

Pennytel Virtual Fax		
Service Description	This Service allows you to send (at an additional cost) and receive faxes virtually rather than 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	
Plan Name	Pennytel Virtual Fax Standard	Pennytel Virtual Fax Premium
Minimum Monthly Charge per number	\$10.00 inc gst	\$20.00 inc gst
Incoming Fax Pages Included	1,000 pages	2,000 pages
Cost per additional fax page received	\$0.50	\$0.50
Cost per additional fax page sent	\$0.20	\$0.20
Includes 1 free fax number	✓	✓
Port your existing fax number	-	✓
Access to secure customer portal	✓	✓
Maximum Early Termination Charge	There are no Early Termination Charges however if you cancel your plan or transfer your number to a new provider you will not receive credits for any unused days remaining in your current bill cycle.	

Number Porting Charges	All prices include GST and are a Once Off Cost			
Port Category Type	Cat A	Cat C (1-5 Numbers)	Cat C (6-100 Numbers)	Cat C (100+ Numbers)
Number porting charges				
Port Fee	\$25	\$110	\$220	\$330

Important Information:

You can choose to bring your phone number over from another provider.

DID numbers supplied with this Service may not be exchanged, credited or substituted towards the cost of porting numbers to the service.

Number porting to the Pennytel network will incur a fee depending on the complexity of the port and how many numbers are being ported over. Refer to above Porting pricing.

Information about this service	
Offer Exclusions	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 dependant on the mail settings you have enabled or disabled in your mailing platform.
Offer Conditions	This Service is intended for business use only.
Acceptable Use Policy	Usage is subject to the Acceptable Use Policy found on the Legal webpage: https://pennytel.com.au/legal/
Service Provider	GoLogic Pty Ltd (TA GoFax) is the principal carrier whose network is used to provide this service. Despite this, Pennytel Australia 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. All new customers joining Pennytel will receive their invoices electronically and will require a valid email address.										
Billing Date	Your bill is generated on the 28th of each month. We will bill you in advance for the Minimum Monthly Charge, usage charges are billed in arrears. 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 information on payment options, visit: https://pennytel.com.au/legal/										
Service Activation Date	Service Activation Date is the date your service is set up on our system.										
First Bill Charges	Your first bill will include: <ul style="list-style-type: none"> ▪ 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; and ▪ Any additional charges for non-recurring items used during that billing (usage charges) 										
Pricing and Plan Changes	From time to time we may make changes to your plan. The changes can be to the price and/or inclusions within your plan, or we may move you to a new plan. These changes can be to align pricing to CPI, or be due to costs, inclusions and plan changes passed on to Pennytel from network and wholesale providers. Where these changes have a detrimental impact to you, we will give you a minimum of 14 days notice before making the changes.										
Payment Method Processing Fees	<table border="0"> <tbody> <tr> <td>Direct Debit via Bank Account</td> <td>No Fee</td> </tr> <tr> <td>BPay</td> <td>\$1.00 incl GST</td> </tr> <tr> <td>Visa / Mastercard</td> <td>2.0%</td> </tr> <tr> <td>American Express / Diners Club</td> <td>3.5%</td> </tr> <tr> <td>Direct Deposit (EFT)</td> <td>\$2.20 incl GST</td> </tr> </tbody> </table> <p>If your payment is not received on or before the due date, a late payment fee of \$16.50 inc gst may apply.</p> <p>If a direct debit has been dishonoured by your Financial Institution, a dishonour fee of \$27.50 inc GST may apply.</p>	Direct Debit via Bank Account	No Fee	BPay	\$1.00 incl GST	Visa / Mastercard	2.0%	American Express / Diners Club	3.5%	Direct Deposit (EFT)	\$2.20 incl GST
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Other Information	
Access to Usage Information	To access your call usage, contact us by emailing support@pennytelcorporate.com.au
Supplier Name and Customer Service Contact Details	<p>Pennytel Australia Pty Ltd ABN: 12 166 566 632</p> <p>Customer Service: 1300 232 888</p> <p>Opening Hours: 9am - 5:00pm AEST</p> <p>If you need to contact us out of hours, calls us and leave a voicemail message or email us at support@pennytelcorporate.com.au</p>
How to Access our Complaints Handling 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://pennytel.com.au/legal/
TIO Contact Details	<p>If you have exhausted all avenues for resolving your complaint within Pennytel, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.</p> <p>For full contact details, visit https://www.tio.com.au/contact-us</p>
Full Legal Terms and Conditions	This document is a summary only, the full legal terms and conditions are available here https://pennytel.com.au/legal/

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