

Advanced Support



This Critical Information Summary 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 and what's not.

About the service

Phones and equipment supplied by us are programmed with your specific settings so you can usually self-install your phones and other equipment at no charge. At times you may need to request us to make changes to your users, call flows, devices or make adjustments to your network and devices.

Advanced support gives you direct access to a remote technician and covers things like: programming a new or existing phone or router; changes to call flows and other technical support requirements. This CIS sets out the pricing and special conditions that apply to the provision of Advanced Support services.

Equipment not supplied by us

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 phones, Internet service or router we cannot guarantee the reliability of the service.

Access to your network and computer

To enable the provision of our Advanced Support service UNIVOX personnel require remote access to your network, your router and a computer connected to your network. Whilst we have access to your nominated computer and until we have notified you that we have completed our Advanced Support services you must:

- ensure that your computer is turned on; and
- your computer is not used by you or other personnel

Advanced support charges

Remote technician \$35 per 15 minute block

All pricing in the CIS includes GST.

Training

Our charges for Advanced Support does not include training on the use of equipment unless specified in our quotation. We may provide training in the use of equipment, if requested by you, subject to payment of an additional charge.

What we require of you

Prior to the scheduled time of the Advanced Support booking we will email a remote access link and PIN to your nominated email address.

To establish our remote connection to your network, router and computer you will need to click the link in the email which will open a web browser on your computer and enter the PIN provided.

Device usernames and passwords

You must provide us with the usernames and passwords for the devices which we require access to enable the provision of the Advanced Support services.

Failure to provide usernames and passwords may cause your Advanced Support booking to be delayed or rescheduled.



Other information

Timing

To order Advanced Support please complete the online Advanced Support Booking form at <https://univox.com.au/advanced-support>

Once your order for Advanced Support is accepted by us we will try to provide the service on the date and time you ask for however, this may not always be possible.

Advanced Support shall be conducted during UNIVOX business hours unless we have agreed to perform these activities after hours.

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 univox.com.au/my-account.

Contacting UNIVOX

If you have questions about our services or charges please call us on 1800 100 800 or send us a message online at univox.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 univox.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 Technical Support and Supply of Equipment Terms available at univox.com.au/technical-support-and-supply-of-equipment-terms.