



## Critical Information Summary

# Softphone 10 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 enables you to use our mobile softphone or our desktop softphone application and access all standard softphone features.

This Critical Information Summary outlines the pricing and special conditions that apply to your Softphone 10 Plan.

### Connection & availability

To use the mobile softphone you will need to download the UNIVOX Mobile Softphone from the Apple App Store or Google Play Store to your compatible mobile device.

To use the desktop softphone you will need to download the UNIVOX Desktop Softphone for Windows PCs or macOS devices from our website at [univox.com.au/softphone](http://univox.com.au/softphone).

Softphones connect to UNIVOX servers over the Internet. Therefore, if using the desktop softphone you will need a suitable Internet service, or mobile plan data allowance if using the mobile softphone.

You may need to adjust your local network settings or mobile phone settings to access all softphone features and achieve optimal call quality.

### What's included in your plan

Your plan includes:

- One (1) Mobile **or** (1) Desktop softphone;
- One (1) Australian local phone number;
- One (1) 4-digit extension number; and
- Standard softphone features

## About pricing

**Monthly Plan Charge** \$10 billed in advance

**Activation charge** \$35

**Minimum term** 1-month


**Minimum cost** \$45 over 1-month

### 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 account for calls made using your softphone service.

Call from	Call to	Call rate
	→ 	= 
	→ 	= 
	→ 	= 
	→ 	= 

All pricing in the CIS includes GST





## Other information

### Number transfer (Porting)

You can transfer existing phone numbers from most Australian carriers to UNIVOX for use with your Softphone 10 Plan. The following charges and timeframes apply when transferring your existing number from your current carrier to us.

Description	Timeframe	
1 single number	4 to 6 days	\$33 per application
1 - 5 numbers	4 to 6 days	\$75 per application
6 - 100 numbers	4 to 6 days	\$165 per application

### 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).