

## **FAX to Email Information**

On March 16, 2015, Rockford Area Realtors switched our internal Efax (fax to email) system over to an outside vendor, TDS. By making this change, we will have a reliable system that provides faster faxing services while offering ongoing support.

In order to provide this upgraded service, the Board of Directors has approved a monthly fee of \$5.00 per fax line beginning on July 1st, 2015, to be paid on an annual basis. If you currently have an efax number assigned through Rockford Area REALTORS, you will have the opportunity to try out the new service while keeping your already assigned fax number.

If you decide to continue with this service, you do not need to notify us. An invoice will be created and emailed to you on June 1, 2015 for the amount of \$60.00, equal to one year of service, and will be due on or before July 1, 2015.

**For anyone wishing to “opt out” of this service, a written notice must be received at the Association no later than May 15, 2015.** This notice may be emailed to: [Marcia@RockfordAreaRealtors.org](mailto:Marcia@RockfordAreaRealtors.org) or mailed to: Rockford Area Realtors/Attn: Marcia Ballard Fry, 6776 E. State St., Rockford, IL 61108

**Any unpaid invoices as of July 15, 2015 will automatically terminate your service and Efax number.**

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Please read this section of Questions and Answers for additional information. Thank you.

### **1. Will I be able to keep my existing efax number?**

Yes. If you have been assigned an efax number through the Association prior to March 16, 2015, this will remain your efax number when we change to TDS.

### **2. Will we still be allowed unlimited incoming faxes?**

Yes. This will remain an unlimited service.

### **3. Will we be able to send faxes out with this service?**

No. This will remain a service for incoming faxes only.

### **4. Will there be a place to go and check for previously received efaxes?**

No. You will receive incoming efaxes as a pdf file in your designated email account only and it will be up to you to save them for future reference.

**5. If I decide to "opt-out" of the service before May 15th and then change my mind, will I be able to have my old efax number back?**

Unfortunately, we cannot guarantee that your previously assigned efax number will be available once it is terminated.

**6. If I don't pay my invoice by July 15, 2015 and my service gets terminated, will I be able to pay late and get my service back on?**

Yes, but there will not be any guarantee that your previous efax number will still be available.

**7. I don't currently have an efax number but would like to sign up. How do I get an efax number assigned?**

Please contact Marcia Ballard Fry via email at [Marcia@RockfordAreaRealtors.org](mailto:Marcia@RockfordAreaRealtors.org) after March 16, 2015 to get an efax number assigned. If you do not opt-out of the service prior to the May 15, 2015 deadline, an invoice will be created and emailed to you on June 1, 2015.

**8. I do not currently have an efax number and do not want one. Do I need to notify the Association?**

No. You will not need to do anything if you do not currently have, nor want, an efax number.

**9. After we switch to TDS on March 16th, who do I contact with efax questions, to change my email address, and/or service issues?**

The Association will continue to be your "support desk" for the efax system. We will work with TDS on your behalf for any changes, updates and/or support questions.

**10. I have an assistant and/or support staff in our office that currently has an efax number assigned. Will they be charged \$5.00 per month, too?**

Yes. Regardless of who the efax line is for, there will be an annual cost of \$60.00 per line. If you wish to drop that service, the same "opt-out" instructions mentioned above will apply.

**11. I am not sure if I have an efax number already assigned or not. Can someone look that up for me?**

Yes. Please email your request to [Staff@RockfordAreaRealtors.org](mailto:Staff@RockfordAreaRealtors.org).