

# Critical Information Summary: Virtual Fax – 10 User Pack (purchased on or after 7 Sept 2017)

## Information about the Service

<b>Service Description</b>	The Virtual Fax service provides web and email based fax capabilities over the internet. It allows inbound and outbound fax delivery to / from the public phone network via numbers hosted on the MyNetFone network in Australia and New Zealand.
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>• 10 included phone numbers in your nominated area in Australia</li> <li>• 10 users</li> <li>• Default cover page</li> <li>• Optional custom cover page (once off \$50.00 set up charge)</li> <li>• Outbound and inbound fax to specified email address</li> <li>• Virtual Fax web portal access</li> <li>• CLID over-stamping (phone number presented on outbound fax calls)</li> </ul>
<b>Important Information</b>	<p><b>Offer Conditions</b></p> <ul style="list-style-type: none"> <li>• This service is intended for business use.</li> <li>• To use the service for outbound faxing, you will need a high speed (broadband) internet access connection, and a modem/router. These may be optionally sourced from the MyNetFone Business Sales team.</li> <li>• To use the service for fax reception, you will need to provide a working email address to which the fax server can deliver your received faxes.</li> <li>• Your service may be restricted if you fail to pay your bill on time.</li> </ul> <p><b>Acceptable Use Policy</b></p> <ul style="list-style-type: none"> <li>• All MyNetFone Virtual Fax plans are subject to the Acceptable Use Policy found in the Terms and Conditions - <a href="https://business.mynetfone.com.au/legal/acceptable-use-policy">https://business.mynetfone.com.au/legal/acceptable-use-policy</a></li> </ul> <p><b>Important Limitations</b></p> <ul style="list-style-type: none"> <li>• The service cannot be used for voice applications, only fax protocols are supported. The following additional destinations cannot be reached from this service: Australian Premium Rate Numbers (i.e. 190x); some operator assisted numbers; high risk international destinations.</li> <li>• MyNetFone cannot guarantee that every fax sent using this service will be delivered.</li> <li>• A fax may only be sent to a fax enabled number however you will be charged for attempts to send to non-enabled numbers.</li> </ul> <p><b>Service features</b></p> <ul style="list-style-type: none"> <li>• CLID over-stamping (phone number presented on outbound calls) – to enable this feature, you must register your preferred number by contacting the MyNetFone business support team.</li> <li>• Supports the following service standards: RFC 3261 SIP stack; Fax speed Negotiation between 14.4Kbps and 2400 Baud; V.17 (14.4 kbps); T.30 fax technology T.38; Fax over IP</li> </ul> <p><b>Number porting:</b></p> <ul style="list-style-type: none"> <li>• Included phone numbers may not be exchanged/credited/substituted towards the cost of porting numbers to the service.</li> </ul>

## Information about Pricing (All prices include GST)

Minimum monthly charge

Contract Term	Monthly Charge	Setup Fees	Total Minimum Price
36 month term	<b>\$ 79.95</b>	\$ 0	\$ 2,878.20
24 month term	<b>\$ 89.95</b>	\$ 0	\$ 2,158.80
12 month term	<b>\$ 89.95</b>	\$ 25	\$ 1,104.40
0 month term	<b>\$ 99.95</b>	\$ 50	\$ 149.95

Termination Charge	<b>Months remaining in contract x Monthly service charge = Early Termination Charge (ETC)</b>
Custom cover page setup fee (optional)	<b>\$50.00</b> (FREE on 36 and 24 month contracts; change fee after initial setup still applies)

Custom cover page change fee (for any edits after initial setup)	<b>\$30.00 per edit</b>
Usage Charges	You will be charged for each attempt to send a fax, whether it is successful or not, and whether you are attempting to send to a number which is not fax enabled. Please refer to next section for charges.

## Common Fax Charges (All prices including GST)

Local/National	Australian Mobile	13/1300	International
10¢ per fax	20¢ per minute billed in per minute increments	25¢ per fax untimed	The cost of sending an international fax starts from 1.9¢ per minute. Faxes are charged per minute or part thereof. International faxes are charged at the same rate as calls. For all international rates, see <a href="https://business.mynetfone.com.au/international-rates">https://business.mynetfone.com.au/international-rates</a>

## Billing Information

<b>Billing Date</b>	Your bill is charged on the same date each month and is the date your account was created (e.g. 11th May, 11th June, 11th July etc...).
<b>Service Activation Date</b>	The service Activation Date is the date that your service is ready to use.
<b>First Bill Charges</b>	Your first bill will include: <ul style="list-style-type: none"> <li>• Partial monthly charge from when the service was activated until the next Billing Date</li> <li>• Any additional charges for non-recurrent items used during that billing period</li> <li>• The minimum monthly charge in advance for the next billing period</li> </ul>
<b>Payments</b>	For information on payment options, visit: <a href="https://business.mynetfone.com.au/support/faqs">https://business.mynetfone.com.au/support/faqs</a>

## Other Information

<b>Access to call and data usage information</b>	To access call and data usage log in to your customer account portal via this Link. <a href="https://business.mynetfone.com.au/portal">https://business.mynetfone.com.au/portal</a>
<b>Customer Service contact details</b>	Business Customer Service <b>1300 733 995</b> or <b>+61 2 8008 8452</b> Mon-Fri: 8:30am to 5:30pm AEST  Outside Business hours please submit an online support request <a href="https://business.mynetfone.com.au/support">https://business.mynetfone.com.au/support</a> or call us for Emergency Support on the above number (fees apply)
<b>How to access our dispute resolution process</b>	Submit your concerns via: <a href="https://www.mynetfone.com.au/Contact/Complaints">https://www.mynetfone.com.au/Contact/Complaints</a>
<b>TIO contact details</b>	At MyNetFone, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within MyNetFone and if you are still not satisfied with the offered resolution, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on <b>1800 062 058</b> .  For full contact details, visit: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a>

The above information is based on the standard service offering and is only a summary. On occasion, MyNetFone may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.