

# Virtual Mobile 15 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

Australian Virtual Mobile numbers appear as standard 10-digit mobile numbers but are not linked to a physical mobile device and do not require a SIM or eSIM. This plan allows you to make and receive calls and SMS using our mobile or desktop softphone applications. This Critical Information Summary outlines the pricing and key conditions for your Virtual Mobile 30 Plan.

### Connection & availability

To use the service, you must download the UNIVOX Mobile Softphone from the Apple App Store or Google Play Store, or the UNIVOX Desktop Softphone for Windows or macOS from our website.

Softphones connect to UNIVOX over the internet, so a suitable internet connection and WiFi network (for mobile use) are required. Network settings may need to be adjusted to enable all features and achieve the best call quality.

### What's included in your plan

Your plan includes:

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

### 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.

## About pricing

|                            |                        |
|----------------------------|------------------------|
| <b>Monthly Plan Charge</b> | \$15 billed in advance |
|----------------------------|------------------------|

|                          |      |
|--------------------------|------|
| <b>Activation charge</b> | \$35 |
|--------------------------|------|

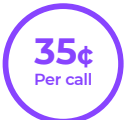
|                     |         |
|---------------------|---------|
| <b>Minimum term</b> | 1-month |
|---------------------|---------|

|                     |                   |
|---------------------|-------------------|
| <b>Minimum cost</b> | \$50 over 1-month |
|---------------------|-------------------|

|                                 |     |
|---------------------------------|-----|
| <b>Early termination charge</b> | \$0 |
|---------------------------------|-----|

### Call and SMS charges

The following rates are charged to your account for calls and SMS made using your Virtual Mobile service.

| Call from                                                                           | Call to                                                                               | Call rate                                                                             |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| SMS from                                                                            | SMS to                                                                                | SMS rate                                                                              |
|  |  |  |



## Other information

### SMS Service Requirements and Limitations

- An active internet connection is required. Premium services, including 1900 numbers and 19 SMS content services, are not supported.
- Caller ID cannot be guaranteed for international destinations.
- During a power or Internet outage, calls and SMS may be unavailable.
- Emergency calls and emergency messaging are not supported.
- An SMS-enabled number is required to send and receive messages. SMS sending requires our mobile or desktop softphone application.
- Alphanumeric sender IDs, bulk messaging, and MMS are not supported.
- SMS sender IDs may not display for some destinations, including international networks.
- Third-party services, including WhatsApp and OTP applications, may block virtual mobile numbers. Contact the relevant provider if this occurs.

### Number transfer (Porting)

You can transfer existing mobile numbers from most Australian carriers to UNIVOX for use with your Virtual Mobile 15 Plan. The following charges and timeframes apply when transferring your existing mobile number from your current carrier to us.

| Description     | Timeframe   |                      |
|-----------------|-------------|----------------------|
| 1 mobile number | 4 to 6 days | \$33 per application |

### 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](https://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](https://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](https://univox.com.au/contact). If we can't resolve your complaint you can contact the Telecommunications Industry Ombudsman at [tio.com.au](https://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](https://univox.com.au/customer-terms).