



# Surf Easy SMS & Fax Service

for system alerts and user messaging

The SMS & Fax Service allows you to offer pay-per-use messaging services and SMS user account password retrieval for your customers, and also allows you to receive outage notifications and other alerts via SMS

[arinda.com.au](http://arinda.com.au)

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# What is it?

The Surf Easy SMS & Fax Service includes all of the following:

✔ **SMS Messaging Service**

The SMS Messaging Service allows you to offer your users the ability to send SMS text messages to any Australian mobile phone. You can set the price per SMS message, and this price is automatically deducted from the user's credit. You can also use the SMS Messaging Service to send text messages via our web portal, which is very handy for support purposes.

✔ **Fax Messaging Service**

The Fax Messaging Service allows you to offer your users the ability to send fax messages to any Australian land line phone number. The system works on a flat fee basis, with no additional charge per page, and it does not matter if the destination is a local or interstate number. You can set the price per fax message, and this price is automatically deducted from the user's credit. You can also send fax messages via the Surf Easy web portal.

✔ **SMS Password Recovery Service**

The SMS Password Recovery Service allows your users to retrieve their username and password via a text message which is sent to the mobile number registered on their account. You cannot charge for the SMS, but the service is operational 24/7, meaning that your users can easily retrieve their own account details if they forget their logon credentials.

✔ **SMS Connection Alert Service**

You can configure the SMS Connection Alert Service to send you an SMS text message if any of your internet connections drop off or fail to respond. You simply log into the web portal and configure the connections you want to monitor. Our servers then continually ping those connections, and if they fail to respond, then the system will send you a text message informing you of the outage. It will also send you a text message when the connection is re-established.

✔ **SMS Surf Easy Alert Service**

The SMS Surf Easy Alert Service will be available on terminals that run Surf Easy Desktop 2011. This new service will allow you to receive alerts via SMS text message if any of your individual machines become frozen or non-operational, or if they experience a coin/note jam, paper outage, or other significant problem that could impact users. This effectively gives you real-time monitoring of your terminals no matter where you are.

✔ **Detailed logging and reporting**

There is a detailed log available in the web portal that records every SMS and fax message that is sent from your account.

## Pricing

The SMS & Fax Service costs \$240 per year, which includes 600 messages. Any message credits that have not been used are forfeited at the end of the subscription period. There are no caps on the number of terminals or users, so you only need one subscription to cover all your locations and devices.

