

This Critical Information Summary outlines the key features, pricing and conditions of Pennytel's Virtual Fax service. It is a summary only. Read it together with Pennytel's **General Terms, Standard Form of Agreement**, applicable rate schedules and policies at pennytel.com.au/legal.

1. Information about the service

Pennytel Virtual Fax is an online fax service that allows you to receive faxes as PDF files sent to your nominated email address. Outbound faxes may be sent through the Pennytel web portal or by email-to-fax where supported. The service is designed for customers who need fax capability without a traditional PSTN copper fax line. Activation is typically **1–2 business days**, although number porting, customer configuration or complex provisioning may extend this timeframe.

Item	Summary
Service type	Virtual fax-to-email and email-to-fax service.
Minimum term	1 month. These plans are month-to-month services.
Minimum total cost	The applicable setup fee plus one month of the selected monthly plan charge.
Maximum monthly charge	Not calculable. Your monthly cost may exceed the plan charge if you receive pages above your included allowance, send outbound faxes, incur porting or number charges, paper bill fees, late payment fees or other applicable charges.
Early termination charge	\$0. Month-to-month services have no Early Termination Charge. If you cancel your service, you will not receive a refund or credit for unused days remaining in your current billing period.
Equipment required	You need access to email and/or the Pennytel web portal. A physical fax machine is not required for fax-to-email use. Customer email, internet access and local equipment are not included.

2. Plans, Pricing & Charges

All prices include GST.

Setup fees and Monthly Plans

Plan	Setup fee	Monthly charge	Included received pages
Standard Virtual Fax	\$0	\$10	1,000 pages received
Premium Virtual Fax	\$11	\$20	2,000 pages received

Pay per use charges

Usage type	Charge
Additional fax page received above plan inclusion	\$0.10 per page received
Outbound fax	\$0.20 per page sent

Received faxes are converted to PDF and sent to your nominated email address. Fax storage and retention are managed in accordance with Pennytel's applicable service terms and policies at www.pennytel.com.au/legal.

3. Minimum total cost

The minimum total cost depends on your selected plan and applicable setup fee..

Plan	Setup fee	Monthly charge	Minimum total cost
Standard Virtual Fax	\$0	\$10	\$10
Premium Virtual Fax	\$11	\$20	\$31

The minimum total cost does not include Pay Per Use charges, number porting, outbound fax usage, additional received pages, paper bill fees, late payment fees or other applicable charges.

Included in all plans

All plans include:

- one Australian virtual fax number, unless otherwise stated in your quote or order form;
- receipt of faxes as PDF files sent to your nominated email address;
- access to outbound fax functionality where supported;
- the included monthly received-page allowance shown above;
- Pennytel customer support Monday to Friday, 9:00am–5:00pm AET; and
- access to Pennytel’s published support channels.

4. Additional charges and exclusions

Additional charges may include

Item	Charge / treatment
Additional received pages	\$0.10 per page received above plan inclusion
Outbound fax pages	\$0.20 per page sent
Number porting	Quoted where applicable
Additional numbers	Quoted where applicable
Late Payment Fee	\$10.00 may apply if an invoice remains unpaid 14 days after the due date
Paper Bill	\$3.00 per bill

Not included

These plans do **not** include:

- a traditional PSTN copper fax line;
- a physical fax machine;
- customer email service, internet access, modem, router or local network equipment;
- premium / 19xx number services;
- guaranteed compatibility with all legacy fax machines, analogue adapters, alarm systems, EFTPOS terminals or other fax-dependent equipment;
- custom integration or professional services unless separately quoted;
- battery backup; or
- Priority Assistance.

5. Service limitations

Virtual Fax depends on email systems, internet access, Pennytel’s supported platform and the sending or receiving fax network. Faxes may fail, be delayed or be affected by factors outside Pennytel’s control, including:

- incorrect fax numbers or email addresses;
- sender or recipient fax compatibility issues;
- poor quality source documents;
- email filtering, spam filtering or mailbox capacity issues;
- internet or network outages; and
- third-party carrier or fax network issues.

You should not use Virtual Fax as the sole method for sending or receiving urgent, safety-critical or time-critical communications.

6. Billing, usage information and itemised bills

- Pennytel Virtual Fax services are **postpaid services**.
- Charges and inclusions are metered on a monthly billing cycle from the **28th of each month to the 27th of the following month**.
- Service charges start from the day your service is activated. If your service is activated part-way through a billing cycle, your first bill may include a **pro-rata charge** for the period from your activation date to the 27th of that month and the next month’s plan charge in advance. This means your first bill may be higher than your standard monthly plan charge.
- Invoices are generally issued after the billing cycle starts and sent to your nominated email address. Direct debit from a bank account or payment card is Pennytel’s default payment method.
- You can access available account, bill, usage and service information through the **Pennytel Customer Portal**. Usage information may not always be real-time.
- You may request an itemised bill for any current or past billing period. Pennytel provides itemised bills by email at no charge. If you request a printed and mailed itemised bill, Pennytel may charge a paper bill fee where that fee has been disclosed to you and is permitted by law.
- See Pennytel’s **Billing & Refunds Information, Payment Assistance Policy** and other applicable policies at

7. Changes, support and complaints

Pennytel may change prices, terms, services or offers in accordance with its **General Terms** and applicable law. Where Pennytel reasonably considers that a change is likely to have more than a minor adverse impact on you, Pennytel will provide at least **14 days' written notice** before the change takes effect, unless a shorter notice period is permitted or required under the General Terms or applicable law.

Contact Pennytel

- **Phone:** 1300 232 888, Monday to Friday, 9:00am–5:00pm AET
- **Email:** support@pennytel.com.au
- **Website chatbot:** Penny is available on the Pennytel website
- **Customer Portal:** Existing customers may contact Pennytel directly through the portal

Complaints

If you have a complaint, contact Pennytel:

- **Email:** complaints@pennytel.com.au
- **Phone:** 1300 232 888

Pennytel will handle complaints in accordance with its **Complaints Handling Process — Including Network Outage Complaints**.

If you are not satisfied with how Pennytel has handled your complaint, you may contact the **Telecommunications Industry Ombudsman**, a free and independent dispute resolution service:

- **Phone:** 1800 062 058
- **Online:** tio.com.au

8. Other important information

Service provider

- **Pennytel Australia Pty Ltd** (ABN 12 166 566 632) supplies and is responsible for providing Pennytel Virtual Fax services.

Emergency calls, Priority Assistance and Customer Service Guarantee

- Pennytel Virtual Fax is **not a voice service** and cannot be used to make **000 emergency calls**.
- Priority Assistance is not available for Pennytel Virtual Fax services. If Priority Assistance is required, contact Telstra on **132 203**.
- The Customer Service Guarantee does not generally apply to virtual fax, VoIP or business-grade voice/data services. Service levels are governed by the applicable Pennytel service terms, any agreed support arrangement and applicable law.

Australian Consumer Law

- Our services come with guarantees under the **Australian Consumer Law** that cannot be excluded. Nothing in this Critical Information Summary excludes, restricts or modifies your rights under the Australian Consumer Law.

Promotions and customer quotes

- This summary describes Pennytel's standard Virtual Fax service. If a promotional offer, customer-specific quote, discount or additional service-specific term applies, the relevant quote, order form or promotional terms will describe that variation.