

FAX TO EMAIL

See full product details at <https://www.alltel.com.au/fax2email>.

INFORMATION ABOUT THIS SERVICE

Description

Alltel Fax To Email is a virtual fax service that allows you to receive documents without the need for a fax machine. Fax messages are emailed to you in PDF or TIFF file format.

A Fax To Email service can be added to any 13, 1300, and 1800 number. Simply use the provided dedicated local number as a redirection point for your service. A 1 page document takes about 1 minute to transmit. Typically, a 10 page document will take 5 minutes or less.

Minimum term

There is a one-month minimum term for this service and we require 30 days advance written notice of cancellation.

Cancellations

We require 30 days advance written notice to cancel this service.

Inclusions

Dedicated local number

We allocate a unique local phone number for each service which can be used as an answerpoint for a 13, 1300 or 1800 phone number. This is an internal system number which is subject to change and remains the property of Alltel.

Email To Fax

Our Email To Fax service lets you send faxes online by attaching a document to a provided email with the recipient's fax number. You will receive a notification for every successful transmission. Email To Fax is not available as a standalone service.

Qualifications

To receive email notifications you will need an active email address.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

PLAN	MINIMUM MONTHLY CHARGE	EACH OUTGOING FAX **
Fax Basic	\$20	25c
Fax Plus	\$30	

Early termination charge

No early termination charges apply to this service, but we require 30 days advance written notice of cancellation.

Included minutes and setup charges

PLAN	FAX BASIC	FAX PLUS
Setup charge	\$30	
Included minutes	1000 per month	5000 per month
Excess*	15c per minutes	

*Transmissions received that exceed the number of minutes included in the plan are quoted on a per-minute rate and charged pro-rata in 1-second increments.

Plan upgrades and downgrades

Switch plans for the exact same service anytime for free. Upgrades are estimated to take effect on the next business day, and downgrades on the next calendar month.

Changes

Changes to existing services (e.g. changing an email address) may attract additional charges.

Re-sending a fax

Charges apply when re-sending a fax.

Additional charges may apply

Additional fees and charges may apply, refer to [Fees and Charges](#) our Charges schedule.

OTHER INFORMATION

Managing your service, including usage information

Log in to Alltel's customer portal at any time to view your services, track your usage, access reports, and access your bills.

Enquiries, feedback, technical support, and complaints

Our expert Customer Care team is here to help.

1800 NUMBERS AUSTRALIA CONTACT DETAILS	
Phone	1300 255 835 (Option 2)
Email	support@1800numbersaustralia.com.au complaints@1800numbersaustralia.com.au
LiveChat	https://www.1800numbersaustralia.com.au/
Fax	1300 255 855

FAX TO EMAIL

Please refer to our [Complaint Handling Policy](#).

Telecommunications Industry Ombudsman (“TIO”)

You should always contact us first if you experience any problem or are unhappy with our service. We'll do our best to solve your problem during our first contact with you. Note that the services of the TIO are free of charge.

TIO CONTACT DETAILS	
Phone	1800 062 058
Fax	1800 630 614
Online	https://www.tio.com.au/complaints