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|--|--|--|---|---|
| <p>\$85 PER MONTH</p> <p>NO MINIMUM TERM MINIMUM COST \$135</p> | <p>CONFERENCE CALLS</p> <p>16 hours</p> <p>INCLUDED MONTHLY</p> | <p>DEDICATED CONFERENCE NUMBER</p> <p>1</p> <p>INCLUDED</p> | <p>CONNECT UP TO</p> <p>50</p> <p>PARTICIPANTS</p> | <p>CONFERENCE</p> <p>"hello"</p> <p>WELCOME GREETING</p> |
|--|--|--|---|---|

This Critical Information Summary (CIS) gives you 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 and what's not.

ABOUT THE SERVICE

Your plan gives you access to a Conference Call service. This CIS sets out the pricing and special conditions that apply to your Conference Call Plan 85.

CONNECTION AND AVAILABILITY

To use this service you will need a suitable router, Internet connection and IP handset which can purchased from us.

You can use your own router, Internet connection and IP handset provided they are compatible with our service. If we did not supply these devices or internet connection we cannot guarantee the reliability of the service and we will not be responsible for configuration of your devices.

WHAT'S INCLUDED IN YOUR PLAN

- 1 x dedicated 1300 or 1800 conference number;
- 1 x dedicated local phone number;
- 5 simultaneous conference rooms; and
- Monthly Call Allowance (MCA) detailed below. Unused MCA does not roll over to the next month.

| CALL TYPE INCLUDED | ALLOWANCE |
|--|-----------------------|
| Conference call minutes (from a local, national or mobile phone number in Australia) | 960 minutes per month |

ABOUT PRICING

MINIMUM MONTHLY CHARGE

\$85.00

ACTIVATION CHARGE

\$50.00

MINIMUM TERM

There is no minimum term

MINIMUM PLAN COST

\$135.00

EARLY TERMINATION CHARGE

You can cancel your Conference Call Plan 85 at any time, there's no early termination charge.

CALL RATES

The following call rates are charged to your account for calls connected to your conference number that are not included in your MCA. Conference call minutes are calculated per participant, starting from when each participant joins the conference.

| CALL TYPE | CHARGE |
|---|---|
| Calls to your dedicated conference phone number | 10¢ per minute (charged per participant, in 30 second blocks) |



NUMBER TRANSFER (PORTING)

You can transfer an existing phone number from most Australian carriers to use with your Conference Call Plan. The following charges and timeframes apply when porting a phone number from your current carrier to us.

| DESCRIPTION | TIMEFRAME | CHARGE |
|---------------------|----------------------|--------------------|
| 1 single number | 4 to 6 business days | \$30.00 per number |
| 1300 or 1800 number | 4 to 6 weeks | \$75.00 per number |

INSTALLATION CHARGES

You can usually self-install your IP handsets at no charge. Occasionally, you may need to make modifications to your network when:

- your network is protected by a firewall
- your router is not configured to accept IP traffic
- your IP handsets do not have access to internet sockets or power supply

If we need to visit your premises during business hours we will charge you a callout fee of \$175 and onsite support fee of \$85 every 30 minutes. Additional charges apply if cabling is required or the installation is in a difficult location.

OTHER INFORMATION

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.

MANAGE YOUR ACCOUNT ONLINE

Access your MOVOX account 24 hours a day, 7 days a week at movox.com.au/my-account to update your contact details or pay your bill online.

YOUR FIRST BILL

Pricing in this Critical Information Summary are for a monthly full billing cycle. Your first bill will include your minimum monthly charge in advance and may also include pro rata charges for part of the month if you started or changed your plan part way through a billing period.

CONTACTING MOVOX

If you have questions about your services or bill please call us on 1800 100 800 or email us at support@movox.com.au

COMPLAINTS OR DISPUTES

MOVOX will take all reasonable steps to resolve complaints within 21 days. If you need to make a complaint you can:

- call us on 1800 100 800
- call your Account Representative if you have one
- email us at support@movox.com.au

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or go to tio.com.au/about-us/contact-us

TERMS AND CONDITIONS

This is a summary only – the full legal terms for your service are contained in your agreement with MOVOX, including our Terms and Conditions which are available at movox.com.au/customer-terms.