

## OVERVIEW

Zayo Enterprise Networks Fax-to-Email (eFax) service automatically converts received faxes into a TIFF or PDF formatted image, which in turn is delivered to an end-user's email inbox. Users are given a unique eFax number. When anyone sends a fax to this eFax number, it is converted into a TIFF or PDF file and is attached to a standard email message that is delivered to the user's email account. The fax image can be opened, read, printed, stored, or forwarded via email to another user.

## FAX-TO-EMAIL CALL FLOW

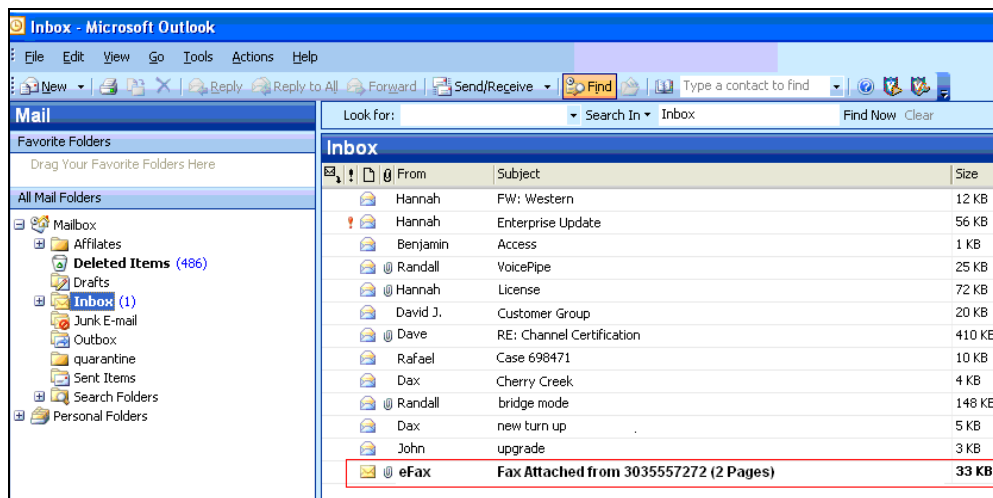
How does fax-to-email work? Here is the basic flow of the fax:

- 1) A remote fax is initiated from a fax machine by calling the user's eFax number
- 2) The call is answered by a Zayo Enterprise Networks fax server gateway
- 3) The fax is then transmitted to the Zayo fax server gateway
- 4) Once the fax is finished transmitting, the Zayo fax server gateway converts the fax into a TIFF or PDF image file
- 5) The Zayo fax server gateway then attaches the fax image file to an email message
- 6) The eFax number is matched to the user's email address and the fax email is then sent
- 7) The fax email arrives in the user's email inbox
- 8) The user opens the email and views the TIFF or PDF image containing the fax

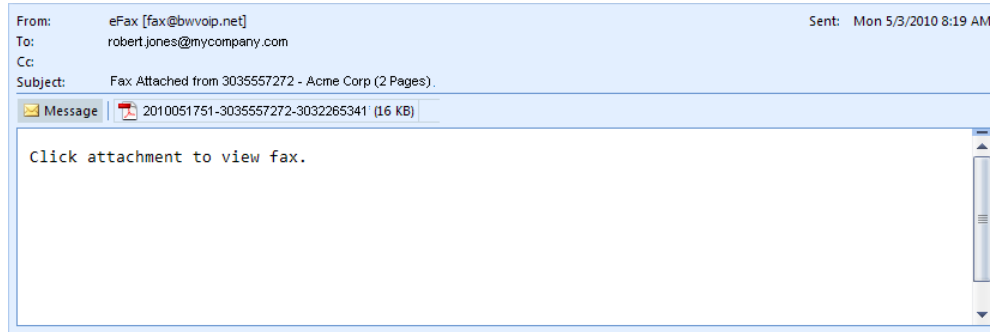
**Please Note:** Zayo does not keep copies of delivered faxes. Once the fax email is sent, the fax image is discarded.

## WHEN FAXES ARRIVE IN THE END-USER'S EMAIL

Fax emails will be delivered to the end-user's email inbox and will have the subject, **Fax Attached from <phone number>**, where the phone number is the fax number of the sender. If the fax sender's name is available, it will also be reflected in the subject line. The number of received pages is also shown.



The fax email header information will reflect that it arrived from **eFax [fax@bwvoip.net]**. The fax attachment is a standard TIFF or PDF formatted file.



The subject line will indicate **Fax Attempted From <phone number>** if a transmission error was detected. If a fax arrives with this subject, you should verify that all pages were received or not.

**Please Note:** Do not reply to the fax email (replies will not go to a valid email address and will be discarded). If you wish to email the fax to someone else, use your email's *forward* option and address the email to a valid recipient.