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 our XPhone Softphone service and standard XPhone Softphone features. This CIS sets out the pricing and special conditions that apply to your Softphone 10 Plan.

CONNECTION AND AVAILABILITY

To use this service you need a suitable Internet service and router, our XPhone Softphone application for iPhone and Android mobile phones (which is available from the App Store or Google Play) and Windows PC's and Laptops (which can be downloaded from the MOVOX website) after subscribing to your plan.

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

During a power or Internet outage you may not be able to receive or make calls including calls to Emergency '000' services. Please ensure you have access to a mobile phone service to dial emergency services.

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

- One (1) Australian 02, 03, 07 or, 08 phone number;
- One (1) 4-digit extension number;
- Voicemail to email; and
- One (1) XPhone Softphone applicaion for mobile, or Windows PC and laptops;

ABOUT PRICING

MINIMUM MONTHLY CHARGE

$10.00 per month, per user, billed in advance

ACTIVATION CHARGE

$35.00 per user

MINIMUM PLAN COST

$45.00 per user

MINIMUM TERM

There is no minimum term

EARLY TERMINATION CHARGE

You can cancel your Softphone 10 Plan at any time, there's no early termination charge.

CALL CHARGES

Call charges are not included in the Minimum Monthly Charge. The following call rates are charged to your account for calls made using your Softphone service.

CALL TYPE	CHARGE
Calls to another 4-digit extension number on the same account	Free
Local or National calls	11¢ per call
Calls to 13 and 1300 numbers	35¢ per call
Calls to Mobiles in Australia	22¢ per minute (charged in 30-second blocks)
International calls (rates available at www.movox.com.au)	from 5¢ per minute (charged in 30-second blocks)

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.

UNIVOX MOBILE APPLICATION

Our Softphone plans include the use of our UNIVOX mobile application. The application enables you to self-manage after-hours time settings, call forwarding, emergency failover and check voicemail messages from your mobile. The UNIVOX mobile application is available for iPhone and Android from the App Store or Google Play.

PLAN OPTIONS

You may select our Softphone 15 Included Call Plan as an add-on to your Softphone 10 Plan at any time. Your new add-on plan and included features will commence from the start of your next monthly billing cycle and is subject to the Critical Information Summary associated with your new add-on plan.

NUMBER TRANSFER (PORTING)

You can transfer existing phone numbers from most Australian carriers to MOVOX. The following charges and timeframes apply when transferring your existing number from your current carrier to us.

DESCRIPTION	TIMEFRAME	CHARGE
1 single number	4 to 6 days	$33.00 per number
1 - 5 numbers	4 to 6 weeks	$75.00 per number range
6 - 100 numbers	4 to 6 weeks	$165.00 per number range
1300 or 1800 number	4 to 6 weeks	$75.00 per number

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.

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.