

# Conference Call Plan



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 conference call service. This CIS sets out pricing and special conditions that apply to your Conference Call Plan.

### Connection and availability

To use this service you will need a suitable Internet service and compatible IP phone or IP conference phone which can be purchased from us. You can use your own Internet service and IP phone provided they are compatible with our service.

If we did not supply your Internet service or IP phone we cannot guarantee the reliability of the conference call service and we will not be responsible for configuration of your devices.

### What's included in your plan

Your 100 Phone Number Range Plan includes:

- One (1) Australian 02, 03, 07 or, 08 local phone number, dedicated to your conference call service; and
- One (1) virtual conference room for up to 50 conference call participants

### Inbound 1300 and 1800 numbers

If you choose to use an inbound 1300 or 1800 number as your dedicated conference call number you will need our 1300 or 1800 Inbound Phone Number Plan in addition to this Conference Call Plan.

## About pricing

**Monthly Plan Charge** \$15 billed in advance

**Activation charge** \$0

**Minimum term** 1-month

**Minimum cost** \$15 over 1-month




All pricing in the CIS includes GST.

### Early termination charge

You can cancel your plan at any time, there is no early termination charge.

### Call charges

The following call rates are charged to your UNIVOX account for calls connected to your conference call number.

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.

### Call packs

You may choose one or more Call Packs with your Conference Call Plan. Call Packs include a quantity or duration of calls for a discounted fixed monthly charge. Please refer to our Conference Call Packs at [univox.com.au](http://univox.com.au)



## Other information

### Fair use policy

You must comply with our Fair Use Policy available at [univox.com.au/fair-use-policy](http://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](http://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](http://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](http://univox.com.au/contact). If we can't resolve your complaint you can contact the Telecommunications Industry Ombudsman at [tio.com.au](http://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](http://univox.com.au/customer-terms).