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ABOUT TNZ GROUP LIMITED

TNZ Group Limited was established in 2001 as an advanced Fax and SMS solutions provider, tailoring solutions to high end corporate clients. As the company grew and infrastructure was in place, TNZ opened its doors to a wide range of customers.

Following TNZ Group's merging with Faxware International Limited (founded in 1991), a leading fax technology developer, TNZ Group's technology suite and development abilities has pushed it into the top tier of fax solutions suppliers worldwide.

TNZ Group's Fax service is one of the most advanced and flexible fax systems in the world. Building the technology from the ground up, TNZ Group can work with your business to build a solution that suits you.

In the world of the smart device and smart consumer, businesses have a commitment to operate in real time. Often, it is legacy fax solutions and processes that slow this process down. Working with TNZ Group to build an Internet-based fax solution and eliminating the need for paper-based faxing can help businesses become more efficient, productive and customer focused; transforming organisations into efficient, real-time enterprises.

Key concepts are integrating fax into existing workflow and CRM concepts, flexibility to access fax solutions at any time, innovation, cost control with enhanced reporting, business continuity with redundant outsourced cloud-based fax solutions and fax archiving, and improved customer service.

Your staff, partners and technical team will have access to additional features, simplified management and accessibility controls, allowing them to spend more time on jobs of importance. The result, an overall less-stressful and less time-consuming experience.

SERVICE DESCRIPTION

TNZ Group offers a fully outsourced hosted messaging platform.
Customers are provisioned directly on TNZ Group's hosted equipment, allowing users to send and receive SMS, Faxes, Email, Voice and IM electronically (via email, REST, SOAP API, or Web). No equipment is required on your premises to service your customers.

WHITELABELLING

By default, users will see TNZ Group branding on notifications of faxes sent or received.
This branding will also be seen when using the Web Portal (if this option is enabled for your users).

We are able to customise this for you. Full customisation is available, including:

- Custom sending domain, eg faxes are emailed to "thefaxnumber@yourfaxdomain.com"
- Custom reporting email sender, eg delivery reports and received fax notifications are sent by "faxreports@yourfaxdomain.com"
- Email Templates are fully whitelabelled to display your branding, logos, helpdesk contact details, etc
- Portal Logins are fully whitelabelled to display your branding, logos, helpdesk contact details, etc

There is a nominal set up charge for the whitelabelling option, depending on your chosen tier:

- Tier One: Email Branding Only (To/From Domains, Email Templates)
- Tier Two: Web Portal Solution (Access to Portal for viewing and sending faxes)

SECURITY IMPLEMENTATION

One of the primary reasons fax remains an important technology today is due to the secure nature of fax transmissions, which is why it is still employed by financial, legal and healthcare institutions.

TNZ Group utilizes multiple methods to ensure the best possible security across the product suite:

- **Email (SSL/TLS security)**
For receipt of messages to send, or delivery of received messages and delivery reports, the TNZ server will automatically default to using SSL or TLS encryption if the remote email server supports it. We also do have the option to enforce SSL/TLS encryption on your email domain(s) if you request it.

- **Web Portal/HTTP**
Users can access the Web Portal for sending messages and for viewing message data, viewing billing information, and for viewing registered services and users. Access to the Web Portal is restricted to HTTPS (SSL) using a certificate signed by an authorised third party.
Users who are using an API (HTTP or SOAP) to submit messages or receive Delivery Report and Reply Messages can optionally use HTTPS (SSL) to secure their connections.
You can view more information on TNZ Group's website security here:
https://www.tnz.co.nz/About/WebsiteSecurity

- **Storage (In-House Encryption, NoArchive Features, PGP Encryption)**
When a TNZ Group service is handling a fax that is to be sent or that has been received, the actual fax image is encrypted using TNZ Group's In-House Encryption software. It is then Base64 encoded to further deter intruders retrieving the fax data and reassembling the fax image. Only at the point of distribution to the end user (either via email, or when retrieved via the Web Portal) is the fax image decrypted and delivered as a PDF/TIF image.
NoArchive is an option that allows fax images to be removed as soon as a fax has been delivered. Call Detail Records (Caller IDs, times/dates, number of pages, etc) will be kept.
SecureFax is an additional option that enables PGP Encryption or a PDF Password on received faxes for an additional fee. This option is built to PCI-DSS compliance criteria.
Fax Data is stored online, accessible via the Web Portal for at least three months. Cold Backups are available for a period of up to 12 months.

- **Closed Networks, DMZs and VPNs**
TNZ Group's networks are closed, with physical access via authorised personnel only using industry standard access restrictions (keycards with separate keys, etc). Where remote IP access is allowed, access is restricted to VPN.

- **WAN File Transfers**
WAN file transfers (where files are transmitted to servers outside the main core network, typically for final delivery via Fax, SMS or Voice) are done so via a fully encrypted session using In-House built applications. The file is encrypted, broken into segments, then transmitted and reassembled at the receiving end. This ensures the upmost security when your data may be transmitted over a connection that is not controlled by TNZ Group.

MANUAL: INVOICE REBILLING

Page Three of your monthly tax invoice will detail our charges to you, itemised by SubAccount.
You can use these costs to rebill your client, optionally adding a margin if desired.

Messaging transactions by Sub Account

Sub Account	Faxes	Price	Emails	Price	TXTs	Price	Total
Customer One	1205	185.00	0	0.00	0	0.00	185.00
Customer Two	14	1.40	0	0.00	0	0.00	1.40
Customer Three	0	0.00	0	0.00	6	0.90	0.90
Customer Four	1163	156.23	0	0.00	3035	455.25	611.48

MANUAL: MONTHLY SUMMARY EMAIL

We can email you a report each month containing a summary of our charges to you itemised per
SubAccount. This shows the same data as the invoice, but in CSV format.
You can use these costs to rebill your client.

	A	B	C
1	SubAccount	Price	
2	Customer One	185.12	
3	Customer Two	1.49	
4	Customer Three	0.9	
5	Customer Four	611.48	
6			

AUTOMATED: DAILY OR MONTHLY CDRS

If you have a CDR capable billing system, we can distribute daily or monthly CDRs to you for rebilling.
Alternatively, you can use these CDRs to manually rebill your customers on a per-message basis.

CDRs are delivered via Email, FTP, or manually downloaded via the Partner Portal (Dashboard).

You will receive four separate CDRs:

- Outbound Messages CDR
Details the charges for sent messages, including Email, SMS, Fax, VoiceCast (Text-to-Speech), IM.
Transactional format.
Can be delivered via Email, FTP, or manually downloaded using the Partner Portal (Dashboard).

- Inbound Messages CDR
Details the charges for received messages, including Fax-to-Email and Voicemail-to-Email.
Transactional format.
Can be delivered via Email, FTP, or manually downloaded using the Partner Portal (Dashboard).

- Toll Calls CDR
Details the charges for toll costs, such as when a number is diverted to another number.

Transactional format.
Can be delivered via Email, FTP, or manually downloaded using the Partner Portal (Dashboard).

- Monthly Charges CDR
Details the monthly charges, eg Set Up Fees, Porting Charges, Monthly Fax Line Rental charges, etc.
Distributed once per month via Email, typically on the 5th.

GET STARTED!

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