

Onsite 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. We also provide onsite support and installation for equipment purchased from us for an additional charge. This CIS sets out the pricing and special conditions that apply to the provision of Onsite 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 and we will not be responsible for the configuration of your network and devices unless agreed in writing.

Your Internet service, router, IP phones and the way data is transmitted over your network determines the performance of our voice services. You may need to make adjustments to your network and devices when your:

- network is protected by a firewall
- router is not configured to accept IP traffic; or
- IP phones do not have access to the Internet or power supply

Training

Our charges for Onsite Support and Installation of Equipment supplied by us 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.

Onsite support charges

Our charges for the provisioning of Onsite Support and installation of equipment are:

Onsite call-out fee	\$75
First 60 minutes or part thereof	\$200
15 minute blocks thereafter	\$50

All pricing in the CIS includes GST.

Additional charges

Additional charges may apply for; cabling, materials, equipment hire, parking, or when your premises is located in excess of fifty (50) kilometers from our service center.

Site preparation

The Customer shall ensure that UNIVOX personnel have full and safe access to the customer premises for the purpose of providing Onsite Support and installation of equipment.

Hazardous conditions

In the event a hazardous condition is detected we may discontinue providing the Onsite Support service until such hazardous conditions have been removed.

Hazardous conditions include, but are not limited to, unhampered working facilities, inadequate lighting, heat and ventilation and suitable electric current outlets and power boards.



Other information

Timing

Onsite Support and Installation of Equipment shall be conducted during MOVVOX's 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.