

On-Hold Message 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 an annual license to use a professionally recorded on-hold message connected to your UNIVOX voice service. This CIS sets out the pricing and special conditions that apply to your On-Hold Message Plan.

Connection and availability

On-hold messages are designed to entertain, advise and direct callers when they call phone numbers attached to your UNIVOX voice service. You can self-record your on-hold message using your telephone handset without charge.

You may supply self-recorded files for us to upload and use with your UNIVOX voice service, provided they are supplied in a compatible audio file format. If we did not supply your recorded message files we cannot guarantee sound quality and we will not be responsible for modifications to your files.

What's included in your plan

Your On-hold Message Plan includes:

- up to 140 words or approximately 60 seconds professionally recorded by your choice of male or female voice artist.

Background music

Background music is optional. If you require music to play in the background of your on-hold message there is an additional fee as indicated.

About pricing

Annual Plan Charge	\$140 per 140 words
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Minimum term	12-months
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Minimum cost	\$140 over 12-months
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Background music	\$70 billed in advance
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All pricing in the CIS includes GST

Early termination charge

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

On-hold message script

You will need to write your on-hold message script and submit the script by completing our online form at univox.com.au/on-hold-messages. Alternatively we provide a script writing service charged at **\$360** per 140 words, or approximately 60 seconds.

Permitted use

The license rights do not permit you to:

- claim authorship of music included in the on-hold message;
- transfer, share or sub-lease the audio files with any other party unless agreed by UNIVOX;
- copy, duplicate or permit any other individual or third party the right to use the audio files; or
- resell the audio files in part or in whole, to any other individual or party

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Other information

Transfer to another carrier

You do not own the on-hold message audio files. If you cancel your On-Hold Message Plan and wish to transfer the audio files to another supplier you need to pay a file export fee as detailed below:

Plan name	File export fee
On-hold message plan	\$350

Connection time frames

Once you have supplied your script we will try to record and upload your audio file on the date you ask for however, this may not always be possible.

Annual billing

Your On-hold Message Plan is billed annually in advance and will automatically renew every 12-months unless you advise us in writing at least 30-days prior to the annual renewal date. Pricing in this CIS is for an annual billing cycle. Your first bill will include your Minimum Annual Charge in advance.

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.