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 Internet service, router, IP phones and the way data is transmitted over your network determines the performance of our voice services.

IP phones and routers supplied by us are programmed with your specific service settings. You can usually self-install your IP phones and router at no charge. You may need to make adjustments to your network and devices when your:

- network is protected by a firewall
- router is not configured to accept IP traffic; or
- IP phones do not have access to the Internet or power supply

MOVOX provide Onsite Support and Installation of Equipment purchased from us for an additional charge. This CIS sets out the pricing and special conditions that apply to the provision of Onsite Support services.

EQUIPMENT NOT SUPPLIED BY US

You can use your own IP phone, Internet service and router provided they are compatible with our service. If we did not supply your IP phones, 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.

TRAINING

Our charges for Onsite Support and Installation of Equipment supplied by us does not include training on the use of equipment unless specified in our quotation. MOVOX may provide training in the use of equipment, if requested by the Customer, subject to payment of an additional charge.

ABOUT PRICING

ONSITE SUPPORT CHARGES

Our charges (including GST) for the provisioning of Onsite Support and Installation of Equipment are:

$75.00 onsite call-out fee, plus

$200.00 for the first 60 minutes or part thereof; and

$50.00 for each 15 minute block thereafter

Additional charges may apply for: cabling, materials, equipment hire, parking, or when your premises is located in excess of fifty (50) kilometres from MOVOX's service centre

SITE PREPARATION

The Customer shall ensure that MOVOX personnel have full and safe access to the customers' premises for the purpose of providing Onsite Support and Installation of Equipment.

HAZARDOUS CONDITIONS

In the event a hazardous condition is detected we may discontinue providing the Onsite Support service until such hazardous conditions have been removed. Hazardous conditions include, but are not limited to, unhampered working facilities, inadequate lighting, heat and ventilation and suitable electric current outlets and power boards.

TIMING

Onsite Support and Installation of Equipment shall be conducted during MOVOX's business hours unless we have agreed to perform these activities after hours.

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-us.

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-us. 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.