

# CRITICAL INFORMATION SUMMARY

## Virtual Fax

### INFORMATION ABOUT THE SERVICE

**SERVICE DESCRIPTION**

Databox Solutions 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 Databox Solutions at best efforts. This does not include support in the underlying email service, unless this is also fully managed and hosted by Databox Solutions.

**MINIMUM TERM**

The minimum term of this plan is 36 months.

**RECOMMENDED HARDWARE & SOFTWARE**

Databox Solutions 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). SIP line FAX require ATA which is not included but can be supplied at additional cost

**WHAT'S INCLUDED/EXCLUDED?**

Databox Solutions 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.

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

### INFORMATION ABOUT PRICING

Plan	Monthly Fee
Virtual Fax / FAX To Email	\$22.00 Minimum cost over 36 months: \$792
Sip line Fax / FAX Trunk PAYG	\$22.00 Minimum cost over 36 months: \$792 PAYG: 10c per fax sent

**PRICING INFORMATION**

All pricing in this document is GST inclusive.

**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.

### OTHER INFORMATION

**CONNECTION TIMEFRAMES**

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 Cloud 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**

If you wish to transfer any existing telephone numbers to Databox Solutions from your current provider, a port request will be required. 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 Databox Solutions 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 1300 603 404 so we can serve you better or you can visit us at [databoxsolutions.com.au](http://databoxsolutions.com.au) for additional information.

**COMPLAINTS**

If you have any concerns or complaints, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au)