

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 the National Broadband Network (NBN™) to deliver fibre Internet connectivity to the network point at your premises. This CIS sets out the pricing and special conditions that apply to your NBN™ Broadband Plan.

## BROADBAND EDUCATION PACKAGE

A broadband education package has been developed by Communications Alliance and other stakeholders, including; the Department of Communications & the Arts, the Australian Communications & Media Authority, the Australian Consumer & Competition Commission and the Telecommunications Industry Ombudsman.

It is intended as a general guide to help consumers better understand broadband technologies and the factors that can influence the performance of their broadband services.

It also provides guidance on steps consumers can take to improve their experience when using broadband connections, trouble-shooting tips, and answers to some frequently asked questions. You can access the broadband education package online at: <https://www.commsalliance.com.au/BEP>

## CONNECTION AND AVAILABILITY

NBN™ services may not be available in your area. You can check if the NBN™ network is available at your home or business by visiting the NBN™ website at [nbnc.com.au](http://nbnc.com.au). If we are unable to connect your NBN™ service you may cancel your order free of charge.

To use this service you will need an NBN™ compatible router which can be purchased from us or we may include one as part of your plan.

You can use your own router provided it is compatible with the NBN™ service. If we did not supply your router we cannot guarantee the reliability of the service and we will not be responsible for the configuration or ongoing maintenance of your device.

## WHAT'S INCLUDED IN YOUR PLAN

- The Monthly Data Allowance (MDA) detailed below:

DATA DESCRIPTION	ALLOWANCE
1GB (Gigabyte) = 1,000MB (Megabytes)	Unlimited GB

- When you choose a 24-month minimum term we will supply a router as detailed below;
- Delivery charges are not included in our supply of the router. You will need to pay the router delivery charges upon ordering your service.

DATA DESCRIPTION	ALLOWANCE
1GB (Gigabyte) = 1,000MB (Megabytes)	Unlimited GB

## ABOUT PRICING

### MINIMUM MONTHLY CHARGE

Our NBN™ Broadband Plans have 4 monthly pricing options based on the upload/download speed selected.

25/5Mbps	50/20Mbps	100/40Mbps	250/25Mbps
\$75.00 per month	\$95.00 per month	\$125.00 per month	\$145.00 per month

### MINIMUM TERM & ACTIVATION CHARGE

24-months	12-months
\$0.00	\$99.00

### MINIMUM PLAN COST

25/5Mbps	50/20Mbps	100/40Mbps	250/25Mbps
\$1,800.00 over 24-months	\$2,280.00 over 24-months	\$3,000.00 over 24-months	\$3,480.00 over 24-months
\$999.00 over 12-months	\$1,239.00 over 12-months	\$1,599.00 over 12-months	\$1,839.00 over 12-months

### **NBN™ NEW DEVELOPMENT CHARGE**

If your premises is identified by NBN™ as being within the site boundary of a new development a \$300.00 NBN™ New Development charge applies in addition to your activation charge.

### **EARLY TERMINATION CHARGE**

If you cancel your NBN™ Broadband Unlimited Plan before the end of the minimum term, you need to pay a \$330.00 Early Termination Charge.

### **FAIR USE POLICY**

You must comply with our Fair Use Policy available at [movox.com.au/legal/fair-use-policy](http://movox.com.au/legal/fair-use-policy). We may suspend or cancel your service if you breach our Fair Use Policy.

### **UPLOAD AND DOWNLOAD SPEEDS**

You can upgrade your NBN™ plan speed to a maximum of 25Mbps download and 5Mbps upload or 250Mbps download and 25Mbps upload.

Actual speeds vary due to your distance from your local telephone exchange, your router and other equipment, the number of devices using the service, software and the way data is transmitted over your network. Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

### **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 Monthly Plan Charge in advance and setup fees associated with your plan. If you started or changed your plan part way through a billing period your bill may also include a pro rata Monthly Plan Charge for the 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](http://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](http://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](http://movox.com.au/contact). If we can't resolve your complaint you can contact the Telecommunications Industry Ombudsman at [tio.com.au](http://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](http://movox.com.au/customer-terms).