

Internet Fax

Network Services – Open Systems

July 2021

Debit Code: 69, 70, 71

Rate: \$0.058/\$0.058/\$0.100/each

Description	Rate FY22	Rate FY23	Debit Code
Internet Fax - Inbound	\$0.058/page	\$0.058/each	69
Internet Fax - Outbound	\$0.058/page	\$0.058/each	70
Internet Fax – Outbound Long Distance	\$0.100/page	\$0.100/each	71

All OCIO rates can be found at: [Office of the CIO Rates and Fees PUBLISHED.xlsx \(nebraska.gov\)](#)

General Overview

The OCIO Internet Fax System is a faxing service interconnected with the Enterprise Email System. Outgoing faxes are sent from the workstation using faxable applications installed on the workstation, such as an email client. Incoming faxes received at the fax server are routed to the email server and delivered as an attachment to the user's mailbox. Internet Fax offers a low-cost, efficient, and secure method for processing faxes sent to individual recipients or multiplerecipients.

Service Details

- The OCIO Internet Fax System eliminates the need for physical fax hardware and telecommunication lines
 - Internet Fax promotes overall savings and efficiency because the fax servers make use of sharedtelecommunications lines
 - It eliminates the initial and repeated costs for fax machine purchases, supplies, service contracts,maintenance or replacement, and telecommunications fees
- Internet Fax promotes paperless workflow
 - Documents to be faxed can be created, sent, and saved electronically
 - Fax documents are received electronically, and can be saved and/or printed as necessary

Internet FAX

- Internet Fax promotes efficient and secure operations
 - Only authorized persons can fax from the InternetFax service
 - Sent faxes are completed from the privacy of a secure workstation
 - Incoming faxes are delivered directly to the intended recipient
 - Faxes are no longer left on fax machines
- Blast faxing can be timed to be sent during low usage periods
- Meets Federal HIPAA security requirements
- Stationary can be used to standardize fax communications. Signatures can be added as a graphic to the stationary

This Service Includes

- Administration
- Updating the fax infrastructure
- Providing email client plug-in
- Provide fax numbers
- Provide Internet Fax capability <https://internetfax.nebraska.gov>
- Work with State telco team to manage conversion of fax numbers to fax system

The service does not include:

- Support outside of the @nebraska.gov network e.g., helping someone outside the State send us a fax
- OCIO does not block incoming fax numbers
- End user workstation troubleshooting

Roles and Responsibilities

The Office of the CIO is responsible for administration of the fax service. This includes setting up or deleting user accounts, maintaining services and problem resolution. The customer must provide a list of users, and users must have an OCIO provided email account.

Requesting Service

Requests are made using the Service Desk Ticketing system. Contact the OCIO Service Desk at 402.471.4636 or by email at cio.help@nebraska.gov. Or Submit a Service Request via the Service Portal Service Catalog: <https://serviceportal.ne.gov> _

The following information will be needed when ordering the service:

- Requesting Agency
- Account Name
- Email Address
- Job Code and Work Order Number

Internet FAX

Service Expectations, Hours, Availability and Reliability

Support is available 24x7 by calling the Office of the CIO Service Desk (402- 471-4636). During regular office hours (7:00 a.m. – 6:00 p.m.). The Service Desk will route the call to the appropriate technical team. During off hours the call will go to the Office of the CIO Operations personnel who will log the call and contact on-call members of the appropriate technical team.

Cost and Billing Information

The Office of the CIO uses Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order number to use or request a new job code and work order number. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

**For more information, please contact:
The Office of the CIO Service
Desk**

**Request this Service: <https://serviceportal.ne.gov>
402.471.4636 or 800.982.2468**