



Critical Information Summary

Conference Call Packs

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

This plan gives you access to a Monthly Allowance of calls to your dedicated conference call phone number for a discounted fixed monthly charge. This CIS sets out the pricing and special conditions that apply to your Conference Call Pack.

Connection & availability

You will need an active Conference Call Plan with us. Conference Call Pack's are an add on to our Conference Call Plan.

What's included in your plan

- A Monthly Call Allowance (MCA) of calls to your dedicated conference call phone number

Your MCA

- Is allocated to the Australian 02, 03, 07 or, 08 local phone number associated with your conference call service;
- Is reduced each time a conference call participant joins a conference call;
- Expires at 12:00 PM on the last day of each month

Unused MCA balance

- Does not roll over to the next month;
- Cannot be converted into or redeemed as cash, refunded; or credited toward another service that you have with us; and
- Is not credited or refunded where a service is unavailable for any period.




About pricing

Call Pack	Monthly Charge
Conference Call Pack 10-hours	\$53
Conference Call Pack 20-hours	\$103
Conference Call Pack 50-hours	\$238

All pricing in the CIS includes GST.

Excess call charges

The following call rates are charged to your UNIVOX account when you receive a call made to your dedicated conference call phone number in excess of the your MCA.

Call from	Call to	Call rate
	→ 	= 

Conference calls are charged in 30 second increments, per conference participant, starting from when each participant joins the conference.

For example, a conference call lasting 15 minutes with 5 participants would use 1 hour 15 minutes of your MCA.

Early termination charge

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



Other information

Fair use policy

You must comply with our Fair Use Policy available at univox.com.au/fair-use-policy. We may suspend or cancel your service if you breach our Fair Use Policy.

Connection time frames

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. If you started or changed your plan part way through a billing period your bill will also include a pro rata charge based on your Minimum Monthly Charge divided by the number of days remaining in the current billing period.

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 Customer Terms available at univox.com.au/customer-terms.