



US VS THEM



Other Online Fax Providers		GoFax
Reliability	Unreliable with dropouts and unexpected server downtime that may risk your organisation's vital communications, with some providers only having a 60% success rate.	98% success rate for fax sends to ensure your organisation's communications remain uninterrupted.
Security	May have little to no encryptions for fax sending or charge you an additional fee to have this as an optional feature.	<ul style="list-style-type: none">• Automatically encrypted, with all faxes sent via GoFax encrypted using TLS and fax documents stored in the cloud via AES 256bit encryption.• Audit trail with reporting tools and real-time visibility of sent and received messages.• Managed firewalls approved for federal government use.• Option to auto-delete faxes.• Option to add S/MIME encryption.
Compliance	May only have limited compliance measures.	<ul style="list-style-type: none">• Australian owned and operated• HIPAA compliant• HITECH• APPs
Government accreditation	Often have limited accreditations.	<ul style="list-style-type: none">• QLD Q-Assured (GITC Accreditation: Q-5426)• NSW HealthShare (Approved Vendor: GoFax Unit Trust 521168)
Data sovereignty	Most online fax providers do not offer this feature and process and store fax data overseas.	Optional feature to ensure your data remains within Australia
Pricing	Expensive pricing that may be unsustainable for small businesses or organisations that don't require daily faxing services. Often don't include GST.	We offer competitive, flexible fax and SMS pricing bundles to suit all types and sizes of businesses including post-paid billing options for Corporate and Reseller customers. View our pricing.
Hidden fees	May have hidden fees for data encryption, transmission time, unsuccessful sends and international sends.	No lock-in contracts and no hidden fees.



Australia's #1 trusted online Fax & SMS provider.

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visit www.gofax.com.au



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Support	May only be contactable via email during business hours or be redirected to overseas support teams.	Powering businesses across Australia with secure, reliable and nbn™ ready faxing.
nbn™ compatible	If not compatible, you may experience unreliability and loss of your existing fax number during the transition process.	Powering businesses across Australia with secure, reliable and nbn™ ready faxing.
Ways to use	Often only offer an online dashboard or require software/hardware installations to use.	Access GoFax via secure web portal, email, app or API integration
Mutiple solutions	Only offer online faxing.	We offer both fax and SMS sending and receiving via the one platform.
Fax number porting	Could take many days with downtime during the fax number porting process.	GoFax offers seamless fax number porting, so you can port your fax numbers online without disruptions (we provide a free redirect number during the porting process).
International sending	May only be able to send faxes within the country the provider is based.	Send faxes to over 200 destinations worldwide including to Australian-based 1300, 1800 and 13 numbers
Users	Charge an additional fee for multiple users.	Unlimited users



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