Internet Fax

December 30, 2014

Last updated: December 30, 2014

1. Rate per page:

Debit Code 069 – Inbound	$0.08
Debit Code 070 – Outbound	$0.08
Debit Code 071 – Outbound Long Distance	$0.125

2. General Overview:

The OCIO Internet Fax System is a faxing service interconnected with the Enterprise Exchange Email System. Faxes can be sent or received from an Exchange email account at the user's workstation. Outgoing faxes are routed to the recipient's fax machine. Incoming faxes are received by the email server and delivered as an attachment to the user's email address. Internet Fax offers a low-cost, efficient, and secure method for processing faxes being sent to multiple recipients.

3. Service Description:

Benefits:

- The OCIO Internet Fax System eliminates the need for physical fax hardware and telecommunication lines
- It eliminates the need for multiple machines in a larger or more fax-dependent office.
- It eliminates the initial and repeated costs for fax machine purchase, supplies, service contracts, maintenance or replacement, and telecommunications fees.
- Internet Fax can help an office progress towards a more paperless workflow.
- Documents to be sent can be created, faxed, and saved electronically.
- Received documents can be saved electronically and printed only as necessary.
- Internet Fax promotes efficient and secure operations.
- Everyone who needs access has it. There is no need to go to the nearest machine or stand in line.
- There are no faxes sitting on the machine with confidential data that others might see.
- Internet Fax promotes overall savings and efficiency because the fax servers make use of shared telecommunications lines and fax numbers.
- Blast faxing can be timed to be sent during low usage periods.
- This service has potential for adding clients, without impacting quality of service.

Common uses for Internet Fax from Enterprise Exchange Email:

- Short faxes (1-5 pages): It takes staff time to walk to the fax machine, dial a number and monitor the progress. Sending from email is fast and easy. Internet fax costs are lower than the cost for staff time saved.

- Mass Mailings: When a fax needs to go to many locations, a group list can be created to send a fax (or email) to a large number of people. Savings is huge compared to individual dialing.
- HIPAA Data: Fax transmissions are considered secure and meet federal HIPAA security requirements.
- Incoming Fax: Faxes sent into your email are confidential and not left sitting in an exposed area. No paper needs to be printed. One copy can be forwarded to several people as email.
- Form Letters: Exchange stationery can be used to standardize fax communications. Signatures can be added as a graphic to the stationery.

4. Roles and Responsibilities:

The Office of the CIO is responsible for administration. This includes setting up or deleting user accounts, maintaining services and problem resolution. The Office of the CIO monitors throughput via scheduled test faxes. The customer must provide a list of users, and users must have an Exchange email account. This service has potential for adding clients, without impacting quality of service.

5. Requesting Service

Customers may contact the help desk 24 X 7. Help can be obtained by calling 402-471-4636 or directing e-mail to cio.help@nebraska.gov. Customers can also open tickets by visiting https://ciohelpdesk.nebraska.gov/user/. The help desk web site can be accessed at http://www.cio.nebraska.gov/tech_serv/help_desk.

6. Billing Information:

The Office of the CIO uses a system of billing accounts, job codes and work orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of your organization.

7. Service Hours, Response Times and Escalation:

The service is supported by the Open Systems Team and generally is available 24x7.

For further information, please contact:
Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468