

# FirstFax



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FirstFax is a fax over IP service offered by FirstNet to the Corporate and SMME market. FirstFax offers a seamless operation with NO software or hardware requirements. It includes least cost routing (LCR) fax facilities to national destinations like Johannesburg, Durban, Cape Town, Pretoria and Port Elizabeth and most international destinations supported by Pangea Communications Corporation, who currently has the largest fax network in the world with the biggest footprint covering all continents.

As corporate governance rules and regulations become more stringent, with particular reference to acceptance of emails as official documentation, the demand for corporate and SMME fax solutions is increasing. An electronic faxing solution is far more cost efficient, less time consuming, and significantly more secure than traditional faxing methods. A user now has the ability to seamlessly communicate with both email and fax clients simultaneously, and through the desktop email platform using SMTP as internet email, attached files are delivered to traditional fax machines.

Faxes are received in your email inbox as a file attachment, which makes saving, copying and forwarding much easier. The solution also enables users to send a fax from Outlook. Existing fax numbers can also be ported and be enabled for Fax services.

## How does it work?

### Receiving Faxes

- You are issued with a 086 number which is then linked to an email address of your choice.
- Users can then send their faxes to your 086 number
- Faxes are received in your email in-box.

## Benefits

- Fully redundant, stable and secure fax services
- No hardware, software or staffing is required
- Outbound fax operates with existing email systems
- Free receipt of faxes via email
- Not billed for unsuccessful sends
- Free bulk fax facility
- Retrieve faxes from anywhere, on any device where you are able to access your email
- Utilises current investment in email, internet infrastructure, systems and software.
- Auditable fax trail with faxes stored on your computer or server
- Received faxes can be directed to any email address world wide.
- Eliminates the media cost of incoming faxes (savings on paper and printing costs) as well as the labour cost of fax distribution.
- Number/s will remain unchanged even when a company move premises and can be transferred between users
- 14 days of archiving is included free

### Sending An Email To A Fax Machine

- Enter the international dialling code then the regional dialling code and finally the fax number "2711(fax number)@vax.co.za
- Either type your message in the Body field of you email or attach a document as you would with any other email, and send.

Hosted Lync

Unified Email Management

Hosted Exchange

Hosted Sharepoint

Hosted BES

**FirstNet**  
Technology Services

Work is what you do, not where you are



| [www.firstnet.co.za](http://www.firstnet.co.za)

Directors A. Sharp, O. Lamusse, V. Gerson (Managing)

Vat Reg No 4840236097 Reg No 2006/031608/07

FirstFax offers virtual fax (VAX) facilities with two levels of

### FirstFax Plus

- Receive faxes as email with your own unique fax number
- 011, 012, 021, 031 & 041 and 08667.
- Sending Faxes from Email including “Bulk-Fax” facility.
- Online User Administration by Client administrator.
- 7 Day archive of all fax traffic accessible online.
- Online itemised billing.
- Online monitoring on the status of sent faxes.
- Online History of sent and received faxes.
- National and International Least Cost Routing (LCR) facility.
- By using the 08667 number option your faxes are not “area code” bounded that makes it applicable country wide
- Multiple numbers from different areas can point to the same centre. (011, 012, 021, 031 & 041)
- NB No International faxes can be received on a 08667 number

FirstFAX PLUS’ special design will accommodate Call and Customer care centres with ease, the facility can process huge volumes of incoming faxes to a specific email address and separate individual outgoing email to fax facilities for the agents manning the call centre.

### FirstFax Basic

- Receive Faxes as Email with own unique 08667 fax number.
- Sending Faxes from Email
- Online User Administration by Client administrator  
(NB No International faxes can be received on a 08667 number)

### Bulk-Fax

Bulk-Fax is an automated facility to send a document or documents to a single address for distribution to multiple fax numbers. This state of the art, mass fax facility, gives the company administrator online control over the list creation, editing and maintenance of the destined fax groups, areas and numbers

## PRICING

| Description                             | FirstFax Plus           | FirstFax Basic                      |
|-----------------------------------------|-------------------------|-------------------------------------|
| Once of Setup fee                       | R750.00                 | R500.00                             |
| Minimum Monthly Subscription Charge     | R825.00                 | R0                                  |
| Maximum Monthly Subscription Charge     | R7,500.00               | R0                                  |
| Email to Fax— sending permission only   | R20.00 (per user)       | Free                                |
| Fax to Email— receiving permission only | R40.00 (per user)       | Free                                |
| Traffic : Inbound                       | 25c per page            |                                     |
| Traffic: inbound on 08667 only          | Free                    | Free                                |
| Traffic: Outbound                       | As per rate sheet below | As per rate sheet below             |
| 7 Day Archiving                         | Free                    | Not part of FirstFax Basic service  |
| Electronic Billing                      | Free                    | Not part of FirstFax Basic service  |
| Support                                 | Free                    | Charged at R450 p/h or part thereof |

| Outbound Traffic Call rates |                  |                           |
|-----------------------------|------------------|---------------------------|
| Destination                 | For first Minute | For each 30sec thereafter |
| Cape Town (021)             | 65c              | 35c                       |
| Durban (031)                | 65c              | 35c                       |
| Johannesburg (011)          | 65c              | 35c                       |
| Pretoria (012)              | 65c              | 35c                       |
| Port Elizabeth (041)        | 65c              | 35c                       |
| Rest of SA                  | R1.10            | 55c                       |
| On-Net faxing               | 55c              | 30c                       |

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