call Allowance

- Does not include calls that are forwarded and answered on a device that is not on your MOVOX account. The applicable Call Forward rate will be charged in addition to the Call Pack monthly fee;
- Is reduced by the duration of each call that is made to your 0508 number and answered on a device connected to your MOVOX account;
- Expires at 12:00pm on the last day of the month;

### Unused Monthly Call Allowance

- Does not roll over to the following month;
- Cannot be converted into or redeemed for cash, refunded or credit toward another service you have with us.

## 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.

### Your first bill

Pricing in this CIS is for a monthly full billing cycle. Your first bill will include your Monthly Plan 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 Monthly Plan Charge divided by the number of days remaining in the current billing period.

### 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

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

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