

Service Description

- Our UCFax Fax to Email services allow you to receive faxes as PDF documents in your email inbox and send faxes as well. Please note that our service supports sending only one fax at a time. Attachments can only be sent in PDF & TIFF format.

Minimum Terms & Cancellations

Our UCFax Fax to Email service is offered on a month-to-month term. If you decide to cancel your month-to-month service, you need to provide us with at least 30 days' notice in writing. For full terms & conditions see the [Metcom T&C](#)

Restrictions

- This is an Australian Service only. International Phone Numbers cannot be used.

Monthly Charges (Ex GST)

Plan Name	Monthly Send & Receive Limits	Min & Max Monthly Charges	Total Min. Price (0 Month Contract)
UC Fax Online	Unlimited*	\$25.00	\$25.00

- A one off \$99.00 Set Up fee applies to all new services.

*Fair Use Policy:

- As this is an unlimited service, we offer Fax to Email services under a fair use policy to ensure equitable service access for all customers.
- Fair use means using the service responsibly and without causing harm or inconvenience to others.
- We may monitor usage and take appropriate actions if we detect excessive or abusive usage.
- Abusive usage includes activities such as spamming, sending unsolicited faxes, or engaging in any illegal activities through our service.
- Excessive usage includes sending or receiving a significantly higher volume via third party CRM or email programs. Please note that our unlimited service supports sending only one fax at a time. Simultaneous fax transmission is not available.
- If we find that a customer's usage is in violation of our fair use policy, we reserve the right to suspend or terminate their service without prior notice.

Billing

Billing will commence on activation of services from NBN, not when you start using the services. We will bill the 1st of each month for the month in advance. The first bill will include the part month from when the service was activation and the upcoming month in advance.

Customer Service

For support, please call 1800 000 728 or email us at support@metcom.com.au.

Complaints Handling

For any complaints or concerns, please reach out to your accounts manager, call us on 1800 000 728 or email us at support@metcom.com.au.

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