



## Information About The Service

### What's on offer?

You are being provided with a special Fax2Email Service which will enable you to receive faxes via email instead of using a regular fax machine.

### How do I receive my faxes?

The faxes will be received as PDF attachments on an email. A separate email will be sent as each fax arrives.

### What is the minimum term of this agreement?

30-day Free Trial will be provided first. A 12-month minimum term will apply when you continue with service after 30 days.

### Is any equipment required for this service?

You will need a computer, mobile or tablet device to receive your fax via email. This device must be capable of reading PDF documents which are attached via email. If you wish to print your fax on paper you will need a computer printer.

### Is this Fax2Email Service available in all locations?

The fax 2 Email service is available for telephone numbers located within Australia. You can access your faxes via email from anywhere around the world that you can access email.

### What telephone number will be used for this fax service?

A new fax telephone number will be allocated from our list. You can also divert or port an existing telephone number over to this service.

### Can I send faxes from this service?

This product is for receiving only. You will need to obtain a different product for sending faxes.

## Information About Pricing

### What is the minimum I will pay for this service?

You will pay an annual fee of \$24 per year for access to this service.

### Are there any charges for receiving faxes?

There are no charges from TeleMates for receiving faxes to your newly allocated Fax2email number.

### What are the costs if I divert my existing number to this Fax2Email Service?

You will pay a call diversion charge for each call that is diverted. The charge is based on your existing fax telephone line Local or Long Distance call charges. If you have your existing fax line with TeleMates it will be based on your TeleMates call plan charges. If your line is with another provider it will be based on your other provider's call rates. Your ongoing line rental charges will still apply for this telephone line.

### What are the costs of porting my existing fax number over to the Fax2Email Cloud?

A once off porting fee of \$15 will apply for porting your existing number to the Fax2Email Cloud.

### Will there be any ongoing line rental charges after I port my number?

Once you port your number the old telephone line will disconnect and the ongoing line rental charges will be replaced by the \$24 annual fee.

### What are the early termination fees applicable if I cancel early?

No early termination fees are applicable for this service as you pay \$24 for the year in advance. If you cancel within your 12 month agreement you will lose any remaining credit of \$24 which was paid in advance.

## Other Information

### Billing

An invoice will be issued on the 1st of the month which will charge for the next 12 months in advance. This charge may appear with other services you may have on the same TeleMates account. Your invoice for this account will be issued via email.

### What software is capable of reading PDF attachments and where can I get this from?

For computers you should use Adobe Acrobat Reader which is available as a free download from [www.adobe.com](http://www.adobe.com). If you are using an Android or Iphone device you should check the appropriate app store for PDF readers.

### Number Porting Out

Your fax number cannot be ported away from TeleMates if TeleMates allocated a new fax number from a 100 number range. An existing telephone number which is ported to TeleMates can be ported out if you choose to leave.

### Diversion

#### How do I divert my existing Fax line to this system?

- To activate the diversion dial \*21 <Your New Fax2Email number> #
- To cancel the diversion dial #21#

#### How do I divert a Fax Duet Number to this service?

If you use a normal diversion on a fax duet service you will miss your standard telephone calls as these will also transfer to the Fax2Email service.

The following process should be followed for Fax Duet:

- Lift the handset on your standard telephone
- Dial \*11\*3#, wait for dial tone to return, (Important to wait)
- Then dial \*21 <diversion number>#
- A message will read back advising your call forward features have now been activated.

#### Who do I contact if I need assistance with my service or bill?

You should always contact TeleMates on 1800 777 055. Assistance is also available from our live chat or the website at [www.telemates.com.au](http://www.telemates.com.au) or emailing [support@telemates.com.au](mailto:support@telemates.com.au)

If you have any disputes with your TeleMates account you must resolve this directly by contacting TeleMates and pay all undisputed amounts as per the TeleMates dispute resolution policy at <http://www.telemates.com.au/tm-dispute-resolution-policy.php>

If you are not satisfied with the outcome of the TeleMates Investigation you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or visit [www.tio.com.au](http://www.tio.com.au)