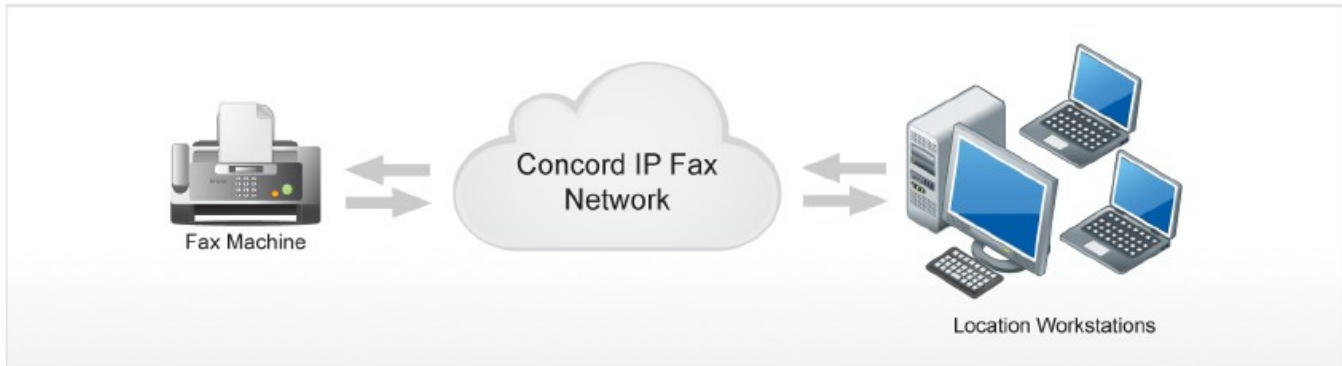


Fax to E-mail (F2E)

Concord Fax Online Fax-to-Email (F2E) service enables the receipt of fax documents in electronic format as attachments to email messages. This is accomplished by linking the F2E customer's telephone number to the email address (account). Faxes are sent from a fax machine, in a normal fashion, by dialing the recipient's fax number. These faxes travel through the Concord network and are delivered to the customer's email inbox (inbound faxing) within seconds.



Concord Fax Online F2E customers can choose from toll-free number or local numbers, depending on the company's business needs and locations. Concord provides inbound numbers in the US and in other countries such as Argentina, Austria, Belgium, Brazil, Czech Republic, Denmark, Finland, France, Germany, Greece, Hong Kong, Ireland, Italy, Netherlands, Norway, Peru, Poland, Singapore, Slovakia, Spain, Sweden, Switzerland, United Kingdom. The network is expanding and phone number availability changes regularly. Contact Concord for the most recent list.

PHONE NUMBER SUPPORT

Concord's F2E service provides real-time failover (redundancy) for both outbound and inbound communications. The latter, a product of significant capital investment, represents a technological advancement in IP fax and translates to more reliability for Concord customers. Most conventional IP fax providers and in-house solutions only offer outbound failover, making their networks less reliable and subject to local disruptions such as power outages and natural disasters. Concord customers enjoy the unique advantage of a robust high availability network which is built for reliability and speed. Other features of F2E include optional service utilities such as FaxAssist, which allow faxes to be routed automatically to printers or specific folder(s) for storing.

FAX DOCUMENT MANAGEMENT

One of the many benefits of Concord Fax Online F2E is the ability to efficiently manage documents. As fax documents are delivered as incoming email message attachments, they can then be forwarded to another recipient or stored for later retrieval at the recipient's convenience. Fax attachments can be downloaded and stored electronically and easily forwarded to one or more parties.

SELECTABLE FAX DOCUMENT FORMATS

F2E customers may choose to receive fax attachments in Adobe Acrobat (.pdf) or TIFF image (.tif) format. The selection is made in the customer profile and may be changed at any time through the Account Administration Center (AAC).