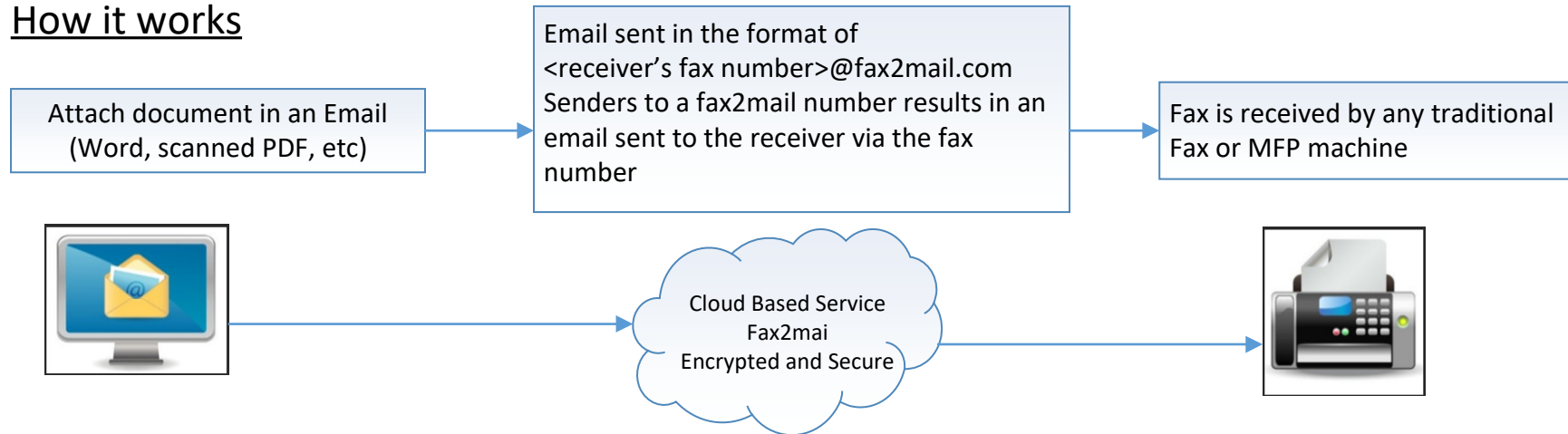
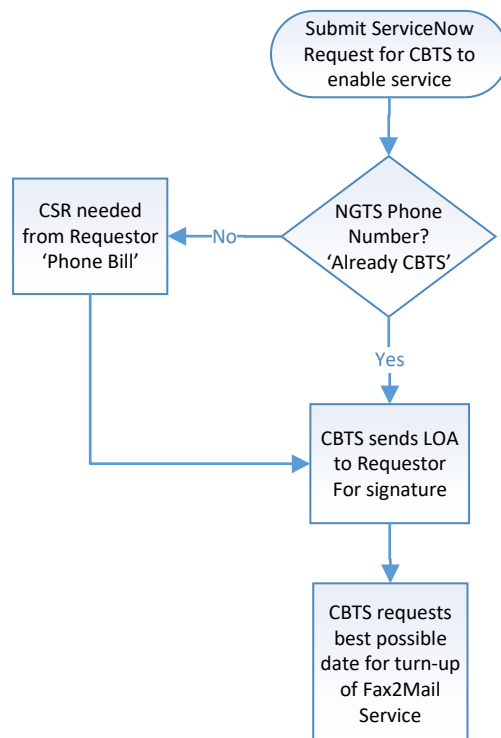


**CBTS****Hosted Fax to Email Solution**

## How it works



## How to order Fax2mail



- First step is a ServiceNow Request to CBTS to turn-up the Fax2mail service
- The Fax2mail service replaces an existing fax machine by taking control of the fax machine's phone number
- Phone number can be an existing NGTS or other Carrier (CenturyLink, etc.)
- If fax phone number belongs to a Carrier other than CBTS, then a CSR\* is required from the requestor to CBTS
- Porting process begins with CBTS receiving the signed LOA\*
- Actual turn-up/port date is a function of CBTS requesting best possible date based upon the ServiceNow Request CRD\* and remediation of any carrier-to-carrier questions or issues with the fax number to be ported
- Once Fax2Mail Service is turned-up, requester is able to unplug old fax machine

\*CSR: Customer Service Record refers to Carrier's Phone Bill (not needed if porting NGTS number)

\*LOA: Letter of Authorization is required to be signed for the porting of the phone number to OpenText which will associate the Fax2mail service to that fax number

\*CRD: Customer Request Date is the date provided by the requestor but is not a guarantee. CRDs are the objective but until the LOA/Port Order is processed, a CRD is not possible. CBTS defaults to 'best possible' date unless directed otherwise