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

This plan is an add-on option to our Softphone 10 Plan and includes a monthly allowance of Local and National calls and Calls to mobile phones in Australia. This CIS sets out the pricing and special conditions that apply to your Softphone 15 Included Calls Plan.

CONNECTION AND AVAILABILITY

To use this service you need an active subscription to our Softphone 10 Plan, 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

- A Monthly Call Allowance (MCA) of Local and National calls and Calls to mobile phones in Australia

ABOUT PRICING

MINIMUM MONTHLY CHARGE

$15.00 per month, billed in advance

MINIMUM PLAN COST

$15.00 per user

MINIMUM TERM

There is no minimum term

EARLY TERMINATION CHARGE

You can cancel your Softphone 15 Included Calls Plan at any time, there's no early termination charge.

CALL CHARGES

The following call rates are charged to your account for calls not included in the Minimum Monthly Charge, or where you have breached our Fair Use Policy.

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

The Monthly Call Allowance included in your plan is subject to our 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 and or charge for excessive and unreasonable call activity if you breach our Fair Use Policy.

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.