

Commonwealth Office of Technology

Rated Service Description

| FAX to the Desktop | Rate |
|--|-------------|
| <p>MX10 Per Desktop client, per month</p> <p>The MX10 service offers paperless FAX capabilities from a Commonwealth standard, COT-supported Desktop device. Please note that there is also an additional \$.03/page charge for outgoing long distance faxes.</p> <p>NOTE: Effective January 1, 2015, MX10 will not be available for new purchases. Please visit Xerox for Fax2Mail service information and request form:</p> <p>www.ky-mps.com</p> | \$40 |
| <p>MX10 Includes the following HARDWARE</p> <p>COT provides all backend infrastructure to support this service.</p> | |
| <p>MX10 Includes the following SOFTWARE</p> <p>Genifax plugin that works with the Microsoft office Suite</p> | |
| <p>MX10 Includes the following SERVICES</p> <p>Unlimited local faxing \$.03/page additional charge for all outgoing long distance faxes</p> <p>24 X 7 X 365 access to the Commonwealth Service Desk</p> <p>Support staff is available on-site Monday - Friday, 7:30am to 5:30pm. Personnel are on-call for after-hours, emergency support. All support is included in the cost of this service.</p> | |
| <p>MX10 To Initiate Service or Report a Problem with this service</p> <p>Please contact the Commonwealth Service Desk:</p> <ul style="list-style-type: none">· 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434· Via e-mail CommonwealthServiceDesk@ky.gov <p>You will also need to complete and submit the COTF-180 form to the Commonwealth Service Desk when you request to initiate this service. Please note that a valid COT Billing Number will be required on the COT-F180 Form. The COT-F180 form can be found here:</p> <p>http://technology.ky.gov/Pages/cotForms.aspx</p> | |
| <p>MX10 Additional Service Clarifications</p> <p>A user must have a COT supported Exchange mailbox in order to send and receive faxes using this service.</p> <p>Agencies are not billed for incoming long distance faxes.</p> | |