

Connexus Fax					
Service Description	This Service allows you to send (at an additional cost) and receive faxes virtually rather than using a fax machine and a copper phone line. This is called a virtual fax. This service offers access to a customer portal which allows users to send and receive faxes. It also allows faxes to be sent (at an additional cost) and received via email.				
Minimum term(s)		1 month		12 months	
Setup Fees (once off charge, incl GST)		\$50 (inclusive of all plans)		\$0 (for all plans)	
Minimum Monthly Charge (incl GST)	Plan Name	Minimum Monthly Charge			Number of Pages
	Connexus Fax Lite	\$9.95			1000
	Connexus Fax Standard	\$19.95			2000
	Connexus Fax Premium	\$45.95			5000
	Connexus Fax Enterprise	\$79.95			10,000
What is included		Lite	Standard	Premium	Enterprise
	Includes 1 free fax number	✓	✓	✓	✓
	Port your existing fax number	-	✓	✓	✓
	Access to secure customer portal	✓	✓	✓	✓

Information about Pricing (All prices include GST)					
What is included		Lite	Standard	Premium	Enterprise
	Cost per additional fax page received	5 cents per page	5 cents per page	5 cents per page	5 cents per page
	Cost per additional fax page sent	10 cents per page	10 cents per page	10 cents per page	10 cents per page
Other pricing information	Number porting charges: <ul style="list-style-type: none"> You can choose to bring your phone number over from another provider Number porting to the Connexus Network is free of charge except in the case of port rejections, returns and outside extended hours porting requests. See all number porting charges on our website https://connexus.com.au/rates If you wish to port your number across from another provider, your number will need to be ported over to Connexus first before we can port it across to the Fax system 				

Information about this Service

Other Services

Links to the customer portal will be supplied by the Customer Provisioning team.

Offer Limitations

- This service is dependent on access to the internet. If there is an interruption to your internet connection or power outage, this Service will not be available.
- This service is also dependent on the mail settings you have enabled or disabled in your mailing platform

Offer Conditions

This service is intended for business use only.

Service Provider

GoLogic Pty Ltd (TA GoFax) is the principal carrier whose network is used to provide this service. Despite this, Connexus Group Pty Ltd is responsible for providing the Service to you.

Billing Information

Billing Charges

Bills are sent each month to your registered email address free of charge. Should you want the bill printed and posted, a charge of \$5 applies per bill.

Billing Date

Your bill is generated on the 28th of each month. We will bill you in advance for the Minimum Monthly Charge (pro-rata), usage charges are billed in arrears.

Service Activation Date

Service Activation Date is the date your service is setup on our system.

First Bill Charges

Your first bill will include:

- Charges for part of the month from when your service was activated until the end of that billing cycle;
- The Minimum Monthly Charge in advance for the next billing cycle.

Payments

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

For more information on payment options, visit: <https://www.connexus.com.au/billing>

Other Information

Access to usage information

To access your call usage, please contact us through <https://connexus.com.au/support-enquiry>

Supplier name and Customer Service contact details

Connexus Group Pty Ltd (ABN 36 648 445 087)
Customer Service: 1800 430 944. Mon-Fri: 8:00am to 6:00pm AET.

Outside Business hours please submit an online support request:

<https://www.connexus.com.au/support-enquiry>

How to access our dispute resolution process

If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at:

<https://www.connexus.com.au/complaints-policy>

TIO contact details

If you have exhausted all avenues for resolving your complaint within Connexus, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact details, visit: <http://www.tio.com.au/about-us/contact-us>

Full legal terms and conditions

This document is a summary only, the full legal terms and conditions are available here

<https://www.connexus.com.au/legal>

The above information is based on the standard service offering and is only a summary. On occasion, Connexus, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.