CRITICAL INFORMATION SUMMARY
Virtual Fax

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Telair **Virtual Fax** is a virtual fax service that enables you to send and receive fax documents without the need for a physical fax machine. Virtual Fax only supports the .PDF format for both sending and receiving faxes. With regards to outbound faxes; Your email acts as the cover page, and a PDF attachment contains the fax content itself.

MINIMUM ACCESS REQUIREMENTS

In order to access the Service, you will need an internet connection and access to an email service for sending and receiving faxes.

MINIMUM SUPPORT REQUIREMENTS

Your Virtual Fax service will be supported by Telair at best efforts. This does not include support in the underlying email service, unless this is also fully managed and hosted by Telair.

MINIMUM TERM

The minimum term of this plan is dependent on the minimum term and pricing option you choose, as shown below.

RECOMMENDED HARDWARE & SOFTWARE

Telair Virtual Fax requires no special hardware or software, it simply requires an active email account used for receiving faxes and a PDF viewer (such as Adobe Acrobat).

WHAT'S INCLUDED/EXCLUDED?

Telair Virtual Fax includes one Virtual Fax service only, with one 10 digit Virtual Direct Indial number. While we will try to connect a number with your chosen state's dialling code, if required, this may not always be available.

Telair Virtual Fax does not include the underlying internet connection or email account required to receive faxes and does not include any other service or bundle in the Monthly Fee.

If you wish to transfer your existing telephone number for use with Virtual Fax, a port will be required - Port Fees are POA.

Telair recommends purchasing an inbound 13/1300/1800 service along with Virtual Fax for brand consistency and easy portability.

INFORMATION ABOUT PRICING

Plan	Monthly Fee	Inclusion	Setup Fee
Virtual Fax - MyCloud PBX Bundle *Virtual Fax when bundled with MyCloud PBX*	Free Minimum cost over term $0	Unlimited Faxes	Included in PBX setup fees.
Virtual Fax - uPBX Bundle *Virtual Fax when bundled with uPBX*	$9.00 Minimum cost over 1 month: $9.00 + $150 Setup Minimum cost over 24 months: $216.00		0 Months: $150 24 Months: Free
Virtual Fax - Standalone *Virtual Fax when not bundled with a Telair Hosted PBX*	$18.00 Minimum cost over 1 month: $18.00 + $150 Setup Minimum cost over 24 months: $432.00		

PRICING

All pricing in this document is GST exclusive.

EARLY TERMINATION

If you cancel your service or it is disconnected within the minimum contract term, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in your minimum contract term.

USAGE & PROMOTIONAL DISCOUNTS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing. High Volume Telemarketing is prohibited on this service. Priority Assistance is not available on this Service.

CALLS TO TELEPHONE NUMBERS

This service cannot be used to dial telephone numbers. It is limited to sending and receiving faxes via email.

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OTHER INFORMATION

CONNECTION TIME FRAMES

Due to the complexity with this product and the steps involved with setting up and configuring the system and various devices, the minimum connection time frame is usually 20 business days from the date we accept your application. In some cases, however, this can be sooner.

Where your Virtual Fax is being bundled with a MyCloud PBX or uPBX system, the service will be connected when your system is ready for use.

In the case of Virtual Fax - Standalone, the typical connection time frame is 3 to 5 business days.

NUMBER PORTING

Porting single numbers is usually a 4 to 6 week turn around (or 6 to 8 weeks for complex ports). These time frames are applicable from when Telair accepts the order.

BILLING

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions, just call us on 1800 835 247 or visit our support centre at https://support.telair.com.au so we can serve you better. You can also visit us at www.telair.com.au for additional information, including to access information about service usage.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website at www.telair.com.au. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.
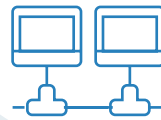
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