



**CitiFAX Information Management Limited**

24F, Block II, Kingley Building  
33 Yip Kan Street, Wong Chuk Hang,  
Hong Kong, SAR China.

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Tel: (852) 2836 3131    Fax: (852) 2832 9608    E-Mail: sales@citifax.com.hk

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### **Fax007 email fax Service Details**

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Business or personal customer needs to submit their identifications together with fax service application.

**For personal** – need to register & fill the application form together with identification copy (e.g. HKID and please cross the photo with COPY is advised).

**For Business** – need to register & fill the application form with company chop and also business registration identification copy is required, e.g. BR copy.

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#### **Fax to Email (Receive fax to email)**

1. No installation is needed, just provide your Email address to receive fax (receive & send use the same Email address) and fax feature is always functioning no matter where the Email address is located.
2. Inbound fax message will be forwarded to your Email address in attachment and simply open it as you are opening an Email message.
3. You can change your Email account twice for each service payment without charge and thereafter has surcharge for each alternation (refer to fee table).
4. Inbound fax would forward to you in PDF format (default), Citifax or Fax007 will not keep any copy and you are advised to check the remaining storage of your Email Account so as to have free space for receive new files.
5. Inbound fax default forward to one Email address and if need to forward to multiple Email recipients then you may apply the "Forward to Multi-Email Recipient" function with extra monthly charge (refer to fee table). Please contact us if you require the function.
6. The assigned Hong Kong fax number can receive fax only and is not transferable to other fax machine.
7. Fax message can only receive in the registered Email address and will not forward to other fax machine (special fee is required).
8. If you already have existing Hong Kong fax number, you can call forwarding it to the newly assigned fax number but it will require you to apply a Call Forward function from the Hong Kong telco currently provide you with the fax number if you currently do not have the call forward function. After the call forward function is activated, your existing fax trunk still able to dial out except the inbound fax will be forwarded to your new Fax007 fax number.
9. Any additional fax pages received over the receive quota of the selected plan will be charged with extra fee per page (refer to fee table).



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**Email to Fax** (Send fax by email)

1. No installation is needed, just register your Email address to send fax (receive & send use the same Email address) and send fax feature is always functioning no matter where the email address is located.
2. Send fax require only input the syntax " faxnumber@fax007.com " in the To: field of your Email interface.
3. Fax007 will notify you by email the fax transmission result no matter the fax message is successfully or fail to be delivered to fax recipient.
4. If recipient fax machine is busy, fax would retry twice and you are advised to patience to wait for a few minutes (aprox. 5 to 10 min) until the fax transmission result notification email to you ; if the fax message is send to multi recipients or with multi page attachments then some more transmission time is required.
5. Supports all languages of Microsoft Office file format, PDF, JPEG, TIFF, BMP, PCX, Powerpoint RTF, PRN, HTML...etc.
6. All fax service plans have send fax quota, monthly fee is fixed and there is no extra charge that fax over the send fax quota will be rejected and will not be sent.
7. All plans basically include service to send fax to any Hong Kong fax number free of long distance charge by using registered email address no matter you are physically in Hong Kong or other country. You need to subscribe Fax service with IDD feature if send fax to locations other than Hong Kong.

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**Service Contract**

- No contract. All service fee is payment in advance which will not be refunded and any remaining balance as well as long distance deposit will be substituted by extend the service period through pro-rata calculation.
- If any service amount is outstanding then we will discontinue the outbound fax functions but will try to continue the inbound fax service and customer must settle the outstanding amount ASAP in order not to totally disable the Fax007 service.
- Citifax Information Management Limited reserves the rights for final decision in all dispute/error arose from using the Fax007 service and rights to stop the service for those customer improper using Fax007 service. In any condition, no any compensation would be liable to customer/any person/any organization arose from using the Fax007 service.