

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

Real ICT NetFax is a virtual fax service that allows you to send and receive faxes over the internet. The service provides email based fax capabilities that facilitate inbound and outbound fax delivery to and from PSTN (Public Switched Network) fax numbers.

You can port-in your existing Australian fax number or request to be issued with a new number.

The use of the service requires a suitable broadband connection with internet access and a working email service for sending and receiving faxes. The service cannot be used for voice applications, only fax protocols are supported. Some destinations cannot be reached by the NetFax service including 1900 numbers, operator assisted numbers and some international destinations. Please contact our Customer Service Team on **1300 00 50 60** for an up to date list of serviceable destinations.

MINIMUM TERM

Minimum term is one (1) month.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and USAGE CHARGES

VIRTUAL FAX NETFAX	NETFAX PRO	NETFAX ENTERPRISE
ACCESS FEE	\$90 per Month	\$165 per Month
SET UP FEE	\$0	\$0
INBOUND FAX Pages Included	750 per Month	1500 per Month
OUTBOUND FAX Pages Included	750 per Month	1500 per Month
INBOUND FAX Additional Pages	4c per Page	4c per Page
OUTBOUND FAX Additional Pages AUS	8c per Page	8c per Page
OUTBOUND FAX Pages International	From 10c p/Page	From 10c p/Page
Australian FAX Number	Included	Included
Additional FAX Number - AUS	\$5 per Month	\$5 per Month
Additional FAX Number - OS	\$9 per Month	\$9 per Month
Port In Existing FAX Number	\$49	\$49

ADDITIONAL CHARGES

Additional charges may apply for some Value Added Services such as complex Number Porting Services. Please contact our Customer Service Team on **1300 00 50 60** to discuss your requirements.

SET UP FEE and MINIMUM TOTAL COST

Set-Up Fee: \$0. Minimum total cost: NetFax Pro - \$90; NetFax Enterprise - \$165.

CALLS to INTERNATIONAL NUMBERS

Fax transmissions to international numbers are charged according to the country of destination. For all international call rates please visit our website or contact our Customer Service Team on **1300 00 50 60**.

EARLY TERMINATION CHARGE

There are no Early Termination Charges. Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the calendar month in which the service is being cancelled or transferred.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Terms and Conditions, Fair Use and Acceptable Use Policy, please visit www.realict.com.au

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process and inform you of the approximate connection timeframe. As a general guide, new service connections are done within one (1) business day. Where an existing fax number is required to be ported and activated onto the virtual fax service, a temporary fax number will be issued until the porting process is complete.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 00 50 60**.

BILLING

We will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Real ICT's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Service Team on **1300 00 50 60**.

PAYMENT METHOD

Real ICT accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

CONTACT US

Real ICT is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 00 50 60**.

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.realict.com.au/complimentsandcomplaints

If you are still not satisfied with the steps taken by Real ICT to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Real ICT and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.