

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 a high speed Broadband internet service with a monthly data allowance and landline phone service. This CIS sets out the pricing and special conditions that apply to your an ADSL Broadband 200GB Landline Bundle.

### CONNECTION AND AVAILABILITY

This service is available to sites located in Zone 1 and Zone 2 and may not be available at your location. You can confirm your zone and availability by calling us on 1800 100 800.

To use this service you will need a landline phone service and a suitable router which can be purchased from us or we may include one as part of your bundle. You can use your own router provided it is compatible with the service. If we did not supply your router we cannot guarantee the reliability of the service and we will not be responsible for the configuration of your device.

If there is a working landline service at your premises and we can reconnect it without having a technician visit your premises, then you will be charged for an existing landline number reconnection. If this is not possible a technician will be required to visit your premises and the applicable connection type will be charged to your account.

### WHAT'S INCLUDED IN YOUR PLAN

- 1 x local landline phone number; and
- Monthly Data Allowance (MDA) as detailed below:

DATA DESCRIPTION	ALLOWANCE
1GB (Gigabyte) = 1,000MB (Megabytes)	200 GB per month

## ABOUT PRICING

### MINIMUM MONTHLY CHARGE

\$95.00 including GST

### ACTIVATION CHARGE

\$99.00 including GST

### MINIMUM TERM

24 months

### MINIMUM PLAN COST

\$2,379.00 including GST

### EARLY TERMINATION CHARGE

If you cancel your an ADSL Broadband 200GB Landline Bundle before the end of the minimum term, you need to pay a \$220.00 Early Termination Charge.

### UPLOAD AND DOWNLOAD SPEEDS

ADSL provides maximum download speeds up to 20Mbps in selected areas and up to 8Mbps in many other areas but average speeds will be lower. Actual speeds vary due to factors such as your distance from your telephone exchange, weather conditions, your router and other equipment, software, network links and the way data is transmitted over your network. Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

### 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.

## LANDLINE CONNECTION TIMEFRAME & CHARGES

One of the following connection fees will be charged to your account depending on your landline connection type and landline availability to your premises.

CONNECTION TYPE	TIMEFRAME	CHARGE
Existing landline number reconnection	2 to 6 days	\$59.00
Landline connection with a technician visit	5 to 15 days	\$125.00
New landline connection with a technician visit and cabling work	5 to 15 days	\$299.00

## CALL RATES

Call charges and features (such as Voicemail or Line Hunt) are not included in the Minimum Monthly Charge. You pay an additional amount for features and calls you make each month using your landline service. The following call rates are charged to your account when making an outbound call using your landline service.

CALL TYPE	CHARGE
Local calls	20¢ per call
National calls	10¢ per minute
Calls to 13 and 1300 numbers	50¢ per call
Calls to Mobiles in Australia	20¢ per minute plus 20¢ call connection fee charged in 1 minute blocks
International calls (rates available at <a href="http://www.movox.com.au">www.movox.com.au</a> )	Country per minute rate plus 20¢ call connection fee charged in 30 second blocks

## YOUR FIRST BILL

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

## MANAGE YOUR ACCOUNT ONLINE

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

## CONTACTING MOVOX

If you have questions about your services or our charges please call us on 1800 100 800 or email us at [support@movox.com.au](mailto:support@movox.com.au).

## COMPLAINTS OR DISPUTES

We will take all reasonable steps to resolve complaints within 21 days. If you need to make a complaint please email us at [support@movox.com.au](mailto:support@movox.com.au) or call us on 1800 100 800. If we can't resolve your complaint you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or go to [tio.com.au](http://tio.com.au)

## FAIR USE POLICY

You must comply with our Fair Use Policy available at <https://movox.com.au/customer-terms/fair-use-policy>. We may take action if you breach our Fair Use Policy, including suspending or cancelling your service.

## TERMS AND CONDITIONS

This is a summary only – the full legal terms for your service are contained our Terms and Conditions which are available at [movox.com.au/customer-terms](http://movox.com.au/customer-terms).