GoFax® Provisioning SLA

GoFax service level agreement for provisioning of new services, transfers and cancellations.

Provisioning Periods

Service	Provisioning Period (business days/hours)	Details
Fax/SMS Send Service – Send credits	Immediate upon successful credit card purchase of Send credit package or Send/Receive Bundle via online portal	Send credits purchased via pre-payment invoice will be issued to customer account on confirmed receipt of payment.
Fax Receive Service – System Number	Immediate upon successful credit card purchase of Fax Receive plan or Send/Receive Bundle via online portal	System number for fax receive service purchased via pre-payment invoice will be issued to customer account on issuing of invoice; GoFax reserves right to remove if no payment received within invoice terms.
Fax Receive Service – New Number Metro (portable)	48 hrs	Most numbers are provided within 24 hours; carrier provisioning may take longer depending on number availability on local exchange.
Fax Receive Service – New Number Rural (portable)	4 days	Most numbers are provided within 24 hours; carrier provisioning may take longer depending on number availability on local exchange.
13, 1300 or 1800 Receive Service – New Number	20 days	

Service	Provisioning Period (business days/hours)	Details
SMS Receive – Virtual Mobile Number	4 Days	On receipt of correct required information.
Fax Receive Service – Porting – Simple Definition Simple: A single line service or complete "block" number range that has no association with any other telecommunications medium and/or product.	40 days	Most Simple Port's take between 10-14 days, although carriers advise up to 40 days for unforeseen circumstances that may arise.
Fax Receive Service – Porting – Complex Definition Complex: Digitally hosted number or associated with another service such as dual line, ADSL, Alarm system or other telecommunications medium and/or product.	130 days	Most Complex Port's take between 14-21 days, although carriers advise up to 120 days for unforeseen circumstances that may arise.
Fax Receive Service – Porting – 1300 or 1800	20 days	
13, 1300 or 1800 Number answer point change	48 hrs	On receipt of correct required information.
Data Sovereignty setup	24 hrs	On receipt of correct required information.
Priority Monitoring services setup	24 hrs	On receipt of correct required information.
International number whitelisting	24 hrs	On receipt of correct required information.
General settings and update requests	24 hrs	On receipt of correct required information.
Certified Partner portal setup	24 hrs	On receipt of correct required information.

Service	Provisioning Period (business days/hours)	Details
Certified Partner Account production/live	3 days	On receipt of final agreement.
Multiple data CSV account updates	48 hrs	On receipt of correct required information.
iSMS personalised messaging service/s	10 Days	On completion of service specifications agreement and receipt of correct required information.
Number cancellation: Fax Receive Service	Last five days of month	Cancellation requests will be processed during working hours; any request received after close of business on the last working day of the month will be processed during the cancellation period of the coming month; any fees for the subsequent month due to the new billing period will not be refunded.
Number Cancellation: 13, 1300 or 1800	30 days	

Note: Provisioning periods are a guide of service production and may vary due to unforeseen circumstances and/or related account discrepancies. GoFax® will provide regular updates and advise of any delays exceeding the provisioning period times.

More Information

View more information on GoFax® Fax Service Specifications

- View GoFax Specs

View GoFax® service FAQs for a range of commonly asked questions.

- View FAQs
- Contact Us