

Information About the Service

A Fax to Email 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 Fax to Email 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
- Single Fax Number

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

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

Information About Pricing

Minimum Monthly Fee Schedules:

Plan	Minimum Monthly Charge	Total Minimum Charge	Total Channels	Included Phone Numbers
Fax 2	\$9	\$9	2	1
Fax 4	\$16	\$16	4	1

Call Charges:

All per minute calls are billed in per second increments

Aust. Landlines	Aust. Mobiles	13, 1300 Number
\$0.07 per minute	\$0.20 per minute	\$0.30 per call

All prices include GST and are valid as of 1/1/14.

Other Information

This is a summary only. For full product details, including all fees and charges please visit:

<http://url.net.au/services/fax-to-email/>

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 <https://billing.url.net.au> and selecting the "Unbilled Calls" link. This will display your current month's call spend. Call spend data is updated hourly.

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

1. Browse to <http://www.url.net.au> select "Client Login" then enter your login detail in the "Billing Portal" section.
2. Once logged in click "My Details"
3. Scroll down and set the "Call Spend Notification \$" to the desired value
4. Click "Save Changes" 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:

<http://www.url.net.au/legal/>

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

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