url networks
stress-free telecommunications

Critical Information Summary: Fax 2

Description of the Service

Email to Fax allows you to send a receive faxes using your email address

Plan Summary

Minimum monthly charge	$9.00
Maximum monthly charge	$9.00
Total minimum cost	$9.00
Minimum term applicable	1 Month

Information About the Service

A Fax2Email service allows you to send and receive a fax using your email program. By using our service customers can fax you directly using your own dedicated fax number and the fax will be delivered to your nominated email address.

A minimum term of one month is required for a Fax2Email service. If you wish to cancel your service we require written notice one full calendar month in advance of the termination date.

What is Included:

- Web based self-management interface to control your service
- Ability to send and receive faxes via your regular email account
- Competitive call rates

What is not Included:

- Hardware
- Email account
- Number porting fees (apply if you wish to transfer your number from another carrier)
- Dishonour and late payment fees
- Single Fax Number

Important Restrictions:

- International phone numbers cannot be used with this service
- No more than 1000 fax pages can be received on this service per month

Important Qualifications:

- Must have an existing email account

All prices include GST and are valid as of 28/8/20.

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Information About Pricing

Monthly charges:

Local Phone Numbers	1
Monthly Fee	$9.00
Calls to Australia Local	$0.07 per minute
Calls to Australia National	$0.07 per minute
Calls to Australia Mobile	$0.20 per minute
Calls to Australia 13/1300	$0.30 per call
Calls International	From 2c per min

Call Cost to Australian Mobile

The cost for a 2-Minute call to an Australia Mobile number is $0.4

Other Information

This is a summary only. For full product details, including all fees and charges please visit: http://www.url.net.au/services/fax2email/

Billing Information

This service is billed on the 1st of every calendar month where the service fee is billed in advance and calls are charged in arrears.

Usage Information

You can always keep track of your monthly call spend by visiting dashboard.url.net.au select **Billing** followed by **Unbilled Calls**

You can also enable call spend notifications by doing the following steps:

- Once logged in click **Billing**
- Click **Details**
- Set the field **Call Spend Limit** to a notification amount
- Click **Save** to apply

We Are Here to Help

If you have any questions you can contact us via:

- Email: support@url.net.au
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: http://www.url.net.au

Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting: url.net.au/about/legal-information and clicking **Complaints Handling**

Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: www.tio.com.au

All prices include GST and are valid as of 28/8/20.