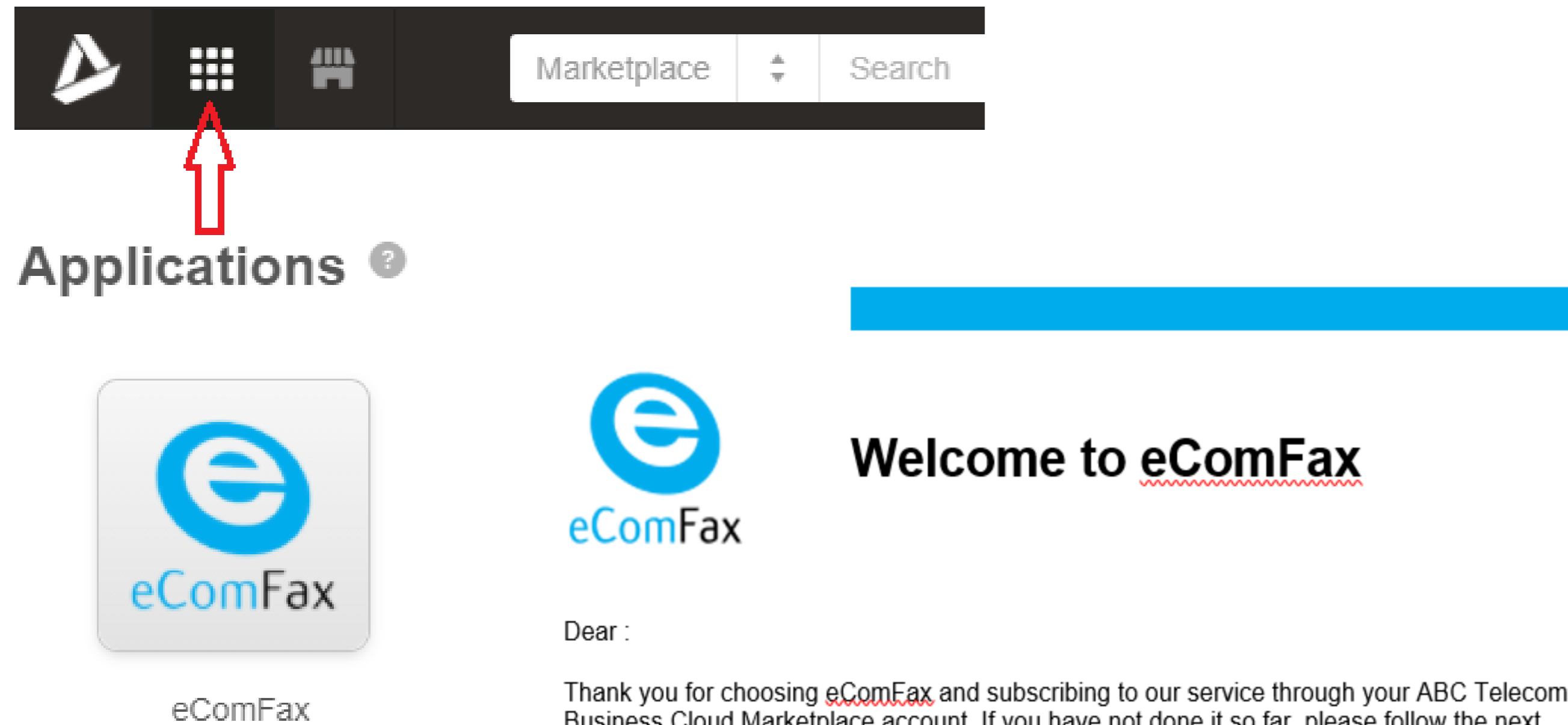





eComFax® Customer Onboarding Training



eComFax Provisioning and Activation



To access your eComFax App, click on 'MyApps' tab and then click the eComFax tile. SSO protocol will take you straight into your eComFax Web App where you follow next steps.



Welcome to eComFax

Dear :

Thank you for choosing eComFax and subscribing to our service through your ABC Telecom Business Cloud Marketplace account. If you have not done it so far, please follow the next steps in order to activate the service:

1. Login in to your ABC Telecom Business Marketplace account;
2. Go to 'My Apps';
3. Click on 'eComFax' tile that appears under your subscribed Apps' list. This will take you directly to eComFax application;
4. If you require a new inbound fax number, please select the desired country and region of your new number and click 'OK'. If you have chosen to port your existing number, please click on 'Use your current fax number' and fill out the 'Number porting' form and click 'OK' to initiate the porting process.

Thank you once again for trusting in eComFax. We appreciate your business.

eComFax Provisioning and Activation

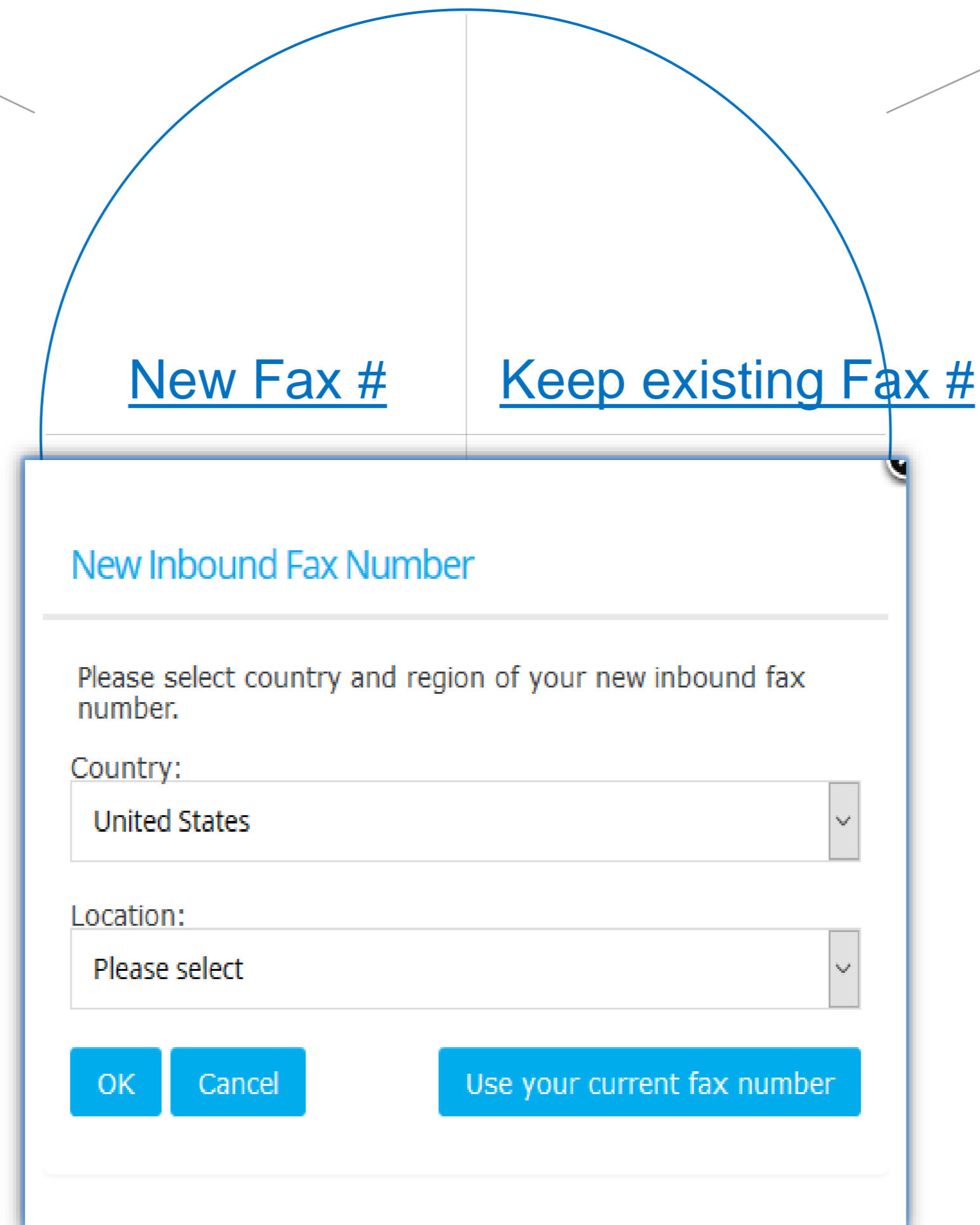
New or Keep/Port Existing Fax #

NEW DID

Port Existing DID

- A.- Log in to eComFax;
- B.- Chose <Country> and <Area Code>;
- C.- Click “OK”;
- D.- Start using eComFax.

- D.- Click on “Use your current fax number”;
- E.- Fill out the Porting template (LOA);
- F.- Upload last month’s invoice from your existing carrier;
- G.- E-sign the template;
- H.- Click “OK”.



New Fax # Keep existing Fax #

New Inbound Fax Number

Please select country and region of your new inbound fax number.

Country:
United States

Location:
Please select

OK Cancel Use your current fax number

Porting

eComFax®

eComFax Porting cont.



Port Existing Fax

Letter of Authorization (LOA) Template

.- (1) Fill out, (2) Upload last month's invoice, (3) Electronically sign it

Number porting Letter of Authorization (LOA)

In order to be able to process your order, please fill in the form below. Please make sure the data you provide is correct. After you fill in the form, electronically sign it, and provide us with a copy of your last month's invoice from your existing carrier, we will verify the completeness of the information you provided and submit the request to the existing/losing carrier who will verify the correctness of the information and accept the port request.

- + Porting Details
- + Current Provider Details
- + Client Details

Please upload your last month's invoice* (this is needed for porting process)
Drag'n'drop files to this zone or click into.

Drop files here to upload

Max. 10Mb

Sign Here

Signature of individual authorized to sign Print Name Date (MM-DD-YYYY)

OK Cancel

eComFax Porting cont.



Port Existing Fax #

(once LOA's submitted, port process is initiated)

Customer receives Email Notifications throughout the process

.- Document Received!

eComFax - The signed application has been received. Ref:19513



Documents received!

Dear :

We have properly received the letter of authorization to port your fax number to eComFax. Also we received the invoice copy and your request is currently being reviewed.

We appreciate your confidence in our services.

Best regards,
eComFax Customer Services

eComFax Porting cont.



Port Existing Fax #

Email Notifications throughout the process

.- Application Processed!

eComFax - Application processed. Ref:19513



Application has been completed!

Dear :

Your request about your fax number 123456789 has been successfully processed. We will advise you soon with the estimated activation date.

We appreciate your confidence.

Best regards,
eComFax Customer Services

eComFax Porting cont.



Port Existing Fax #

Email Notifications throughout the process

.- Estimated Date of Portability!

eComFax - Estimated date of portability. Ref:19513



eComfax activation process

Dear :

We are working in your portability request.

This email is to inform you that the estimated date of portability for the fax number 123456789 is 01/30/2019 .

We will send you another email once activation is completed.

Best regards,
eComFax Customer Services

eComFax Porting cont.



Port Existing Fax #

Email Notifications throughout the process

.- Fax # Activated!

eComFax - Fax number activated. Ref:19513



Your Fax number is now activated!

Dear :

We have completed the portability for the fax number that you provided: **123456789**.

From this time you may start receiving faxes in your email inbox.

Best regards,
eComFax Customer Services

eComFax Porting cont.



Port Existing Fax #

Relevant points for Portability:

- Customer should NOT unsubscribe from current provider (please keep the subscription). The subscription/contracting will automatically get sorted in the backend;
- Last month's invoice is needed (without it porting cannot begin);
- Letter of Authorization (LOA) / Porting template is needed (without it porting cannot begin);
- Make sure all the data inside the LOA is correct (verify with your current provider's CSR database);
- If any data is incorrect, the port request will be rejected;
- Most common reasons for rejections: TN not active, unauthorized signature, incorrect account number, incorrect BTN, address mismatch, etc.

Support

eComFax®

Support

CWS Customer Support Contacts

01

ANY PORTABILITY Issues

Send an email to customer.services@ecomfax.com
Call +1.315.642.1122 (US)
Call +32.2.808.1243 (EU)

02

NORMAL eComFax SERVICE Issues

Send an email to helpdesk@ecomfax.com
Call +1.646.512.9719 (US)
Call: +32.2.808.1242 (EU)

03

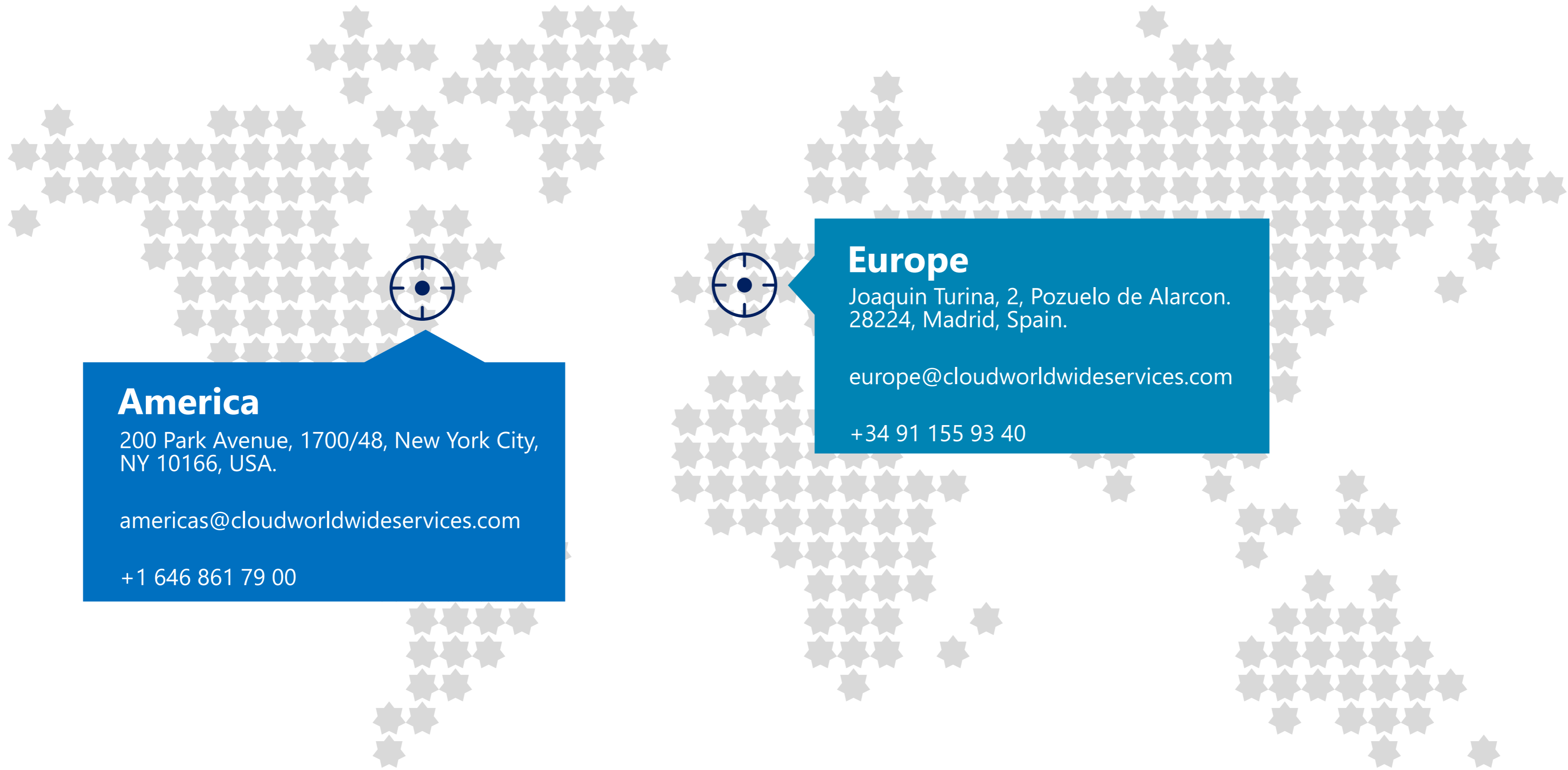
URGENT eComFax SERVICE Issues

Send an email to support@ecomfax.com
Call +1.646.396.5072 (US)
Call +34.630.016.865 (EU)

Demo

eComFax®

CONTACT US



America
200 Park Avenue, 1700/48, New York City,
NY 10166, USA.

americas@cloudworldwideservices.com

+1 646 861 79 00

Europe
Joaquin Turina, 2, Pozuelo de Alarcon.
28224, Madrid, Spain.

europe@cloudworldwideservices.com

+34 91 155 93 40