



Critical Information Summary

Inbound 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 inbound calls to your 13, 1300 or 1800 phone number for a discounted fixed monthly charge. This CIS sets out the pricing and special conditions that apply to your Inbound Call Pack plan.

Connection & availability

You will need an active Inbound 13, 1300 or 1800 Phone Number Plan with us. The Inbound Call Pack plan is an add on to our Inbound Phone Number plans.

What's included in your plan

- A Monthly Call Allowance (MCA) of inbound calls to your Inbound 13, 1300 or 1800 phone number

Your MCA

- Is allocated to one single 13, 1300 or 1800 inbound phone number
- Is reduced each time you receive a call made to your Inbound 13, 1300 or 1800 phone number
- 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
Inbound Call Pack 10-hours	\$53
Inbound Call Pack 20-hours	\$103
Inbound Call Pack 50-hours	\$238
Inbound Call Pack 100-hours	\$381

Excess call charges

The following call rates are charged to your UNIVOX account when you receive a call made to your 13, 1300 or 1800 inbound phone number in excess of the your MCA.

Call made from	Answer call on	Call rate 30 seconds
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In addition to the call rate above, the following rates are charged when calls to your 13, 1300 or 1800 inbound phone are forwarded to a phone number not on your UNIVOX account.



Calls are charged in 30 second increments
All pricing in the CIS includes GST



Other information

Early termination charge

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

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.