



Virtual Fax and SMS

Critical Information Summary

Information about the Service

The Virtual Fax and SMS service allows individuals or businesses to receive faxes as email PDF files as well as having the option to send faxes as emails from a computer. Similarly, SMS messages can be sent out via email.

- The minimum Term of Service is 12 months
- Early Termination fees will not apply if the service is cancelled prior to the completion of the minimum contract term other than the prepaid annual amount.
- This service does not include any hardware.

This document forms part of our Standard Terms and Conditions.

Information about Pricing

Virtual Fax, SMS and Voicemail

	VFaxLite	VFaxMod	VFaxMaxi
Included time	30mins/ mth	80mins/mth	250mins/mth
Annual Fee	\$132	\$158.40	\$264
Excess Usage Fees	25c/min thereafter	20c/min thereafter	15c/min thereafter
Setup Fee	\$27.50	\$27.50	\$27.50
Min Contract Term	12 Months	12 Months	12 months
Outbound Messaging	\$27.50	\$27.50	\$27.50
Outbound Fax Flagfall	9.9c	9.9c	9.9c
Outbound Fax Rate	17.6c/min	17.6c/min	17.6c/min
Outbound SMS (156 chars)	22c	22c	22c
Early Termination Fees	None, but no rebate for partial yearly usage	None, but no rebate for partial yearly usage	None, but no rebate for partial yearly usage
Total Min Plan Cost	\$159.50	\$185.90	\$291.50



- all prices are inclusive of GST.
- The service prices are exclusive of any internet access or usage charges.
- For more comprehensive details on this service see our website at <http://www.escapeonline.com.au/hosted-services/virtual-fax.html>

Other Information

- Customers can access information about any of their services by logging onto our website at www.escapeonline.com.au and click on "Client Login/Manage Account". If you have not previously logged in, please contact us so we may provide you with access details.
- In the event of a service difficulty, you can lodge a support ticket via our Helpdesk by calling 1300-131-003 during office hours, 9am-5pm Monday to Friday or sending an email to our support ticket system at support@escapeonline.com.au
- On weekends or Public Holidays it is still possible to lodge faults or service difficulty problems by sending an email to support@escapeonline.com.au or leaving a message on which will be attended to as soon as possible.
- Should you need to talk to the Telecommunications Industry Ombudsman you can find their website at: <http://www.tio.com.au>

Information about Billing

All recurring charges are calculated on a calendar month basis and charged in advance with the exception of the first invoice that includes pro-rata charges for the partial use of the service in the first month as well as the next full month's fees.

One off charges are billed on occurrence in arrears.

Any additional usage charges are billed monthly in arrears.
