

The Best Online Fax Services Of 2019

BY ANDREW MARTINS Last Modified: July 8, 2019

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For many businesses, the need to send faxes is still very much alive in 2019. Even though it feels like ancient technology (email has given us instant communication around the globe), faxing is still the preferred method for transmitting documents within some industries – particularly those that handle sensitive data and require an added layer of security with their communications due to federal regulations.

Online fax services provide a modern solution for sending and receiving faxes. Most providers offer a digital inbox – much like those of any email service provider – allowing users to easily send, receive and store faxes in one central location. Most companies employ a software-as-a-service (SaaS) model and give users several service options they can choose from. Infrequent fax users can pay per fax, while a business that sends and receives faxes more frequently can sign up for a monthly subscription.

Read on to learn more about what online faxing services have to offer and the qualities you should look for in a service provider. Below are the business faxing services we recommend followed by reviews of several well-known services.

Best Picks

HIPAA-Compliant

Best Overall

Pay As You Go

Free Outgoing

Free Incoming



SRFax

Best Online Fax Service for Medical Practices

compromised. While there are numerous online fax solutions that comply with the Health Insurance Portability and Accountability Act (HIPAA), SRFax is exemplary.

This fax solution uses password protection and SSL encryption to ensure messages are sent securely. With its healthcare plans, the company provides multiple user accounts and an unlimited number of authorized email addresses.

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Reviews

Here are all of our reviews of online fax services and fax software that can digitize your faxing needs and eliminate the need for a physical office fax machine.

eFax Review

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SRFax Review

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RingCentral Fax Review

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MetroFax Review

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Pricing

Most online fax services charge a monthly subscription fee for a specified number of sent and/or received faxes, as well as an overage fee for each page that exceeds the monthly limit specified in your plan. Some online fax providers charge setup fees. These are rare, but they exist and can cost upwards of \$10.

services charge separately for sent and received faxes. Some vendors offer corporate packages for businesses that send a high volume of faxes. Within each of our reviews, we've listed pricing for the service. We also recommend that you ask the fax service provider(s) you're considering about its cost, including any additional fees that may apply.

Our Methodology

We researched several online faxing vendors, including their plans and features. We began by compiling a list of vendors. In addition to the service providers we were already familiar with, we added vendors we found in our research, those that regularly appeared on other reputable online lists and reviews, and companies that reached out to us asking to be considered for review.

Next, we went to each vendor's website, noting their features and pricing structures. When available, we took advantage of trial periods, watched product demos and tutorials, and sent sample faxes to gain firsthand experience of the service. We eliminated companies whose plans contained lots of hidden fees and/or that charged exorbitant over-limit fees.

For the next phase of our research, we reached out to our finalists, posing as a potential customer. We posed a series of questions to customer service reps from each company, noting the quality of service we received.

To arrive at our final determination, we considered which companies offered the best balance of affordability, robust features and ease of use. Here are the criteria we used to evaluate each online fax software provider:

- **Pricing structure.** We looked for faxing services that offered a variety of plans, making them accessible to businesses with a range of faxing needs and budgets.
- **Fax limits and overage fees.** In nearly every instance, vendors offer multiple plans with different limits regarding the numbers of pages a user can send or receive. The higher the service tier, the more frequently faxes can be transmitted. Along with the page limit, nearly every company charges an overage fee if more faxes are sent or received than the number allotted in the plan.

documents, the option of sending faxes to multiple recipients simultaneously and integration with modern software suites.

- **International and toll-free faxing.** Around the world, faxes are still used. Some fax services will sell you a fax number in a foreign country; most services, though, let you send international faxes for a small fee. Many services offer toll-free faxing, which is an added bonus for your clients and customers if you frequently fax documents back and forth.
- **Mobile access.** Most business people never go anywhere without their cellphones. We sought out services that either offer their own mobile app or allow users to send and receive faxes through a web browser.
- **Ease of use.** In addition to convenient features and fair pricing, we prized services that had a simple, intuitive interface. We relied on product demos and trial versions to determine how easy it was to send and receive a fax.

One major trend in the online faxing industry is consolidation. J2 Global has acquired more than a dozen online fax brands. During our research, we came across numerous consumer complaints about unfair billing practices, poor customer service and almost scam-like practices, which have led to J2 Global and its holdings receiving an F rating from the [Better Business Bureau](#). Customers report similar problems on [Consumer Affairs](#) and the [Complaints Board](#).

While some of these subsidiary companies are listed below on our vendor's list, in each case, we have noted their parent company and eliminated them from consideration as a best pick.

If you're considering using one of these services, carefully research whether or not the company is the best option for your business.

State of the Industry

Faxing may seem like a relic of past office technology, but the online fax industry shows considerable signs of growth. Offering a more efficient way of sending and receiving documents than its analog counterpart, online digital faxing is cheaper, more convenient and better for the environment.

flexibility provided by online fax vendors [to] enable organizations to automate their fax solutions" as a "major driver for the growth of the market." That value is driven by the obvious factors that drive most digitization: increased efficiency, reduced expenditures, scalability through a SaaS model and superior service.

Adoption will continue to be focused primarily in the North American and European markets, where data privacy regulations and continued innovation are high priorities. The largest contributor to the industry's growth is expected to be the healthcare industry, which thanks to federal regulations like HIPAA, are required to transmit patient records via fax for security reasons.

Since fax service providers bolster security through encryption, provide speedy transmissions, digitally store files, reduce an organization's paper use, and decrease maintenance costs, more small businesses are likely to continue switching to digital faxing solutions.

Consolidation has already begun and is poised to continue in what remains a crowded and competitive industry. As leaders emerge, it is likely the industry will continue to consolidate, driving the growth of a few prominent companies.

Faxing Regulations

Along with the aforementioned HIPAA laws, the U.S. government has imposed other regulations on faxing. Since 2005, the Junk Fax Prevention Act was signed into law to end the proliferation of unsolicited "junk faxes."

Signed into law by President George W. Bush, the legislation sets strict fines and other penalties from the Federal Communications Commission (FCC). These penalties start at \$500 for each page sent without following strict guidelines.

There are some cases, however, when sending "junk faxes" is acceptable:

- You receive the number as part of a contract or application.
- You find the contact information on an advertisement or directory, assuming it does not state that the contact won't accept unsolicited faxes.

If the above criteria are met, you can send unsolicited faxes without penalty. However, you must give recipients a way to opt out of receiving future faxes. The notice must include your contact information on the first page of any documents you send, and you must reply within 30 days of receiving a request to opt-out. Fax laws vary by location. Understand the laws in your area before you start sending faxes.




Community Picks

We polled Business.com community members to find out which online fax service they use. Of the survey respondents who indicated they use one, here are their top three picks.



Map



<p>MyFax 6922 Hollywood Boulevard Hollywood, CA</p> 	
<p>Sfax 9050 N Capital of Texas Hwy Austin, TX</p> 	
<p>TrustFax 6922 Hollywood Boulevard Los Angeles, CA</p>	

Services

List of the The Best Online Fax Services of 2019



Fax.Plus

<https://www.fax.plus>

This online fax service has various plans to meet your needs. Its free plan comes with 10 free pages to send, but it doesn't include incoming fax capabilities. Paid plans start at \$4.99 a month and go up to \$49.99 per month if billed annually. Fax.plus is a good choice if you need to fax internationally as it has fax numbers available from 46 countries and you can send faxes to over 180 countries. It also has a mobile app that you can use to send, sign and receive faxes.

[Visit Fax.Plus >](https://www.fax.plus)



Fax.com



several users from a single account and allows you to send multiple messages simultaneously. You can use it with your existing toll-free or local phone number, so you don't need to get an additional phone line. J2 Global owns this company.

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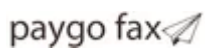


MyFax

<https://myfax.7eer.net>

MyFax is a cloud-based fax solution that serves individuals, small businesses and corporations. Faxes can be sent or received via email, the web or mobile devices. The company offers plans for home offices, small businesses and power users. All plans allow you to send and receive faxes. Faxes can be sent from up to five different email addresses on the same plan. J2 Global owns this company.

[Visit MyFax >](#)



PayGoFax

<https://www.paygofax.com>

PayGoFax.com offers online fax services based on one-time services. The company believes people don't send faxes all that frequently, so monthly fees are wasting people's money.

[Visit PayGoFax >](#)



Sfax

<http://www.sfaxme.com>

Sfax's online fax software is especially helpful for healthcare businesses since it focuses on HIPAA compliance.

[Visit Sfax >](#)

TrustFax

<http://www.trustfax.com>

TrustFax

free account setup, secure online storage and international faxing. Local and toll-free numbers are available. J2 Global owns this company.

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aFax

<https://www.afax.com>

This online fax service is a straightforward solution that converts all documents to PDF files before sending. It works in conjunction with Gmail and makes faxing as simple as sending an email.

[Visit aFax >](#)

BestFreeFax

<https://www.bestfreefax.com>

BestFreeFax, a service of SRFax, provides free outgoing faxes up to a certain limit, although it doesn't specify what that limit on its website. Fax numbers for incoming faxes can be purchased for \$3.29 a month. Email customer support is available.

[Visit BestFreeFax >](#)

Biscom

<https://www.biscom.com>

This cloud-based fax solution has service tiers designed for personal, office and enterprise users. With this faxing service, users can send, receive and sign faxes via email and even directly on mobile devices through the company's proprietary iOS and Android apps. Biscom also offers a secure file transfer solution and cybersecurity consulting.

[Visit Biscom >](#)

With a focus on their iOS and Android apps, FaxBurner offers an online fax service that you can use on the go. Free accounts come with a disposable fax number that can receive 25 pages a month and send five pages. Users can also send and receive emails either through fax-to-email or email-to-fax. Paid accounts start at \$9.97 a month and come with a permanent toll-free number.

[Visit FaxBurner >](#)



FaxZero

<https://www.faxzero.com>

FaxZero is a send-only faxing service that comes in two varieties: free and “almost free.” In the free version, you can send up to five free faxes per day, each with up to three pages, to any fax machine in the United States or Canada. You don't need a fax machine yourself, but you do need a valid email address. For a \$1.99 fee per fax with up to 25 pages, the “almost free” service lets you send additional faxes, and you can also send faxes to recipients in many other countries. The free version has the FaxZero logo on its faxes, while the paid version does not. Multiple file types can be uploaded and attached.

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InterFAX

<http://www.interfax.net>

InterFAX sends and receives faxes through email and online web forms. Free APIs are available for Java, Python and many other platforms. InterFAX is a secure platform that complies with global privacy requirements, including HIPAA, EU Privacy Directive and PCI-DSS.

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RapidFAX is a subscription-based, fax-to-email and email-to-fax service that offers individual and small business faxing. Users can send and receive faxes from local or toll-free fax numbers, with no extra charge for toll-free numbers. J2 Global owns this company.

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Send2Fax

<https://www.send2fax.com>

Send2Fax offers plans for home offices and small businesses. Both plans come with a toll-free fax number. This service sends faxes to and from email accounts, or through the company's web portal. Send2Fax is compatible with Microsoft Office. J2 Global owns this company.

[Visit Send2Fax >](#)



FaxBetter

<https://www.faxbetter.com>

FaxBetter has a free receive-only faxing service that offers a dedicated toll-free fax number. The number is yours to keep as long as you receive at least one fax every seven days. The service allows you to receive 20 incoming pages a month for free, and faxes are sent to your email inbox. The service offers free storage for up to 1,000 pages.

[Visit FaxBetter >](#)

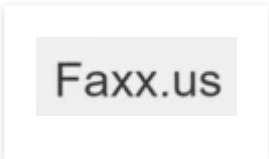


Faxage

<https://www.faxage.com>

Faxage has plans available for individuals and businesses of different sizes. Online fax storage and an unlimited number of users are both included with each plan for no additional charge.

[Visit Faxage >](#)

The logo for Faxx.us, featuring the text "Faxx.us" in a bold, sans-serif font inside a light gray rounded rectangle.**Faxx.us**<https://faxx.us>

Faxx.us is a straightforward, affordable online fax service for companies with basic faxing needs that don't plan to transmit a large volume of faxes.

[Visit Faxx.us >](#)

The logo for GotFreeFax, featuring a green icon of a fax machine and the text "GotFreeFax" in a bold, sans-serif font.**GotFreeFax**<https://www.gotfreefax.com>

GotFreeFax is another send-only option that offers up to two free faxes per day, with up to three pages each, without advertisements. The paid version starts at 98 cents for a 10-page fax. The service allows for rich text, and several types of files can be uploaded and attached.

[Visit GotFreeFax >](#)

The logo for HelloFax, featuring an orange icon of a document with a checkmark and the text "HELLOFAX" in a bold, sans-serif font.**HelloFax**<http://www.hellofax.com>

HelloFax sends faxes directly to your email inbox as a PDF, where they can be viewed, downloaded and shared. Outgoing faxes can be signed, edited and sent electronically to multiple numbers at once. Users sign in with their Google accounts, so no new password is required for access, and they have the option of sending or receiving faxes by syncing the account with Google Drive, Dropbox, Box, OneDrive or Evernote. International faxing is available.

[Visit HelloFax >](#)

The logo for MetroFax, featuring the text "MetroFax" in a bold, sans-serif font inside a light gray rounded rectangle.<http://www.metrofax.com>

are delivered to your inbox as email attachments. You can sign up for either an annual or monthly plan. Local and toll-free numbers are available. J2 Global owns this company.

[Visit MetroFax >](#)



Nextiva vFax

<http://get.nextiva.com>

Nextiva is a Voice over Internet Protocol (VoIP) service that you can use to send faxes via email, online portal or with a mobile device. It accepts most file formats and stores faxes for later access. Toll-free and local numbers are available, and no contract is required. It offers a variety of plans.

[Visit Nextiva vFax >](#)



RingCentral Fax

<https://www.ringcentral.com>

RingCentral, our best pick for online fax services overall, offers the receipt and sending of digital faxes via the internet with a desktop computer, email platform, or mobile device.

[Visit RingCentral Fax >](#)



SRFax

<https://www.srfax.com>

SRFax is a HIPAA-compliant faxing service that has extensive experience serving the healthcare industry. It offers encryption and password protection for faxes, allows you to schedule outgoing faxes and has unlimited storage. All accounts support multiple users. The company offers a 24/7 customer support hotline.

[Visit SRFax >](#)

Billing itself as the world's largest online fax service, eFax is used by millions of people each day to send and receive online business faxes. You can fax from any internet-enabled device. eFax also allows you to review, edit and sign faxes. Sent and received files can be stored on the company's online service for as long as you wish. J2 Global owns this company.

[Visit eFax >](#)



mFax

<https://www.mfax.io>

This Las Vegas-based online faxing service offers a secure method of sending and receiving faxes. With most of its service tiers featuring automatic cloud storage and the ability to let multiple users access a single account, mFax is a strong choice for small businesses looking to adopt online faxing technology.

[Visit mFax >](#)



PamFax

<https://www.pamfax.biz>

PamFax offers a truly international service, extending online fax services to 236 countries at affordable rates. It is also easy to use: Once you sign up, you simply upload your document and click send. Users receive three pages free after signup.

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Best online fax services 2019: say goodbye to paper jams

By [Billy Bommer](#) July 12, 2019 [Business](#)

The best online fax services: Send bulky legal documents with no skipped pages or paper jams



(Image credit: Shutterstock)

Paper fax machines are a nightmare for office staff to use. There is nothing worse than feeding through a 100 page medical document to a personal injury firm and having it jam half way through or receiving a report that it has only sent 95 pages. The best online fax services will help you avoid wrestling with the fax by sending all your paperwork electronically. This not only makes your office more efficient but can also help save a small forest's worth of paper.

If you want to avoid the hassle of missing pages, paper jams and changing a toner, electronic fax services are the best option. We've reviewed the top fax services online to break down the features these programs have, how easy it is to use these services and the impact it will have on your business. Converting to an online fax system will not only make your company look more efficient and organized but save you the cost of paper, toner and machine maintenance.

We spent 20 hours testing online fax services by evaluating the available features, talking to customer support teams and testing the ease of use for the mobile and web apps. We recommend MetroFax as the best overall service, because the web and mobile apps are intuitive and the monthly cost is affordable. We also identified the best service for securely sending personal healthcare information, the best free online fax service and the best service for multiple users to help you find the right service to match your specific needs.

1. Metrofax: Best overall



MetroFax

A great online fax service that offers a fast and efficient fax service even from mobiles

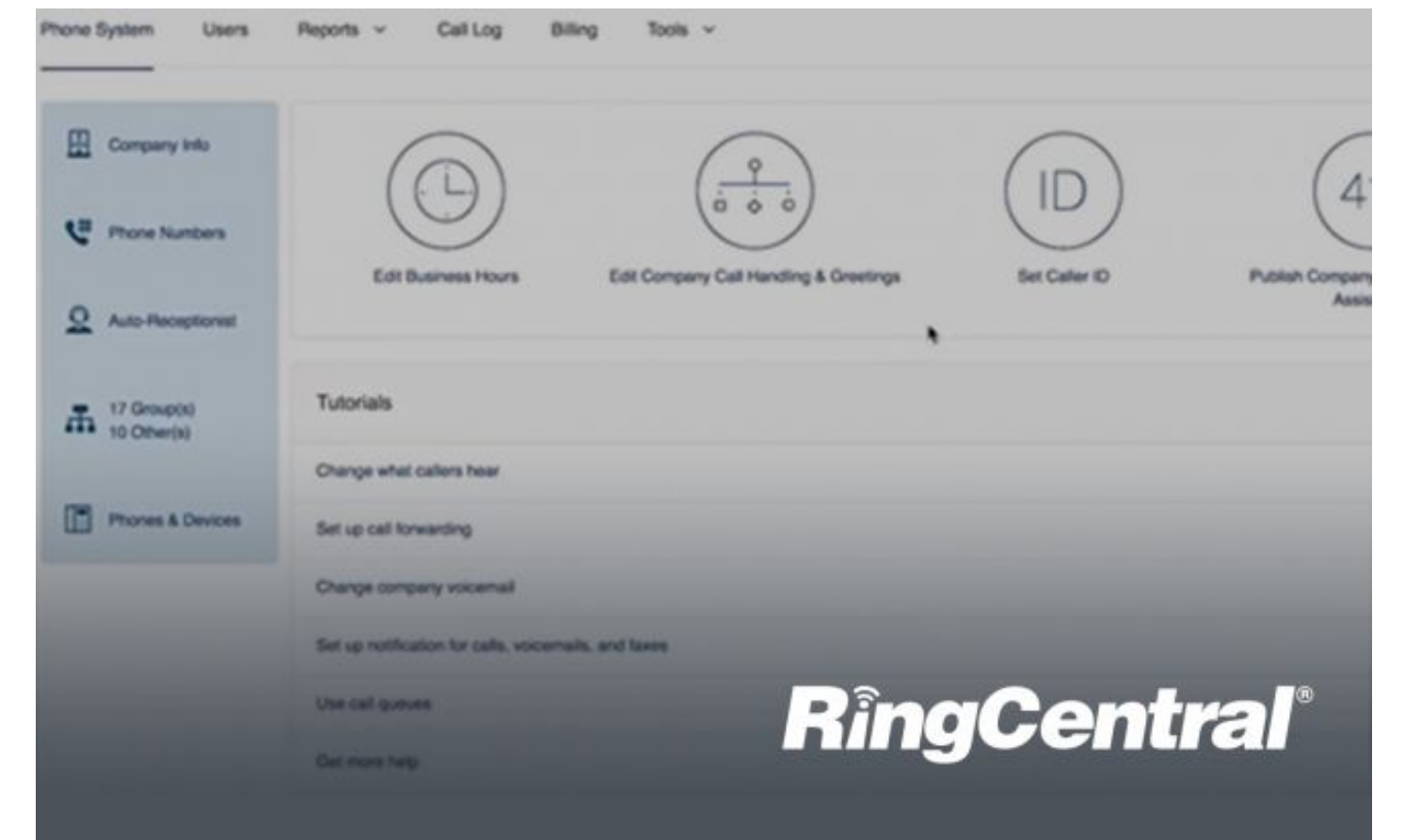
REASONS TO BUY		REASONS TO AVOID		MetroFax	US\$7.95 /mth
Affordable		Not compatible with analog fax machines		?	VISIT SITE
Easy-to-use mobile app		No HIPAA encryption compliance		at Metrofax	
Great cloud service integration					

MetroFax is an affordable online fax service with an intuitive workflow and a great selection of cloud-office system support options. The Essential plan starts at \$7.95 per month with discounts for paying annually instead of monthly. There are three price tiers that add more pages per month, but if you exceed your allotment of 500 sent or received faxes, additional pages cost three cents each. Unlike other communication services we evaluated with phone and storage offerings, including RingCentral, MetroFax only handles online faxes, which makes the interface easier to navigate.

The user-friendly mobile app allows you to upload files saved on your phone or from cloud services, like Dropbox, Google Drive and Box, to send across MetroFax's secure and reliable network. There's a 30-day trial available for all plans and no activation or early termination fees. All plans allow you to add up to five email addresses for each fax number and to send faxes to multiple recipients simultaneously. The online portal has a great selection of customizable features, including text

and email confirmation that your fax has been sent and received. This online fax service isn't compatible with analog fax machines, but you can transfer your existing number or choose a local or toll-free number.

2. RingCentral: Best for multiple users



RingCentral

A great online fax service for sending faxes out to multiple users

REASONS TO BUY	REASONS TO AVOID	VIEW DEAL
Outbound scheduling	Expensive	
Unlimited plan	Cluttered interface	
HIPAA compliant		

The lower feature tier from RingCentral is a bit more expensive than other basic services we evaluated, but the Fax Unlimited plan is a great option for small businesses with multiple users. For \$39.99 per month, the Unlimited plan allows you to send and receive as many faxes as you need to in the U.S. and Canada. That plan also comes with two shared fax numbers with the option to add more lines for \$4.99 per month.

This service allows administrators to grant access to multiple users while still retaining administrative control over the account. This is also the only online fax service we evaluated with vanity fax numbers. There's a \$30, one-time fee for vanity and toll-free numbers, and you can get your business name to display online or on analog fax machines. The RingCentral web portal allows you to block faxes from senders without caller ID.

Because the fax service is just one component of its services, the user interface for RingCentral's web app and mobile app are cluttered compared to fax-only services. But RingCentral is compatible with popular cloud storage services like Google

Drive, Box and Dropbox and seamlessly integrates with Windows applications and Microsoft Office. Outgoing faxes are sent through a HIPAA-compliant secure network, and incoming faxes are stored in your password-protected online account.

3. SRFax: Best for healthcare information



SRFax

A great online fax system with great encryption for sensitive documents

REASONS TO BUY	REASONS TO AVOID	
Specific healthcare plans	No mobile app	SRFax Basic US\$3.29 /mth
Enhanced security and encryption features	Unattractive interface	SRFax Basic Plus US\$6.95 /mth
Unlimited outbound users	Canadian terms of service could be a potential issue for some businesses	SRFax Standard Lite US\$9.95 /mth
		? VISIT SITE at SRFax

SRFax offers specific plans for offices that send healthcare information, and it comes with enhanced encryption and security features.

All the Healthcare plans are HIPAA compliant and allow an unlimited number of authorized email addresses and multiple individual user accounts. The Healthcare Basic plan allows multiple users to send and receive up to 500 pages per month for \$10.95 with a 17 percent discount if you pay annually. This online fax service offers the most comprehensive security features of the services we reviewed, including the ability to add SSL and PGP encryption. SRFax also offers optical character recognition that enables you to convert handwritten and typed documents so you can edit and search.

The online interface is easy to navigate, which is important because this is one of the few services we reviewed that doesn't have a companion app. The website is optimized for mobile platforms, but using your mobile device to send a fax is more involved than services like MetroFax, which has a mobile app.

Customization features include a filtered search, separate inboxes for junk faxes, log reports and queued faxes with flexible outgoing scheduling that allows you to set a date and time for up to 50 recipients at a time. All Healthcare and Standard

plans include unlimited storage, a free 60-day trial and unlimited outbound users.

4. FaxZero: Best free online fax service



FaxZero

A great online fax service for the person that wants to send the occasional free fax

REASONS TO BUY	REASONS TO AVOID		FaxZero
Has some free services	Limited feature set	?	VISIT SITE
			at FaxZero

This free online service is a great option for infrequent faxes.

The simple online interface allows you to either attach a DOC, DOCX or PDF file, and add text to a cover page. Unfortunately, FaxZero adds its logo to every cover sheet, which can be a credibility concern in some professional settings. This service limits you to three total pages, plus the cover page, and five faxes per day. If you pay \$1.99, the page limit increases to 25 pages per fax and FaxZero’s logo doesn’t appear on the cover sheet.

This service doesn’t include incoming faxes, but you get an email confirming you want to send the fax and one to notify you it was sent. FaxZero has a dedicated page for Congressional Representatives, Senators and Governors that accept fax correspondence with direct links to their fax number. Free faxes are limited to U.S. and Canadian numbers, but FaxZero sends international faxes for around \$5.

5. Nextiva: Best for analog fax machines



Nextiva vFax

An online fax service that is compatible with analogue fax machines

REASONS TO BUY

Works with analog fax machines

REASONS TO AVOID

No mobile app

Basic **US\$20** /mth
Pro **US\$25** /mth
Enterprise **US\$30** /mth

? [VISIT SITE](#)

[at Nextiva](#)

This is the only service we reviewed that is compatible with analog fax machines. If you prefer to use familiar hardware, it requires a fax bridge that Nextiva sells for \$150.

This is one of the most cost-effective services we reviewed. Nextiva offers huge discounts for annual payments that make the Basic plan – with 500 faxes per month – \$4.95 instead of \$8.95 per month. If you send and receive more than 500 pages per month, the Small Business and Business Pro plans add 1,000 and 3,000 pages per month respectively. All service tiers include fax machine support, free number transfer and 24/7 customer support. Nextiva's support staff was also the most knowledgeable and helpful of the services we reviewed.

All outgoing faxes are sent through a secure network with 256-bit SSL encryption. Nextiva doesn't have a companion mobile app, but the online portal is well designed and optimized for mobile use. You can send and receive faxes with a smartphone, but you have to use a web browser app to log into the account. A subscription to all plans includes unlimited users for each number with send and receipt notifications for up to six users for each account.

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Why trust us about online fax services?

We've researched and evaluated online fax services since 2006. Over the last 13 years, we've identified the most relevant and unique features for each service and made our recommendations based on our experiences while using the mobile and online interfaces like a typical customer. We also contact customer support teams and ask important questions about the feature tiers, pricing information and various technical aspects to make sure we recommend services with comprehensive and timely support.

How we tested online fax services

To test the functionality and feature set for each service, we created an account and sent a few test faxes to see how long that process took and how easy it was to navigate the online interface. We also downloaded the accompanying mobile apps, when available, and used them to send faxes, receive notifications and make simple changes to the account settings. After we got a feel for the interface and unique features for each service, we contacted the customer support teams via live chat, email or phone and made note of exceptional and lackluster transactions in each service's review. All the services that made the final cut have all the features you need to securely send a fax using the internet.

Important features of online fax services

Mobile app

You can use an internet-connected mobile device to send faxes with all the services we reviewed. If you plan to primarily use a phone or tablet to send and receive faxes, we recommend choosing a provider with an accompanying mobile app. Using a web browser to access an online portal is much more frustrating than navigating an application built for a mobile platform.

Security and encryption

If you plan to send and receive sensitive information, like healthcare records, bank statements or other confidential personal information, make sure the service you choose specifically mentions HIPPA compliance and enhanced security measures like PGP and SSL encryption. Willfully sending personal medical information through unsecured channels could result in fines of up to \$50,000.

Plan flexibility

Analog fax machines are becoming obsolete, because online fax services offer a more affordable and user-friendly platform. For fledgling small businesses, it's hard to know how long and how frequently you need to use an online fax service, so plan flexibility is important. If you are unsure how frequently you need to use it, we recommend taking advantage of free trial periods, and once you find the service that fits your needs, starting with the lowest tier plan. Service providers are much more willing to upgrade than they are to downgrade a plan, and comprehensive tracking features make it easy to keep a close eye on usage.

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