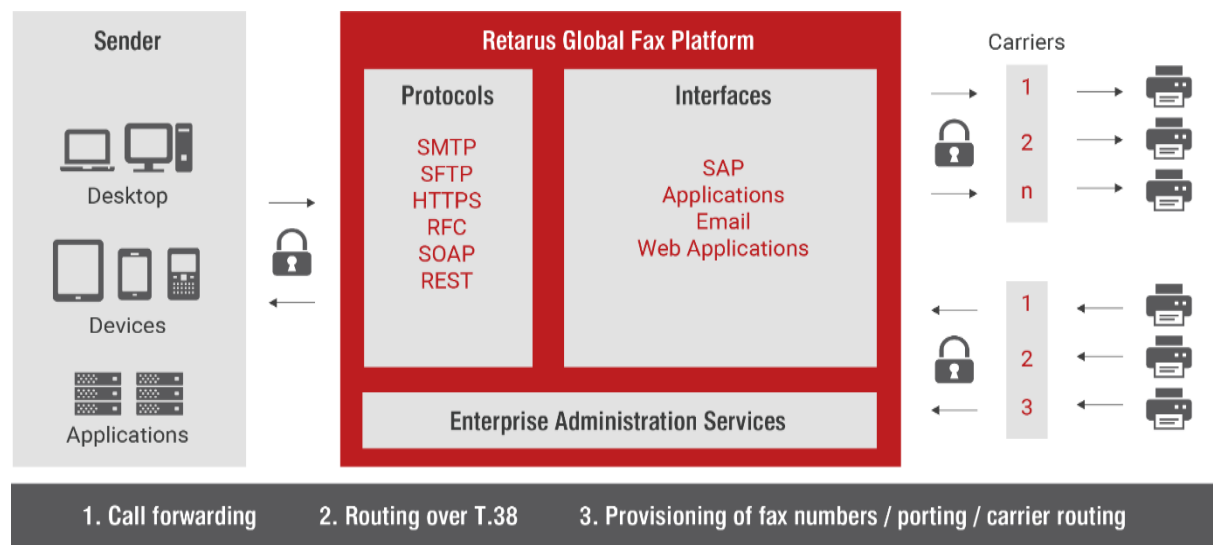# Service Description
Retarus Fax Services

The Service descriptions herein shall be complemented by the documentation made available in the Retarus enterprise administration services portal (the "EAS") or as otherwise provided by Retarus. The descriptions contain optional components; the actual scope is determined by the Customer's purchase.

Retarus fax services allow fax documents to be sent and received via the Retarus System. Business and web applications such as CRM, ERP and legacy systems, as well as desktop applications can be connected to the Retarus System. The Retarus fax services and interfaces can be configured according to the Service. For example, fax identifier, transmission priority, cost center, document formats, etc., can be defined as default settings for all fax jobs or individually determined for each send request.

System Architecture

Fax for Digital Workplaces

Retarus Mail-to-fax (outbound) and Fax-to-mail (inbound)

Retarus Mail-to-fax permits to send fax Messages directly from email clients via the Retarus System. Data is transmitted via SMTP and can be secured via TLS encryption. For every fax, the user gets a delivery status by email containing the transmission details. Reporting information may be accessed via the EAS.

Retarus provides an automatic Mail-to-fax corporate directory synchronization interface that allows customers to implement an automatic administration of their Mail-to-fax users and their settings.

Retarus Fax-to-mail allows the receipt of fax messages directly in email clients via the Retarus System. Customer can either redirect existing numbers (call redirection or FoIP) or ask Retarus for porting or provisioning of new numbers. Inbound messages are transmitted via SMTP and can be secured via TLS encryption. The fax document itself is provided as email attachment (TIFF or PDF) along with transmission details. Reporting information may be accessed via the EAS.

Retarus provides an automatic Fax-to-mail corporate directory synchronization interface that allows customers to implement an automatic administration of their Fax-to-mail users and their settings.

Note: As per the SMTP standards, Retarus will repeatedly attempt to deliver messages for a period up to ninety-six (96) hours. If a message cannot be delivered within this ninety-six (96) hour period, the message will be bounced to the Customer specified email address. In case of final delivery failure, the respective message will be deleted.

Retarus Faxolution for Windows (outbound)

Retarus Faxolution for Windows is shown as a printer driver so that users may convert documents from standard Windows applications into faxes and transmit them to Retarus via HTTPS.

Interim and final stages of the transmission are notified to the Faxolution for Windows program.

More detailed information can be obtained from Retarus' documentation in each case.

Transactional Fax Services

Retarus Faxolution for/to Applications (outbound/inbound)

Faxolution for Application enables Customer to fax business documents out of different applications such as CRM and ERP systems and legacy applications via the Retarus System. Data can be transmitted via SMTP, SFTP or web service API (REST/SOAP). Feedback on transmission status is generally provided via the same channel used for the data input.

In the case of Retarus Faxolution for Applications – SFTP, Customer submits an outbound fax message order to Retarus via SFTP to a SFTP share as further specified in Retarus' documentation. The final fax transmission delivery status is provided to Customer for pickup via SFTP (pull) or can be pushed to a SFTP server provided by Customer.

In the case of Retarus Faxolution for Applications – Web Service, Customer submits an outbound fax message order via a REST or SOAP web service API as further specified in Retarus' documentation. The final fax transmission delivery status is provided to Customer for pickup via a web service call or can be pushed to a URL provided by Customer.

In the case of Retarus Faxolution for Applications – SMTP, Customer submits an outbound fax message order via SMTP email as specified in Retarus' documentation. Reporting information can be accessed via the EAS.

With the SAP certified Retarus Fax for SAP integration, Customer's fax messages can be transmitted straight from its SAP system via the Retarus System. Data is either transmitted via RFC/SAPconnect or BC-SMTP. The connection can optionally be secured via a VPN or SAP SNC. Feedback on transmission status including document ID is provided via the same channel used for the data input directly to the Customer's SAP system. Reporting information can be accessed via the EAS.

Retarus Faxolution to Application enables Customer applications to receive fax messages via a secure web service API (SOAP/REST) or SFTP. Customer can either redirect existing numbers (call redirection or FoIP) or ask Retarus for porting or provisioning of new numbers. The fax document is provided as TIFF or PDF along with transmission details. Reporting information can be accessed via the EAS.

More detailed information can be obtained from Retarus' documentation in each case.

Porting (Fax inbound - as applicable)

Customer and Retarus acknowledge and agree, that it is anticipated that Customer will be porting fax numbers from Customer' current telecommunications carrier to Retarus or its telecommunications carrier(s) whereby Retarus acts as Customer' authorized agent. Regulatory requirements may include the provision of a tax ID of Customer, and/or of an authorized representative of Customer as well as a proof of identity. Customer is further required to provide Retarus with a letter of authorization (LOA) along with a current invoice from the carrier who previously provided the numbers to be ported. The porting request is subject to the release of the numbers by such carrier. Customer shall provide Retarus with all regulatory documents required to ensure a smooth setup and porting process for the requested numbers. Allocation or porting of local network numbers may be subject to Customer's demonstration of a registered place of business for the relevant local network area in certain countries. If applicable, Customer ensures to inform Retarus about any discontinuance of this requirement regarding allocated local network numbers without delay. If extensions are redirected to numbers provided by Retarus or if these numbers are destination numbers for redirections from Customer's phone system, any publication or further use or transfer of these numbers shall be excluded. Changes initiated by the responsible local authorities regarding numbers provided by Retarus need to be accepted by Customer.

Retarus will not willfully or intentionally interfere with Customer' right to use fax numbers that, from time to time, are in use in connection with the Services purchases by Customer under the Agreement. Retarus will cooperate in all reasonable respects with any written request of Customer to port any such number (a "Porting Number"), to any other company, supplier or carrier upon termination or expiration of the Agreement. In the event Customer requests Retarus to port a Porting Number to any other company, supplier or carrier, Customer agrees that until such time as the Porting Number is fully ported and no further traffic for such Porting Number traverses Retarus' network, Customer shall remain subject to the terms of the Agreement (including, without limitation, Customer' obligation to pay for the applicable Services) for any and all traffic associated with the Porting Number. Notwithstanding the foregoing, Customer acknowledges and agrees that Retarus will not be responsible or liable in any way due to the underlying providers' inability to port or receive any such Porting Number.