

CRITICAL INFORMATION SUMMARY

Virtual Fax – MONTH TO MONTH



INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Power Networkx **Virtual Fax** is a virtual fax service that enables you to send and receive fax documents without the need for a physical fax machine. Fax messages are emailed to you in .TIFF or .PDF format to your nominated email address.

MINIMUM ACCESS REQUIREMENTS

To access the service, you will need an internet connection and access to an email service for sending and receiving faxes.

MINIMUM SUPPORT REQUIREMENTS

Your virtual fax service will be supported by Power Networkx at best efforts. This does not include support in the underlying email service, unless this is also fully managed and hosted by Power Networkx.

RECOMMENDED HARDWARE & SOFTWARE

Virtual fax service requires no special hardware or software, it simply requires an active email account used for receiving faxes and a PDF viewer (such as Adobe Acrobat).

Minimum Term	1 Month
Inclusions	One Virtual Fax Service only, with one 10 digit Virtual Direct Indial number. While we will try to connect a number with your chosen state's dialling code, if required, this may not always be available.
Exclusions	Power Networkx Virtual Fax does not include the underlying internet connection or email account required to receive faxes. If you wish to transfer your existing telephone number for use with Virtual Fax, a port will required – Port Fees are POA.
Bundle Requirements	This plan does not require bundling with another service.
Plan Limitations	This service cannot be used to dial telephone numbers. It is limited to sending and receiving faxes via email.

INFORMATION ABOUT PRICING

Maximum Early Termination Fee	If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an Early Termination Fee (ETF) comprised of 50% of your minimum monthly commitment (Minimum Monthly Charge + Additional Monthly Charges), multiplied by the months remaining in your contract will apply.
Inclusion	Unlimited Faxes

MINIMUM ACCESS REQUIREMENTS

Minimum monthly access fee	\$20
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Minimum term	1 Month
Minimum cost over term	\$20

STANDARD CALL RATES

LOCAL CALLS	NATIONAL CALLS	CALLS TO AU MOBILES	CALLS TO 13/1300 NUMBERS
Included	Included	Included	Included

ADDITIONAL CHARGES

Setup	Free
Porting Charges	If you wish to transfer your existing telephone number for use with Virtual Fax, a port will required – Port Fees are POA.

OTHER INFORMATION

PRICING

All pricing in this document is GST inclusive.

PROMOTIONAL PRICING

Pricing in this Critical Information Summary does not take into account any promotional discounts or custom pricing. Promotional pricing on offer may be revoked at any time.

NUMBER PORTING

Porting single numbers is usually a 4 to 6 week turn around (or 6 to 8 weeks for complex ports). These time frames are applicable from when Power Networkx accepts the order.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions or need assistance, please call us or visit our website so we can serve you better.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

CONTACT DETAILS

Call Us: 1300 797 428
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