RELIARING
POWERED BY TRIDACOM

PRODUCT BROCHURE



CLOUD FAX

ReliaFax

Fax without the machine.

Send and receive faxes from email or a browser on a local or toll-free fax number. No machine, no dedicated analogue line, and a PDF copy of every fax.

$12.99	50 MB	7 years	3,000
CAD per month, Basic plan	Maximum size per document	Archive on the Business plan	Sent pages included on Business

THE PROBLEM

The fax line nobody wants to own.

The pharmacy, the insurer and the land registry still ask for a fax. So a machine sits on its own phone line, jams on long documents, and leaves no record of who sent what. When the building moves to fibre, that line stops working.

WHAT RELIARING DOES ABOUT IT

A fax number that lives in email.

ReliaFax gives each fax number its own plan. To send, email a document to the recipient's number at fax.reliaring.com, or upload it in the portal. Incoming faxes are converted to PDF, filed in a portal mailbox and emailed to each mailbox member who has notifications on. A failed send is retried automatically. Pages are counted from the document itself, and only pages you send count against your plan.

Retire the machine and line

Keep the fax number. Drop the hardware, the toner and the analogue line that carried it.

Faxes arrive where you work

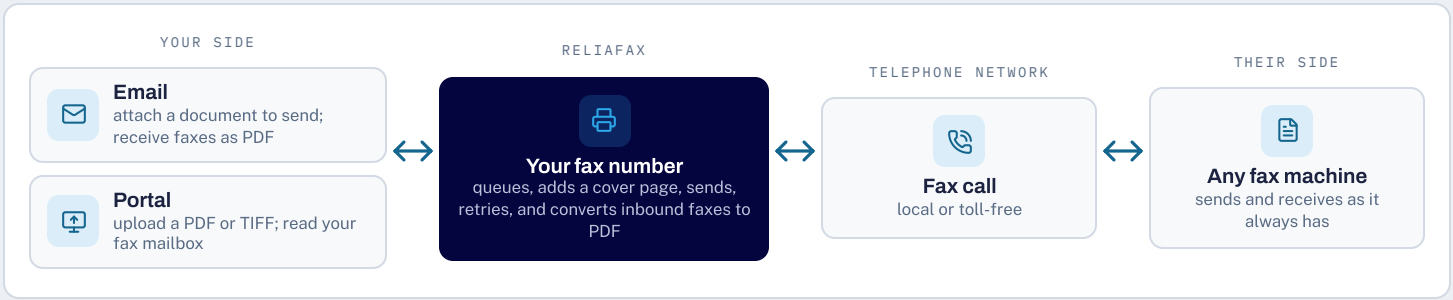
Inbound faxes land as PDFs in a portal mailbox, and in the inbox of each member who wants the email.

A record of every fax

Every fax is listed with its status, pages and time. Sends, receipts and refused access attempts are audit-logged.

HOW IT WORKS

Both directions, through one fax number



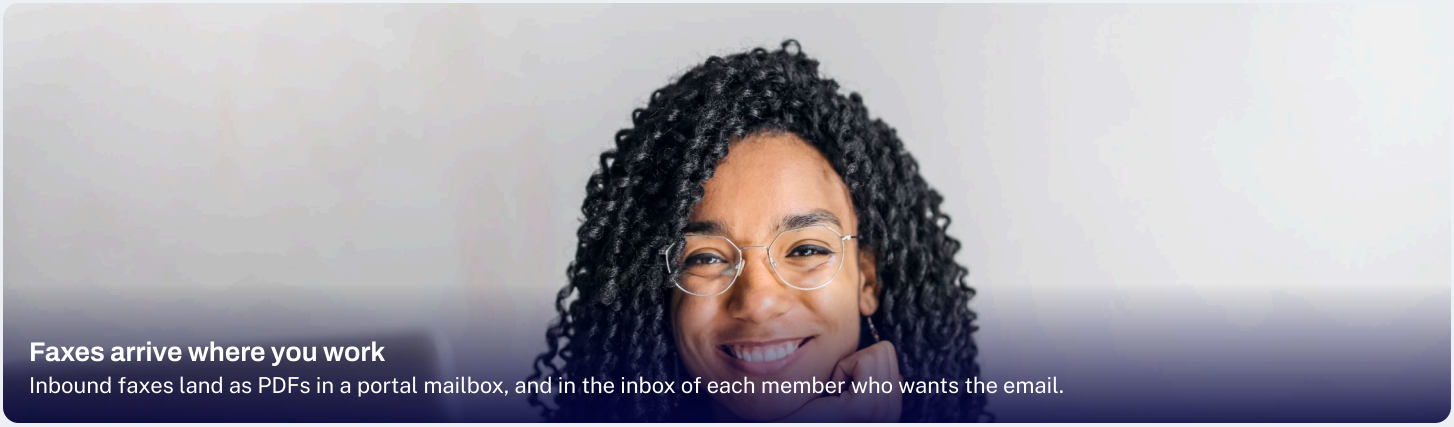
01
Get a number
Choose a local or toll-free fax number, or transfer the one already on your letterhead.

02
Choose a plan
Each number carries its own monthly allowance of sent pages and its archive period.

03
Send
Email the document to the recipient's fax number, or upload a PDF or TIFF in the portal.

04
We transmit
The fax is queued and sent, with up to three attempts if the first one fails.

05
Receive
Incoming faxes become PDFs, filed in your portal mailbox and emailed to members with notifications on.



CAPABILITIES

What ReliaFax does

Email-to-fax
Email a PDF, Word or Excel file, or a photo, to the recipient's number at fax.reliaring.com.

Fax-to-email
Inbound faxes are emailed as a PDF to every mailbox member with notifications on.

Portal send
Upload a PDF or TIFF up to 50 MB and enter the destination number.

Shared mailboxes
Keep a mailbox private or open; set who can send, view and delete, person by person.

Cover pages
Eight built-in templates, including urgent, legal and healthcare confidentiality notices, on Pro and up.

Broadcast
One document to up to 50 fax numbers, each tracked and each opening with your identifying cover page (Pro and up).

Receiving is unmetered
Only pages you send count against the plan; failed sends are not billed.

Archive by plan
Faxes are kept for 90 days, 1 year or 7 years by plan, then removed.

Local or toll-free
Buy a fax-capable number in the portal, or transfer the one you already publish.

Verified senders
Email-to-fax accepts only mail from a registered user's address that passes SPF and DKIM checks.

Scheduled sending
Pick a send time up to 30 days ahead; cancel before it goes (Pro and up).

Delivery emails
An email tells you when a fax is delivered, or that it failed.

WHO USES IT

Where it earns its keep

Medical clinic

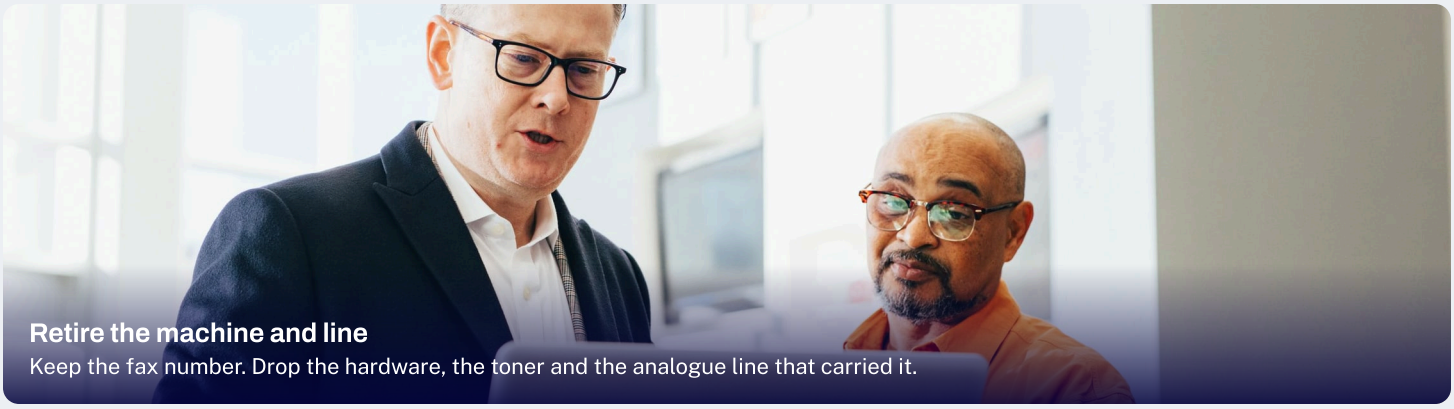
Referrals arrive as PDFs in a shared portal mailbox the front desk can open. The healthcare cover page adds a confidentiality notice to outgoing requisitions.

Law office

A clerk emails a signed Word filing to the court's fax number. It is converted, sent, and a delivery email confirms it arrived.

Real estate brokerage

Offers and disclosures go out from the brokerage's own fax number, and the Business plan keeps every fax for seven years.



Retire the machine and line

Keep the fax number. Drop the hardware, the toner and the analogue line that carried it.

WHY RELIARING

The better choice, in specifics

01 Receiving is not metered

Only the pages you send count against your plan. Incoming faxes do not use the allowance.

02 Billed from the document

Page counts come from the file itself, a failed fax is not billed, and a short delivery bills only the pages sent.

03 Office files, not just PDF

Email a Word, Excel or PowerPoint file, or a photo, and it is converted to a faxable PDF for you.

04 Hosted in Canada

Primary infrastructure runs in Canada Central and Canada East. Phone and email support on every plan.

SPECIFICATIONS

The technical summary

Deployment	Cloud, hosted in Canada (Canada Central, Canada East)
Works with	Any standard fax machine or fax service, on local and toll-free numbers
Portal upload	PDF or TIFF, up to 50 MB per file
Email-to-fax	[fax number]@fax.reliaring.com; up to 10 attachments, 50 MB in total, 200 pages
Email attachments	PDF, TIFF, JPG, PNG, Word, Excel, PowerPoint, RTF and text
Retries	Automatic, up to 3 attempts with increasing delay
Archive	90 days, 1 year or 7 years, by plan
Station ID	Set per mailbox; defaults to your fax number
Billing	Per fax number, monthly, in CAD or USD

GOOD TO KNOW

Safeguards and honest limits

- Sends, receipts, views, downloads, deletes and refused access attempts are written to an audit log with the user, account and time.
- Access is checked per mailbox; a request for another account's fax is refused and recorded as a failure.
- No HIPAA compliance claim is made, and Business Associate Agreements are not available. Ask us before faxing health information.
- Faxes cross the public telephone network and are not end-to-end encrypted. Text recognition is processed in Canada (Microsoft Azure, Canada Central); email delivery may process data outside Canada.

WORKS WITH

Works with any email client for sending and receiving. Fax numbers can be bought new or transferred in. A customer fax API is not offered today.

PLANS · PER FAX NUMBER / MONTH

Published prices, month to month

Basic

Local fax number, the essentials

$12.99 CAD/mo

$8.99 USD

- 1 local fax number
- 200 sent pages a month
- Email-to-fax and fax-to-email
- 90-day archive

MOST POPULAR

Pro

More pages, a longer archive

$24.99 CAD/mo

$17.99 USD

- 1 local fax number
- 500 sent pages a month
- Email-to-fax and fax-to-email
- 1-year archive
- Cover pages, scheduled and broadcast sending

Toll-Free

Senders never pay to reach you

$31.99 CAD/mo

$22.99 USD

- 1 toll-free fax number
- 500 sent pages a month
- Email-to-fax and fax-to-email
- 1-year archive
- Cover pages, scheduled and broadcast sending

Business

High volume, seven-year archive

$62.99 CAD/mo

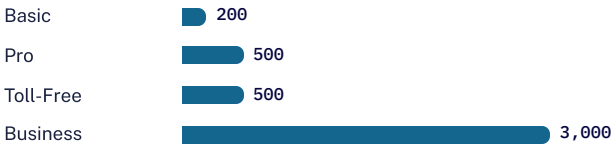
$44.99 USD

- 1 local fax number
- 3,000 sent pages a month
- Email-to-fax and fax-to-email
- 7-year archive
- Cover pages, scheduled and broadcast sending

WHAT DIFFERS BY PLAN	BASIC	PRO	TOLL-FREE	BUSINESS
Fax number	Local	Local	Toll-free	Local
Sent pages included / month	200	500	500	3,000
Received pages	Not metered	Not metered	Not metered	Not metered
Archive period	90 days	1 year	1 year	7 years
Cover page templates	—	●	●	●
Scheduled and broadcast sending	—	●	●	●
Text recognition and search, processed in Canada	—	●	●	●
Extra sent pages (CAD / USD)	2.8¢ / 2¢	2.8¢ / 2¢	2.8¢ / 2¢	2.8¢ / 2¢

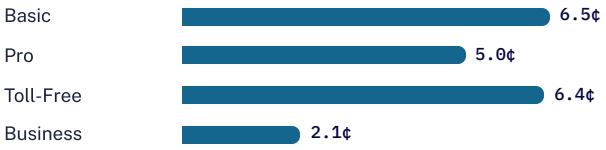
Included pages per month

Sent pages included with each plan; received pages are not metered

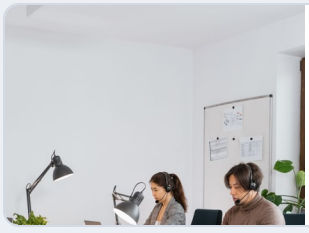


Price per included page

Plan price divided by included pages, CAD



- Sent pages beyond the monthly allowance are 2.8¢ CAD (2¢ USD) each, on every plan. Received pages are not metered.
- Number transfers: $20 CAD ($15 USD) per number, one time; typically 5 to 15 business days.
- Email-to-fax adds a cover page from your subject and message; it counts as one sent page.
- Month to month, no setup fee on any plan, no free trial. One fax number per plan.
- Faxes older than the plan's archive period are removed automatically. Download anything you need to keep longer.
- Broadcast: you confirm each recipient consented or has a business relationship with you (CRTC Unsolicited Telecommunications Rules, National Do Not Call List). Each recipient counts toward the line's hourly limit: 100 faxes an hour on Pro, Toll-Free and Business, 10 on Basic.



BEFORE YOU DECIDE

Talk it through with a person

Our team answers by phone and email, Monday to Friday, 6 a.m. to 6 p.m. Mountain Time. Ask how ReliaFax would fit your setup, or for a walkthrough of the portal.

1-888-491-RING · help@reliaring.com

Fax is not going away, but the machine can.

Learn more
reliaring.com/fax

Talk to a person
1-888-491-RING

Email
help@reliaring.com

SCAN FOR PLANS AND SIGNUP

ReliaRing is a brand of Tridacom IT Solutions Inc. Prices are in Canadian dollars unless marked USD, exclude applicable taxes, are current as of November 2026 and may change. Service is available to businesses in Canada. Read the HTML edition