

The Best Online Fax Services for 2019

Need to send or receive a fax? You don't need a machine; we've tested and rated the top faxing apps.



By Max Eddy and Ben Moore June 21, 2019 4:24PM EST June 21, 2019

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Fax.Plus



\$5.99



Bottom Line: Fax.Plus is an affordable, easy-to-use, and feature-rich online fax service, though its fax quality is only average.

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HelloFax



Bottom Line: HelloFax is an excellent online fax service that offers a great user experience, good value, and a built-in editor that makes dealing with attachments simple. However, it's missing a dedicat...

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RingCentral Fax



\$7.99



Bottom Line: RingCentral Fax offers lots of pages per month and a modern multi-platform experience, but it costs a lot per month and its fax quality could be better.

[Read Review](#)

eFax



\$16.95



Bottom Line: eFax offers a wide range of faxing options and good mobile apps, but it's very expensive and more cumbersome to use on the desktop than the competition.

[Read Review](#)

FaxZero



Bottom Line: If you need to send (but not receive) a few faxes a month and don't want to pay to do so, FaxZero is your best option, despite its lack of higher-end features and mobile apps.

[Read Review](#)

MetroFax



\$7.95



Bottom Line: MetroFax is a bare-bones online fax service with an outdated web interface, but we like its mobile app and low monthly fee.

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mFax



Bottom Line: mFax offers a well-designed web interface and reasonable pricing, but it lacks a dedicated mobile app, digital signature capabilities, and two-factor authentication.

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MyFax



\$10.00



Bottom Line: MyFax feels outdated, lacks higher-end faxing features, and has restrictive pricing, but it does offer a good selection of international fax numbers as well as a mobile app.

Read Review

Biscom 1-2-3



Bottom Line: Biscom 1-2-3 turns your email client into a fax machine, but it is expensive and severely limited in functionality and features. Notably, you cannot actually send faxes from its web interfac...

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Nextiva vFAX



\$4.95



Bottom Line: Nextiva vFAX offers an affordable way to send and receive faxes online, but it is plagued by limitations, slow performance, and a lack of higher-end features.

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Faxing: An Unavoidable Plight

Sometimes, you *need* to send a fax. The odds are, however, that you don't have a fax machine. You could always pay to use a physical fax machine at your local office supply store, but they're not cheap to use and are generally a pain to figure out. Plus, you have to make sure that your intended recipient actually receives a legible copy of your fax, which involves waiting around to get a confirmation, too.

Although all-in-one printers have largely replaced the beige beast with the modem screech, online fax services let you break free of the machine altogether. These services provide a fax number you can use to send or receive faxes through a web portal, by email, or even via mobile apps. Faxing is still a pain in this day and age, but these services help modernize the experience.

Fax From the Web

All the fax services we tested offer a web interface, but their utility varies wildly. Well-designed software can inspire user confidence, while archaic services can just as easily undermine it. If you use a service frequently, you want one that doesn't cause unnecessary friction.

HelloFax and mFax lead the pack here with well-designed and highly functional web interfaces that don't inhibit your workflow. eFax, MetroFax, and MyFax have identical interfaces that look like webmail inboxes from a decade ago. Send2Fax is even clunkier. These interfaces are not pretty and feel janky, but they do send faxes reliably. Biscom 1-2-3's interface is notably horrible since you can't actually send or receive emails from it.

Sending a fax from an online portal is usually pretty simple; all you need to do is enter a number. Most fax services provide an online address book too, which makes it much easier to send faxes to the same contact in the future. If you want, you can also include a cover page with your fax in most cases. In terms of attachments, all the fax services we tested support a generous range of file types, though the file size limit varies. The majority of the services we tested allow you to preview attachments before you send them. Some services, such as HelloFax, Fax.Plus, and eFax, include tools for digitally applying signatures and filling out forms.

Mobile Faxing

Many online fax services now offer [Android apps](#) and [iPhone apps](#), which are helpful for those times you don't have a scanner at hand or want to bother logging in to your computer. With a mobile faxing app, you can just take a picture of a document and send it on its way. Of the services we tested, Biscom 1-2-3, eFax, Fax.Plus, MetroFax, MyFax, and RingCentral offer mobile apps. We much prefer online fax services with a dedicated mobile app, but at the very least, their web interface should resize well to mobile screens. mFax's and FaxZero's sites are both very usable via mobile browsers.

Good mobile faxing apps must have a few standard features, such as a contact book, a sortable fax inbox, and a way to preview attachments. A clean and intuitive design is also vital, as to make users forget about the ancient underlying fax technology. Some services go beyond these basics. Fax.Plus, for instance, allows you to digitally sign documents from its app.

Email to Fax, Fax to Email

Modern businesses and workers are very familiar with email workflows and most of the fax services we tested offer similar fax-to-email capabilities. In practical terms, fax services convert received faxes into email attachments, and conversely, transmute email fields attachments into their fax equivalent. As you can email from anywhere, this approach makes a fax service more universally available.

The process of sending a fax via email is fairly straightforward and doesn't vary much from service to service. Basically, you type the fax number—including country and area code—into the address line, followed by an "@" and an email domain specific to the fax service. The subject line and body text appear on the fax cover page, while any attachments appear as separate pages. Best of all, your fax number appears as the sender, so there's no confusion about where the message originated.

Time to Pay the Faxman

Most of the fax services we've reviewed charge a monthly fee. What you get in return is an allotment of pages to use for that month. Sometimes companies distinguish between how many pages you receive and how many you can send, which seems needlessly restrictive to us. Other services offer a pool of pages, which is a more flexible approach. With a pool of fax pages, you don't end up paying for, say, received pages you never use. Pooled page plans also make it easier to avoid paying overage fees, which are per-page fees assessed when you exceed your monthly allocation. These fee ranges anywhere from 3 to 12 cents per page, depending on the service.

HelloFax and Fax.Plus both offer limited free send-only tiers, but FaxZero's free tier is your best option, since your allotment of fax pages to send replenishes every day. With those other services, you only get a one-time allocation before you need to start paying.

Note that, depending on your service, your plan likely does not include international faxing, though faxes to Canada and the UK sometimes do not incur extra costs. Most companies have users pay an additional fee—sometimes on a graduated scale depending on the recipient's location, and

usually per page. We prefer those services that deduct an equivalent number of pages from your monthly allotment, rather than those that charge you an extra fee per page.

Setup fees are annoying, and thankfully they are a rarity in the world of online fax services. Only one of the services we tested, eFax, charges one (\$10).

Your Fax Number

Most services let you select an area code and either assign you an available phone number for receiving and sending faxes or let you choose from a list of available ones. Most services also let you port over an existing fax number if you have one. If you don't want people to have to pay to fax you, consider getting a toll-free fax number. Most fax services offer toll-free numbers free of charge. Other services, such as Ring Central Fax offer vanity numbers, which are ones you choose. For example, 1-800-DOG-WLKR would be very appropriate for a new dog-walking startup that also needs a fax number.

Some services are better than others for signing up with an international number. For example, eFax and MyFax let you select a fax number with the country code of your choice for no extra fee.

Online Fax Performance

By and large, most online fax services adequately perform the basic function of faxing. We have always tried to make sure an actual fax machine was involved in our testing since it's important that a digital replacement can work with the device it is intended to replace. However, we no longer have any fax machines or copper landlines in our office.

As far as our testing of online fax services is concerned, this was a minor issue. Instead of sending faxes between a physical machine and an online service, we simply sent faxes between two different online services. Still, if we're sending faxes between two non-fax machines, how many other people are doing the same? At some point, faxing starts to seem like an overly complicated alternative to email—especially if you're trying to go paperless.

Hit Send

The prospect of buying a fax machine and paying for a dedicated landline to send the occasional fax probably seems ridiculous to most people and for good reason. Unless your recipient absolutely needs you to send information by fax, other tools, including email and file-sharing services, can accomplish the job. For those rare cases where you have no other choice, an online fax service is a better bet than a traditional fax machine. There are plenty of capable services in the space, so you're sure to find one that works for all your home and office needs.

Editors' Note: eFax, MetroFax, MyFax, and Send2Fax are owned by j2 Global, the parent company of PCMag's publisher, Ziff Davis.

Featured Online Fax Service Reviews:



Fax.Plus Review



MSRP: \$5.99

\$5.99 at FaxPlus

SEE IT

Pros: Flexible pricing. Excellent mobile apps and web interface. Useful free version. Two-factor authentication.

Cons: Document signing tool is only available on mobile apps.

Bottom Line: Fax.Plus is an affordable, easy-to-use, and feature-rich online fax service, though its fax quality is only average.

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HelloFax Review



MSRP: \$9.99

Pros: Excellent interface. Supports digital signatures. Converts existing fax numbers. Team options and cloud storage integrations. Free, send-only option. Good fax quality.

Cons: No dedicated mobile app. Few non-US fax numbers available. Site is not mobile-friendly.

Bottom Line: HelloFax is an excellent online fax service that offers a great user experience, good value, and a built-in editor that makes dealing with attachments simple. However, it's missing a dedicated mobile app.

[Read Review](#)

RingCentral Fax Review



MSRP: \$14.99

\$7.99 at RingCentral

SEE IT

Pros: Good value. Fax scheduling. Modern interface. No extra charge for toll-free number. Supports large file attachments.

Cons: No international numbers. Confusing app offerings. Fax quality is below average.

Bottom Line: RingCentral Fax offers lots of pages per month and a modern multi-platform experience, but it costs a lot per month and its fax quality could be better.

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eFax Review



MSRP: \$16.95

\$16.95 at eFax

SEE IT

Pros: Local, international, and toll-free fax numbers available. Good fax quality. Modern mobile apps. OCR features.

Cons: Expensive monthly subscription. One-time setup fee. Dated web interface and desktop app. Inadequate password security during sign-up.

Bottom Line: eFax offers a wide range of faxing options and good mobile apps, but it's very expensive and more cumbersome to use on the desktop than the competition.

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FaxZero Review



MSRP: \$0.00

Pros: Limited free faxing to the US and Canada. International faxing capabilities. Good fax quality for text.

Cons: Cannot receive faxes. Paid service tiers are expensive. No mobile app or email-to-fax ability. Poor handling of graphics in test fax document.

Bottom Line: If you need to send (but not receive) a few faxes a month and don't want to pay to do so, FaxZero is your best option, despite its lack of higher-end features and mobile apps.

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MetroFax Review



MSRP: \$7.95

\$7.95 at MetroFax

[SEE IT](#)

Pros: Excellent value, with low overage charges. Solid mobile apps. Good fax quality.

Cons: Outdated web interface. No international fax numbers. Lacks advanced features like signatures and editing. Problematic password-handling during account setup.

Bottom Line: MetroFax is a bare-bones online fax service with an outdated web interface, but we like its mobile app and low monthly fee.

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mFax Review



MSRP: \$9.00

Pros: Excellent web interface. Good pricing. Team management features. Fax scheduling.

Cons: No mobile app. Below average fax quality in testing. Lacks digital signature tool. Little flexibility in the sign-up process. No two-factor authentication

Bottom Line: mFax offers a well-designed web interface and reasonable pricing, but it lacks a dedicated mobile app, digital signature capabilities, and two-factor authentication.

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MyFax Review



MSRP: \$10.00

\$10.00 at MyFax

SEE IT

Pros: Simple setup and faxing. International and toll-free fax numbers available. Good mobile apps.

Cons: Clunky, outdated web interface. Restrictive pricing format. Difficult to tell what international numbers are available during signup. No digital signatures. Unsecured password reset process. No two-factor authentication.

Bottom Line: MyFax feels outdated, lacks higher-end faxing features, and has restrictive pricing, but it does offer a good selection of international fax numbers as well as a mobile app.

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Biscom 1-2-3 Review



MSRP: \$7.99

Pros: Simple email integration. User management features.

Cons: High cost per page. No way to send faxes from the web interface. No choice of fax numbers. Cannot send faxes to international numbers. Limited mobile apps.

Bottom Line: Biscom 1-2-3 turns your email client into a fax machine, but it is expensive and severely limited in functionality and features. Notably, you cannot actually send faxes from its web interface.

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Nextiva vFAX Review



MSRP: \$8.95

\$4.95 at Nextiva**SEE IT**

Pros: Affordable pricing. Flexible options. Decent fax quality.

Cons: Stuttering web interface. Failed to send an attachment via email. No international or toll-free numbers. Long faxing times. Cannot send faxes to international numbers. No mobile apps.

Bottom Line: Nextiva vFAX offers an affordable way to send and receive faxes online, but it is plagued by limitations, slow performance, and a lack of higher-end features.

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About the Author