

System Limitations

Please note that this list may change over time.

Account Settings

- The account e-mail address cannot be from a free e-mail domain (such as Yahoo!, Hotmail, etc.).

Outbound Service

- Maximum number of pages per fax: 100 pages.
- Maximum total file size of fax attachments: 20MB
- Maximum total file size of fax attachments, where the email is electronically signed: 10MB
- Fax images are stored and visible for: 14 days.
- **For prepaid users:** Once all credits for a prepaid card are used, fax information is kept for 30 days after this time.
- **For invoiced users:** Fax information is kept for 30 days after the end of the month during which the fax was sent.
- Maximum postpone time: 30 days.
- No support for password-protected files.
- No support for read-only files (which bring up a pop-up when opened)

Inbound Service

- Fax images are stored for 7 days.
- Fax information is kept for 30 days.
- Maximum number of forwarding addresses: 25 addresses.

XML Web Service

- Maximum request size of any type: 4 MB.
- Maximum file size when using partial upload: 20 MB.
- Maximum frequency of polling for fax status: up to 6 requests per minute.
- Maximum number of items returned in the following methods: (for outbound faxes) FaxStatus, FaxStatusEx, FaxQuery and (for inbound faxes) GetList: 100 items. However, when using the verb Parent in the FaxQuery method (i.e. when retrieving transactions in a broadcast): 500 items.

Website Access

- Session timeout (time of inactivity before user is logged out): 20 minutes.
- Response timeout: 90 seconds.
- Maximum file size of fax image for downloading from the site: 4 MB

1 Please contact our customer service team on 1300 667 355 if you have any additional enquiries or email interfax@faxem.com.au