

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 the National Broadband Network (NBN™) to deliver fibre Internet connectivity to the network point at your premises. This CIS sets out the pricing and special conditions that apply to your NBN™ Broadband 200GB Plan.

CONNECTION AND AVAILABILITY

NBN™ services may not be available in your area. You can check if the NBN™ network is available at your home or business by visiting the NBN™ website at: <http://www.nbnco.com.au>. If we are unable to connect your NBN™ service you may cancel your order free of charge.

To use this service you will need an NBN™ compatible router which can be purchased from us or we may include one as part of your plan.

You can use your own router provided it is compatible with the NBN™ 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.

WHAT'S INCLUDED IN YOUR PLAN

- Monthly Data Allowance (MDA) as detailed below:

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

MONTHLY DATA ALLOWANCE

Unused MDA expires each month. If you exceed your MDA in a monthly billing period you won't be charged for extra use, your speed will be slowed to 256kbps for all usage until your next billing period begins.

ABOUT PRICING

MINIMUM MONTHLY CHARGE

Our NBN™ Broadband 200GB Plan is available with download speeds up to 12Mbps, 25Mbps or 100Mbps.

12Mbps	25Mbps	100Mbps
\$59.00	\$69.00	\$89.00

MINIMUM TERM & ACTIVATION CHARGE

24-months	12-months	1-month
\$99.00	\$149.00	\$198.00

NBN™ NEW DEVELOPMENT CHARGE

If your premises is identified by NBN™ as being within the site boundary of a new development a \$300.00 NBN™ New Development charge applies in addition to your activation charge.

MINIMUM PLAN COST

12Mbps	25Mbps	100Mbps
\$1,515.00 over a 24-month term	\$1,755.00 over a 24-month term	\$2,235.00 over a 24-month term
\$857.00 over a 12-month term	\$977.00 over a 12-month term	\$1,217.00 over a 12-month term
\$257.00 over a 1-month term	\$267.00 over a 1-month term	\$287.00 over a 1-month term

EARLY TERMINATION CHARGE

If you cancel your NBN™ Broadband 200GB Plan before the end of the minimum term, you need to pay a \$220.00 Early Termination Charge.

NBN™ VOICE OPTION

NBN™ Voice allows you to make phone calls through your NBN™ service. You will require a compatible telephone handset and you must be connected to an active NBN™ Fibre (FTTP) service. If your NBN™ plan is cancelled, your NBN™ Voice service will also be cancelled.

PLAN DESCRIPTION	PLAN ACCESS
NBN Voice	\$10.00 per month

The following call rates are charged to your account when making an outbound call using NBN™ Voice.

CALL TYPE	CHARGE
Local and National calls	Included
Calls to Mobiles in Australia	22¢ per minute (charged in 30 second blocks)
Calls to 13 and 1300 numbers	35¢ per call
1223 Directory Assistance	1.80 per call
1225 Directory Assistance	2.20 per call
International calls (rates available at www.movox.com.au)	from 2¢ per minute (charged in 30 second blocks)

UPLOAD AND DOWNLOAD SPEEDS

You can upgrade your NBN™ plan speed to a maximum of 25Mbps download and 5Mbps upload or 100Mbps download and 40Mbps upload.

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.

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 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.

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 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

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.