critical information summary for your $14.95 virtual fax plan

Information about the Service

Cloud Telecom Virtual Fax allows you to send & receive faxes without the need for a physical fax line or a fax machine.

You will need an active email address to receive faxes on. Faxes are sent as a PDF attachment on an email.

You will need a PC computer with Windows 7 or earlier and our faxing application installed to send faxes.

Minimum Term

This plan has a 24 month minimum term.

What's Included and Excluded?

The following features are included at no additional charge on your $14.95 Virtual Fax plan:

- A local phone number for use in any state
- Incoming faxes received
- Outgoing faxes sent

Information about pricing.

The monthly charge for your service is $14.95.

Connection Charge

There is no connection fee for connected a new service with a new number. If porting an existing number for use with this service a $110 porting connection fee applies.

Early Termination

If you cancel a service or transfer a service away prior to the end of your contract term you will incur an early termination charge of $110 per service.

Other Information

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.

☎ 1800 FLUFFY (358 339)   🖨 1300 943 425   ✉ info@cloudtelecom.com.au
🏠 150 Gladstone Street, South Melbourne VIC 3205
cloudtelecom.com.au

We're here to Help

If you have any questions, just call us on 1800 358 339 so we can serve you better. Or you can visit us at www.cloudtelecom.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.cloudtelecom.com.au/terms and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at http://www.tio.com.au/

Spend Management

A spend management tool is available to all Cloud Telecom customers free of charge via the member portal at: https://customerportal.utilibill.com.au/cloudtelecom/

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of January 2014

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