



Critical Information Summary

Fax to Email Plan

This Critical Information Summary sets out the important information you need to know about your plan. It covers things like the length of contract, how much you need to pay, what's included and what's not.

About the service

This plan gives you access to a fax to email service. It enables faxes sent to your fax number to be received in your email inbox. It also allows you to send documents to a fax number using your email software application.

This Critical Information Summary outlines the pricing and special conditions that apply to your Fax to Email Plan.

Connection & availability

To use this service you will need an active email address where we will send faxes attached as a PDF file.

To open a PDF file you will need suitable PDF software such as Adobe Reader. You can obtain Adobe Read for free at: get.adobe.com/uk/reader

You can send and receive faxes with your fax to email service. Fax pages are received to one email address. If you need to receive faxes at multiple email addresses you will need to setup email forwarding in your email software.

What's included in your plan

- One (1) fax to email service;
- One (1) Australian 02, 03, 07 or 08 local fax number; and
- 250 inbound fax pages per month

About pricing

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| Monthly Plan Charge | \$10 billed in advance |
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| Activation charge | \$35 |
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| Minimum term | 1-month |
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| Minimum cost | \$45 over 1-month |
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All pricing in the CIS includes GST

Early termination charge

You can cancel your plan at any time, there is no early termination charge.

Fax charges

The following fax rates are charged to your account for faxe pages received using your fax to email service in excess of the 250 included fax pages each month.

| Fax | To email | Fax rate | | |
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Other information

Fair use policy

You must comply with our Fair Use Policy available at univox.com.au/fair-use-policy. We may suspend or cancel your service if you breach our Fair Use Policy.

Connection time frames

Once your application is accepted by us we will try to connect your service on the date you ask for however, this may not always be possible.

Your first bill

Pricing in this CIS is for a monthly full billing cycle. Your first bill will include your Minimum Monthly Charge in advance. If you started or changed your plan part way through a billing period your bill will also include a pro rata charge based on your Minimum Monthly Charge divided by the number of days remaining in the current billing period.

Manage your account online

You can update your contact details, order services, cancel existing services, create support tickets, view and download bills, charges and transaction history by signing into your online account portal 24 hours a day, 7 days a week available at univox.com.au/my-account.

Contacting UNIVOX

If you have questions about our services or charges please call us on 1800 100 800 or send us a message online at univox.com.au/contact.

Complaints or disputes

We will take all reasonable steps to resolve complaints within 21 days. If you need to make a complaint please call us on 1800 100 800 or send us a message online at univox.com.au/contact. If we can't resolve your complaint you can contact the Telecommunications Industry Ombudsman at tio.com.au

Terms and conditions

This is a summary only – the full legal terms for your service are contained in our Customer Terms available at univox.com.au/customer-terms.