

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 ("Licensee") access to an annual license to use professionally recorded messages and greetings connected to your MOVVOX voice service.

This CIS sets out the pricing and special conditions that apply to your Recorded Message or Greetings Plan.

CONNECTION AND AVAILABILITY

On-hold messages and greetings are designed to entertain, advise and direct callers when they call phone numbers attached to your MOVVOX voice service.

You can self-record on-hold messages, menu greetings, voicemail greetings, open/closed and holiday messages using your telephone handset without charge. You may supply self-recorded files for us to upload and use with your MOVVOX voice service provided they are supplied in a compatible file format.

If we did not supply your recorded message files we cannot guarantee sound quality and we will not be responsible for modifications to your files.

PERMITTED USE

The rights granted to the Licensee do not permit you to:

- claim authorship of music included in the recording;
- transfer, share or sub-lease the recorded files with any other party unless agreed by MOVVOX in writing;
- copy, duplicate or permit any other individual or third party the right to use the recorded files;
- resell the recorded files in part or in whole, to any other individual or party

WHAT'S INCLUDED IN YOUR PLAN

Each plan includes a professionally recorded message or greeting with an annual allowance as follows:

PLAN NAME	ALLOWANCE
On-hold message	Multiples of up to 140 words (approximately 60 seconds)
Open/Closed/Vacation message	1 x Business hours and 1 x After hours message, or 2 x Vacation messages, with a combined total of up to 90 words
Voicemail greeting	1 x Unavailable greeting for personal, group or department voicemail with a combined total of up to 80 words
Automated menu	1 x Welcome menu greeting and up to 4 automated menu prompts

Any unused plan allowance expires 12 months from the commencement of your plan.

ABOUT PRICING

All plans are billed annually in advance. Your plan will automatically renew every 12-months unless you advise us in writing at least 30-days prior to the annual renewal date of your plan.

PLAN NAME	ANNUAL CHARGE
On-hold message	\$140/ 140 words per annum
Open/Closed/Vacation message	\$80 per annum
Voicemail greeting	\$20 per annum
Automated menu	\$95 per annum

SCRIPT WRITING OPTION

You will need to write your own scripts by completing our online form for each plan message or greeting. Alternatively we provide a script writing service charged at \$360.00 per 140 words, or 60 seconds approximately.

TRANSFER TO ANOTHER CARRIER

You do not own the recorded message files, If you cancel your plan and wish to transfer the recorded message files to another supplier you need to pay a file export fee for each message or greeting plan type detailed below:

PLAN NAME	FILE EXPORT FEE
On-hold message	\$350 per 140 words
Open/Closed/Vacation message	\$225 per 2 messages
Voicemail greeting	\$50 per voicemail greeting
Automated menu	\$200 per 4 menu prompts

CONNECTION TIMEFRAMES

We will try to upload and activate your message and greeting files on the date you ask however, this may not always be possible. Message and greeting files are usually recorded by our voice artist within 7-days from receipt of your script. This may vary during holiday and busy periods and the availability of the voice artist.

YOUR FIRST BILL

Pricing in this CIS is for an annual billing cycle. Your bill will include your annual plan charge in advance and may also include script writing charges and or file upload fees.

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.