

## INFORMATION ABOUT THE SERVICE

### Service Description

Desktop Fax Service provides you with a virtual fax number that can receive fax messages and deliver the fax message to your designated email address as a .PDF or .TIFF file attachment and the ability to send fax and SMS messages from your email addresses.

The virtual fax number is a 10 digit geographic number starting with 02, 03, 07 or 08. The Desktop Fax Service provides 50 different phone districts within Australia to select a number from.

An online account is provided with the service which allows you to change settings, add users, and review usage in real-time.

### Bundling & Hardware

These services are 'standalone' and do not depend on a bundling arrangement with other telecommunication services or hardware provided by Icommo.

### Other key details

The virtual fax number included the plan is an out-of-area geographical fax number and in some circumstances the number may not be able to be ported-out to a gaining service provider because the service providers is unable to host a out-of area geographical number.

### Minimum Term

A Trading Account (post-paid) the minimum term is three months from the commencement date and then on a month-to-month basis. To cancel the service Icommo requires 30 days notice.

An Online Account (pre-paid) the minimum pre-payment is \$30.00 and you cancel at anytime.

## INFORMATION ABOUT PRICING

### All pricing excludes GST

Plan	PAYG	Biz Fax 400
Once Off Set Up Fee	\$ 0.00	\$ 0.00
Monthly Charge	\$5.75	\$14.95
Monthly Allowance Inbound	10 pages	200 pages
Monthly Allowance Outbound	10 pages	200 pages
Excess Receive Usage Charges	\$0.08 per page	\$0.05 per page
Excess Send Usage Charges	\$0.12 per page	\$0.09 per page
Send a SMS ( optional)	\$0.16 per message	\$0.16 per message

### Other Pricing Terms

- Only successful fax pages are charged
- A SMS message is billable every 160 characters
- Icommo reserves the right to charge in a per minute basis if the average duration of the fax pages sent and receive are exceeding 80 seconds on a consistent basis.
- Upgrade or downgrade plans at anytime. The change in plan will come into effect the proceeding month of when the plan was changed.

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### Maximum Monthly Charge Payable

The maximum monthly charge payable is the monthly charge of the plan plus any excess usage exceeding the plan allowance and any SMS messages.

### Early Termination Charges

Where a minimum-term has been applied, cancelling the service will incur a cancellation charge of the monthly charges that would have been paid between the date of cancellation and the end of the minimum term period.

Where prepayment has been made, any prepaid 'top up' charges will not be refunded on the cancellation of the service.

### OTHER INFORMATION

#### Billing, Invoicing, and Payment

Monthly plan charges and set up fees are billed advance with usage charges billed in arrears.

Itemised invoices are sent by email to your nominated email account. Included with the invoice is an itemisation of all charges.

Payment is by credit card or direct debit from your bank account. If there are subsequent changes to your credit card or bank account, it is your responsibility to advise us of those changes.

#### Prepayment

All online charges consist of a service charge or a prepayment 'top up' to your account. The minimum prepayment 'top up' charge is \$30.00 (plus GST). It will be automatically deducted from your credit card when your account balance falls to \$0.00.

#### Usage

You can monitor your Desktop Fax Service usage by logging into your account online at [www.icommo.com/login](http://www.icommo.com/login)

#### Contacting Us

General Enquires - Telephone: 1800 701 502      Email: [enquires@icommo.com](mailto:enquires@icommo.com)

Customer Care - Telephone: 1800 683 085      Email: [customercare@icommo.com](mailto:customercare@icommo.com)

#### Telecommunications Industry Ombudsman

<http://www.tio.com.au/about-us/contact-us>

Phone: 1800 062 058

**This is only summary and our complete Terms and Conditions of Sale can be viewed at <http://www.icommo.com/terms>.**