

CRITICAL INFORMATION SUMMARY

Fax2Email



INFORMATION ABOUT THE SERVICE

DESCRIPTION

Simtex's Fax to Email service delivers faxes via email with your own dedicated fax number. Faxes are delivered as a PDF attachment. You can port in your existing number (one-time fee applies) to our network or we can allocate a new number in an Australian location of your choice.

SERVICE REQUIREMENTS

Simtex Fax to Email services requires an active email address where faxes are sent. The Fax to Email service can only be used to receive Fax messages and cannot be used to send faxes.

MINIMUM TERM

All Simtex services have a 1 month minimum term. There are no plan change fees.

EARLY TERMINATION FEES

30 days' notice is required for all cancellations. No plan change fees are applicable.

INFORMATION ABOUT PRICING

Plan Name	Minimum Monthly Charge
Fax2Email	\$9.95

SETUP CHARGES AND CALL RATES

All prices are inclusive of GST.

	Fax2Email
Included pages per month	1000
Additional pages (per page)	\$0.011
One-time Port Fee	\$65.00
New Simtex Number	FREE

OUTBOUND FAX

Simtex Fax2Email service can only be used to receive fax messages which are then forwarded to your nominated email address. Simtex does not provide a fax product that can be used to send faxes.

OTHER INFORMATION

USAGE INFORMATION

Simtex customers can view and track usage data by going to <https://myaccount.zetta.net.au>

CUSTOMER SERVICE CONTACT DETAILS

You can contact the Simtex customer support team for any service and account support by emailing support@simtex.com.au or calling 1300 888 519 between 6am and 5pm WST Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - <http://www.simtex.com.au/contact/>

DISPUTE RESOLUTION PROCESS

At Simtex we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service.

In such case, please refer to our [Dispute Resolution Process](#).

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN (TIO)

If you remain dissatisfied by the solution provided by Simtex using our Dispute Resolution Process you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

Online: www.tio.com.au/making-a-complaint