

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 UNIVOX Cloud PBX service and standard Cloud PBX features, a monthly allowance of Local and National calls and Calls to mobile phones in Australia and an IP Phone from our range of Included IP phone models. This CIS sets out the pricing and special conditions that apply to your UNIVOX 30 Cloud PBX Plan.

CONNECTION AND AVAILABILITY

To use this service you need a suitable Internet service and router, an IP phone which can be purchased from us or may be included as part of your plan.

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 phone, 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, IP phone, mobile plan, computer 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

- Cloud PBX phone system features;
- One (1) Australian 02, 03, 07 or, 08 phone number;
- One (1) 4-digit extension number.
- A Monthly Call Allowance (MCA) of Local calls, National calls and Calls to mobile phones located in Australia; and
- 1 x Grandstream or Yealink IP Phone from our range of Standard IP Phone models.

ABOUT PRICING

MINIMUM MONTHLY CHARGE

\$30.00 per month, billed in advance

ACTIVATION CHARGE

\$35.00

MINIMUM TERM

12-months

MINIMUM PLAN COST

\$323.00

IP PHONE UPGRADES

You may upgrade from a Standard IP phone to a higher model phone by paying a Monthly Phone Upgrade Charge in addition to your UNIVOX 30 Cloud PBX Plan Minimum Monthly Charge. Please refer to the list of IP Phones in this CIS.

EARLY TERMINATION CHARGE

You can cancel your UNIVOX 30 Cloud PBX Plan at any time, however if you cancel your plan before the end of the Minimum Term, you need to pay a Early Termination Charge calculated as follows:

- The Minimum Monthly Charge x Minimum Term months remaining x 80%.

If you have upgraded your included Standard IP phone to a higher model phone, you need to pay:

- The Minimum Monthly Charge x Minimum Term months remaining x 80%; plus
- The Monthly Phone Upgrade Charge associated with your upgraded phone x Minimum Term months remaining x 100%.

UPGRADE CHARGE	\$5.00 per month	\$10.00 per month	\$15.00 per month	\$20.00 per month	\$25.00 per month
MINIMUM COST	\$60.00	\$120.00	\$180.00	\$240.00	\$300.00

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.

UNIVOX MOBILE APPLICATION

Our UNIVOX 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 CHANGES

You may downgrade your UNIVOX 30 Cloud PBX Plan to our UNIVOX 20 Cloud PBX Plan, or UNIVOX 10 Cloud PBX Plan at any time. Your new 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 plan.

CONNECTION TIMEFRAMES

Once your application is accepted by us we will try to deliver the equipment and connect your service on the date you ask for however, this may not always be possible. If you rent or purchase equipment from us, we will configure the equipment to ensure it can be used with your MOVVOX Cloud PBX voice service.

CANCELATION OF ORDER

If you cancel your UNIVOX 30 Cloud PBX Plan order after we have ordered any included IP Phone for you from our supplier but before delivery, you must pay us for the equipment that has been ordered.

SUPPLY OF EQUIPMENT

Your continued use of the IP Phone ("Equipment") we supply to you is subject to your acknowledgement and acceptance of the conditions listed below:

- You do not have any title to any equipment;
- You have no right to alter equipment;
- You must ensure that the equipment is kept in good order and repair;
- You must not sell, dispose of or encumber the rental equipment;
- You allow us to inspect the equipment at any reasonable time;
- You must obtain and maintain adequate insurance for the value of the rental equipment;
- You must only use the equipment for your MOVVOX Cloud PBX voice service;
- You must continue to pay the Minimum Monthly Charge notwithstanding any; defect, breakdown, accident, loss, theft, damage, or any unavailability of the equipment.

YOUR FIRST BILL

Pricing in this CIS is for a monthly full billing cycle. Your first bill will include your Monthly Rental Plan Charge in advance. If you started your plan part way through a billing period your bill may also include a pro rata Monthly Rental Plan Charge.

CONTACTING MOVVOX

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.

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.

CLOUD PBX 30 PLAN STANDARD IP PHONES



Grandstream GRP2612P
\$0 included in plan



Yealink SIP-T31P
\$0 included in plan



Yealink SIP-T31G
\$0 included in plan



Grandstream GRP2602P
\$0 included in plan

IP PHONE UPGRADES AND MONTHLY UPGRADE CHARGE



Grandstream GRP2612W
\$5 per month



Grandstream GRP2613
\$5 per month



Yealink SIP-T33G
\$5 per month



Grandstream WP810
\$5 per month



Grandstream GRP2614
\$10 per month



Yealink SIP-T43U
\$10 per month



Yealink SIP-T53
\$10 per month



Grandstream WP820
\$10 per month



Grandstream GRP2615
\$15 per month



Yealink SIP-T46U
\$15 per month



Yealink SIP-T53W
\$15 per month



Grandstream GRP2616
\$20 per month



Yealink SIP-T54W
\$20 per month



Yealink SIP-T48U
\$25 per month



Grandstream GXV3350
\$25 per month



Yealink SIP-T57W
\$25 per month