

# Critical Information Summary: Fax – Adapter Service

## Information about the Service

<b>Service Description</b>	The Fax Adapter Service allows your fax machine to receive and deliver faxes using an internet connection via numbers hosted on the MyNetFone network in Australia and New Zealand. Simply plug the fax machine and internet connection into the adapter and use the fax machine as normal.			
<b>Minimum term(s)</b>	36 months	24 months	12 months	No Contract
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>• 1 fax number in your nominated area</li> <li>• 1 user</li> <li>• 1 adapter for fax machines</li> <li>• Outbound and inbound fax services</li> <li>• Call Line Identification (CLID) over-stamping for numbers presented on outbound fax calls only</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 only.</li> <li>• A MyNetFone fax service is required to be able to use the adaptor.</li> <li>• For outbound faxes, 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 at an additional cost.</li> <li>• All faxes will be received via the fax machine connected to the adapter.</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>• Support for the LAN capability via the adapter is not available.</li> <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 either sent or received using this service will be delivered.</li> </ul> <p><b>Service features</b></p> <ul style="list-style-type: none"> <li>• CLID over-stamping (phone number presented on outbound calls) - you must register your preferred number first before this can be used.</li> <li>• Supports the following service standards: HTTPS Fax via SIP T.38; TLS (SSL); Fax over IP ; RJ-11 (for Fax machine)</li> </ul> <p><b>Number porting:</b></p> <ul style="list-style-type: none"> <li>• Additional costs may apply for numbers ported to this service.</li> </ul>			

## Information about Pricing (All prices include GST)

Minimum Monthly Charge	Contract Term	Monthly Charge	Setup Fees	Total Minimum Payable
	36 months	\$19.95	\$0	\$718.20
	24 months	\$19.95	\$99	\$577.80
	12 months	\$19.95	\$199	\$438.40
	No contract	\$19.95	\$299	\$318.95

<b>Termination Charge</b>	Months remaining in contract x Monthly service charge = Early Termination Charge (ETC)
<b>Usage Charges</b>	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 the next section for fax usage charges.

## Common Fax Charges (All prices including GST)

Local/National	Australian Mobile	13/1300	International
10¢ per fax	20¢ / minute billed in per minute increments	25¢ per fax untimed	The cost of making an international fax starts from <b>1.9¢</b> per minute. Faxes are charged per minute or part thereof. International faxes are charged 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>	<p>Business Customer Service</p> <p><b>1300 733 995 or +61 2 8008 8452</b></p> <p>Mon-Fri: 8:30am to 5:30pm AEST</p> <p>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)</p>
<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>	<p>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>.</p> <p>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></p>

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.