



CitiFAX Information Management Limited

Block A, 16th floor, YAN'S Tower, 27 Wong Chuk Hang Road,
Aberdeen, Hong Kong, SAR China.

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

Fax007 efax Service Details

Except for Credit Card payment customers, Corporate or personal customer is required to submit their identifications upon actual enrollment after trial period. If no identifications is submitted, extra charge will apply (refer to fee table).

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

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

Fax to Email (Receive fax to email)

1. No installation, 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 TIFF format, 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 defaulted forward to you in TIF format
6. Inbound fax default forward to one Email address and if forward to multi Email recipient is required then you may apply the "Forward to Multi-Email Recipient" function with monthly charge in a block of 5 Email address (refer to fee table). Please contact us if you require the function.
7. The assigned Hong Kong fax number can receive fax only and will not transfer to other fax machine.
8. Fax message can only receive in the pre-registered Email address and will not forward to other fax machine.
9. 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. After the call forward function is activated, your existing fax trunk still enable the dialing out function except the inbound fax will be forwarded to your new Fax007 fax number.
10. 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).



CitiFAX Information Management Limited

Block A, 16th floor, YAN'S Tower, 27 Wong Chuk Hang Road,
Aberdeen, Hong Kong, SAR China.

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

Email to Fax (Send fax by email)

1. No installation, 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 E-mail 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. Extra charge will apply if any fax page delivered is over the send quota of the selected plan then require extra charge per page (refer to fee table).
7. All plan basically include service to send fax to any Hong Kong fax number free of long distance charge by using registered email address (send fax email). You need to pay deposit (refer to fee table) if send fax to other locations other than Hong Kong is required.
8. Each single fax message maximum send to two fax recipients, the third and thereafter fax recipient will subject to extra charge per page (refer to fee table).
9. Each fax document cannot exceed 20 pages, the 21 and thereafter fax pages will subject to extra charge per page (refer to fee table).
10. Maximum 100 fax pages per day, extra will subject to extra charge per page (refer to fee table).
11. Please contact us if you require special fax pattern or huge fax broadcasting or any special arrangements.

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.



CitiFAX Information Management Limited

Block A, 16th floor, YAN'S Tower, 27 Wong Chuk Hang Road,
Aberdeen, Hong Kong, SAR China.

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

Bills & Payment

Credit Card Payment – no Receipt or Invoice will be issued, please retain credit card transaction record for your future reference.

Payment by cheque or by bank deposit - Please calculate yourself for the first time payment and payment is required to settle in full period in advance. e.g. : if you enroll the 6 months plan at HK\$48 monthly then the full period amount will be HK\$318 which include HK\$30 administration cost (charge per per each payment process). Please add extra cost if no identification copy will provided. Add overseas deposit if overseas fax service is required (refer fee table).

One month before next service period starts, we will send you the Invoice to inform you to pay for the service fee. And if in 14 days after Invoice date that we still not yet receive your settlement then the service account will be disconnected when the existing service period is ended. You are advised to settlement the Invoice at least 3 days before service expire. Service reconnection fee is required (refer to fee table).

Credit Card payment is valid for Hong Kong and overseas customer. For arrangement, go to <http://www.fax007.com/register.asp>

Payment by cheque or by bank deposit only for Hong Kong local customer: -

1) Payment by cheque - Crossed cheque & payable to "Citifax Information Management Limited" and **write down Invoice Number/Fax007 Account Number/Contact Number on the back of the cheque and the total amount need to include HK\$30 admin process cost**, and mail to our office.
Address: Block A, 16th floor, YAN'S Tower, 27 Wong Chuk Hang Road, Aberdeen, Hong Kong.

2) Bank deposit - Deposit or transfer to our company bank account by cheque/cash and **the total amount need to include HK\$30 administration cost** then fax the deposit slip with Invoice Number/Fax007 Account Number/Contact number details to (852) 2832 9608.

Account Details:

Banker's Name: The Bank of East Asia, Limited
Account Name: Citifax Information Management Ltd.
Account Number: 015-152-10-08830-5