



## eFax

### All about Batelco eFax Service

Batelco eFax service offers both residential and business customers the ability to receive fax messages directly to their email accounts (inbound transmission), and also to send emails with attachments to fax machines (outbound transmission)

#### Features and Benefits

- **A totally managed service:** Batelco handles all the operations and maintenance required to keep the service up and running.
- **Global accessibility:** The service can be used anywhere from any PC, notebook or mobile device provided there is an Internet connection.
- **Security:** eFaxes are delivered directly to the customer's inbox within a secure environment.
- **Cost saving:** Customers do not need to invest in additional hardware or software such as fax machines or dedicated fax lines.
- **Personalization:** Customers can add a personal touch to the eFax with customized cover pages.\*
- **Flexibility:** The service supports different document types (MS office\*\*, PDF and .TXT) and all email service providers (e.g. gmail, hotmail ...etc).
- **Control:** Subscribers or companies can control their usage by barring either all outgoing or only international faxes. Also, each number will have a separate bill which helps the customer in tracking his usage.
- **Automatic retry:** For unsuccessful faxing attempts due to common problems such as busy lines, the system will automatically retry



sending the fax.

- **Automatic notification:** Prompt delivery status is directly sent to the customer's inbox.
- **Paperless:** Paperless faxing and billing saves on stationary, builds a neater office and contributes towards a green environment.

\* For business customers only.

\*\* Word, Excel and PowerPoint documents only.

### **Sending an eFax**

**Step 1:** Compose a new email message and attach document(s) if any.

**Step 2:** Type the destination fax number followed by "@efax.com.bh" in the "To." field, for example 17212121@efax.com.bh or 00974505050@efax.com.bh

**Step 3:** Click "Send"

### **Subscribing to Batelco eFax Service**

Business customers may directly contact their account manager or call Batelco Business Contact Centre on 17881144.

### **Enquiries or problems related to Batelco eFax Service:**

You may call 17881177 or email: [support@efax.com.bh](mailto:support@efax.com.bh).  
For additional information please visit: [www.efax.com.bh](http://www.efax.com.bh)



**Tariffs:**

<b>Description</b>	<b>Amount (BD)</b>
User License Registration (Once off)	5.000
Monthly Rental	2.500
Account Modification (change email address, block outgoing traffic)	4.000
<b>Usage:</b> Customer is to be charged standard PSTN and IDD call charges while sending faxes from his/her email account	