

# Outbound Fax

## Critical Information Summary

***Includes Outbound Email-to-Fax & Web Fax Broadcast***

### Information about the Service

#### The Service

Outbound fax enables you to send faxes from your computer using either your standard email service (Outbound Email-to-Fax) or the TelcoEdge interactive interface (Web Fax Broadcast).

Please call our sales desk to discuss the best option for you.

We provide you with an interactive interface where you can manage service preferences and view usage reports in real time.

#### Email-to-fax

Email-to-fax enables you to send a fax document as a PDF file attached to an email.

The destination fax number is simply entered in the subject field of the email, and we provide you with a special email address to send emails to.

Our system will then send the fax to the destination fax number.

The service enables you to send to just a single fax destination number, or broadcast to large numbers of fax destination numbers.

#### Web Fax Broadcast

Web Fax Broadcast enables you to login to your TelcoEdge interactive interface, upload a PDF document you want to send, enter the preference settings in the interface including the destination fax number and submit the fax job.

Our system will then send the fax to the destination fax number.

The service enables you to send to just a single fax destination number, or broadcast to large numbers of fax destination numbers.

#### Bundling

This service is not conditional on any bundling arrangements.

#### Minimum Term

1 month unless otherwise agreed or specified in an offering.

### Information about Pricing

Fees are charged as per the rate plan you select as shown in the following table.

All prices include GST.

	SILVER	GOLD	PLATINUM
Setup fee	Nil	Nil	Nil
Monthly fee	\$5	\$15	\$25
Value of faxes included in the monthly fee	\$10	\$30	\$50
Send fax to national Australian standard landline. Faxes longer than 60 secs per page.	12c per 60sec page 12c per min	10c per 60sec page 10c per min	8c per 60sec page 8c per min
Send fax to Australian 13 & 1300 numbers	39c flagfall plus 5c per min		
Send fax to Australian 1800 numbers	10c flagfall plus 5c per min		
Send fax to Australian mobile	39c per min	38c per min	35c per min
Fees to change your settings	Nil	Nil	Nil
Complex configurations and custom setups	Quoted for on request		
Do not call register number washing	1c per fax number		
Send to international destinations	Refer to <a href="http://telcoedge.com.au/pricing/international-rates">http://telcoedge.com.au/pricing/international-rates</a>		
Connected fax calls such as Failed to train, Incompatible fax machine, Message cut, or any other fax failure after call connection	Charged as connected fax call as per your relevant plan		
Fees to port a number into our cloud	\$50 per number		
Non direct debit manual handling fee	\$3.95 per month per account		

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### Minimum Monthly Charge

Silver: \$5  
Gold: \$15  
Platinum: \$25

Where payment is made by manual bank transfer then a fee of \$3.95 per month per account is added to any of the above monthly fees.

### What's Included

Silver: \$10 worth of faxes.  
Gold: \$15 worth of faxes.  
Platinum: \$50 worth of faxes.

Custom features and settings are also available, please contact our sales desk for your requirements.  
A TelcoEdge interface where you can manage your service settings and access usage reports in real time.

### What's Not Included

Dishonour and late payment administration fees may apply where invoices are not paid in full on time.  
Non direct debit manual handling fee where payment of monthly invoice is not made by credit card or bank direct debit.

### Cancellation

7 days' notice.  
No cancellation fee applies.  
Monthly service fee for the current month at time of cancellation is not refunded.  
No transfer out of number fee applies.

## Other Information

### On-line Access

Log into your TelcoEdge interface any time at <https://secure.telcoedge.com.au//voffice/> to access usage reports and manage your service settings in real time.

### International Use

You can send faxes to international destinations by entering the standard international country code dialing prefix.  
International calls process dialing a standard Australian phone number.

### Full Terms and Conditions

Product and pricing information is correct at time of printing. This critical information is a summary only.  
Our full terms and conditions on which we provide our products and services are provided at <http://telcoedge.com.au/terms-and-conditions>

### Billing

Our invoices are sent to you each calendar month by email. The invoice date usually coincides with the day of the month you commenced subscribing to a TelcoEdge service. Each invoice includes the monthly service fee in advance of the next month, and usage of the service for the past month that is in excess of the usage included free with the plan.

### Contact Details

If you have any questions regarding your service please contact us on Phone: 1300 20 88 20 between 8:00am and 5:00pm ACT and ACDT Monday to Friday, or Email: [service@TelcoEdge.com.au](mailto:service@TelcoEdge.com.au)

If we are unable to resolve your issue to your satisfaction please visit our Dispute Resolution policy provided at <http://telcoedge.com.au/policies>

If you are still not satisfied with the steps TelcoEdge has taken to resolve your issue you may contact the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints as a last resort and only after you have already attempted to resolve your issue with TelcoEdge. You can visit the TIO at [www.tio.com.au](http://www.tio.com.au) or call them on 1800 062 058.

## Thank you for Choosing TelcoEdge

If you have any questions regarding your service please contact us on  
Phone: 1300 20 88 20  
Email: [service@TelcoEdge.com.au](mailto:service@TelcoEdge.com.au)