

# 1300 Fax To Email

## Critical Information Summary

### Information about the Service

#### The Service

A 1300 fax to email service gives your business a national presence and your customers a single point of contact to send their fax documents to you.

1300 fax numbers are for receiving inbound fax communications only.

Fax documents are received in the TelcoEdge cloud infrastructure and converted into a PDF or TIF file which is sent to you as an email attachment. Other configurable options are also available to you, please contact our sales desk.

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

#### 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

Callers pay an untimed local call as charged by their carrier. A mobile caller may pay more depending on their carrier. You, the subscriber of the 1300 number, pay the fees as outlined in the below table.

All prices include GST.

	SILVER	GOLD	PLATINUM
Setup fee	Nil	Nil	Nil
Monthly fee	\$10	\$15	\$25
Value of faxes included in the monthly fee	\$10	\$20	\$40
Receive fax	12c per page	10c per page	8c per page
SMS alert on received faxes	12c	10c	8c
Fees to change your settings	Nil	Nil	Nil
Complex configurations and custom setups	Quoted for on request		
Fees to port a number into our cloud	\$50 per number		
Non direct debit manual handling fee	\$3.95 per month per account		

#### Minimum Monthly Charge

Silver: \$10

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: \$20 worth of faxes.

Platinum: \$40 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 1300 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.

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### International Use

1300 numbers are specific to use within Australia and usually cannot be dialed from outside Australia hence we recommend to advertise a local Australian landing number for callers wanting to send a fax to your business from outside of Australia. TelcoEdge may be able to assist you with a local Australian landing number, please contact our sales desk.

### 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)