GoFax® Service Specifications

Listed below are the specifications and features of GoFax fax and SMS services.

GoFax Fax Send Service

- Unlimited email addresses to send faxes
- Domain wildcard feature, enabling entire organisations to send faxes via *@yourdomainname.com.au
- Sub-user functionality
- Fax to any fax number, including 1300, 13 and 1800 Australian numbers
- High resolution sending option (additional charges apply)
- Option to use the email body as the first fax page
- Maximum 500 pages per fax (additional pages available upon request)
- Maximum total file/attachment size: under 100 MB
- Email confirmation for fax success/failure
- Option to attach the original document to the delivery confirmation
- Option to insert the original subject line into confirmations
- Editable CSID per sender (numerical, maximum 20 characters)
- Editable fax header per sender
- Option to add the recipient's fax number to the fax header
- Page count insertion option
- Time stamp option
- Default regional area code setting
- Maximum page rate limits per account
- Customisable low credit reminders
- Automatic credit top-up option
- Automatic Excel (CSV) report emails

- Fax images stored for 90 days after sending (or auto-deleted upon success)
- Transaction history available for 2 years
- Comprehensive security features

GoFax Fax Receive Service

- Unlimited email addresses to receive faxes
- Received fax images stored for 90 days
- Transaction history available for 2 years
- Optional auto-delete of files after email delivery

GoFax SMS Service

- Unlimited email addresses to send SMS
- Domain wildcard sending feature
- One (1) SMS message is calculated at 160 characters, including spaces
- Multi-part messaging support (additional costs apply)
- Custom SMS Sender IDs available (maximum 11 characters, alpha, numeric or alphanumeric)
- Numeric Sender IDs must be in E.164 format
- Email confirmation for SMS success/failure

GoFax Account

- Session timeout after 15 minutes idle or on browser closure (unless "Remember Me" is selected)
- Sub-user login creation available
- Password reset required for credential retrieval

GoFax App (Mobile, Tablet, Desktop)

- Progressive web app across all devices
- Available via the Microsoft Apps store
- Installation guide provided

GoFax API

- Supports fax send/receive, SMS send/receive and account functions
- API token expiry based on user settings (maximum 12 months)
- Maximum fax receive file size: 100 MB

GoFax Security

- Minimum 12-character passwords including a capital letter, number and special character
- Data encryption at rest and in transit
- TLS encryption on email message processing
- 90-day default message content retention (custom options available)
- Optional Multi-Factor Authentication
- Sender Policy Framework (SPF) feature for email security

More Information

Explore GoFax functionality and specific guides in our Support Centre.