



Hosted Exchange (email) explanation of services:



Service Level Agreement:

Zebec Data Systems will make its best effort to provide each customer with 99.5% uptime on their email services. Zebec Data Systems has a policy of discounting its monthly subscription rate by 10% for each 3 hours of downtime per month over the 99.5% rate. "Uptime" and "Downtime" is recorded and calculated on a monthly basis. This does not include scheduled downtime for weekly server/network maintenance (usually less than 10 minutes total and usually scheduled for Sundays, midnight CST). This also does not include customer's internet connection issues or general internet congestion. Account credits and overall liability of Zebec Data Systems, Inc. is hereby limited to a maximum one month's service during the month of the outage. **NOTE: This Service Level Agreement covers Zebec Data Systems Hosted Exchange services only.**

What Zebec Data Systems supports - the following areas are covered under the Zebec Data Systems support policy:

- Connectivity to the Zebec Data Systems Service - walking the customer through configuring and connecting to the Zebec Data Systems email server(s) and receiving/sending email
- Configuration of Microsoft Outlook® Software - walking the customer through configuring Microsoft Outlook® and higher for Windows PCs
- Creation of additional customer mailboxes, distribution lists, and user aliases
- Issues related to Public Folders
- Issues related to security settings within the exchange (server-side) environment
- DNS Related Issues

What Zebec Data Systems does not specifically support - the following areas are handled on a "best efforts" basis as a courtesy to our customers:

- Configuration of customer firewall software and/or hardware that could affect connectivity to the Zebec Data Systems service unless such equipment is covered under your specific contract.
- Installation of Microsoft Outlook® Software
- Configuration of customer antivirus software (Norton Antivirus 2003, etc.) that could affect connectivity to the Zebec Data Systems service
- Issues related to customer's connection to the Internet. (i.e. T1, Cable Modem, DSL Modem, Dial-Up accounts, etc.)
- Issues related to other email accounts or personal folders (non-Zebec Data Systems) configured within customers Microsoft Outlook® software

- Issues related to general use of the Microsoft Outlook® software - (i.e. training, etc.)
- Email client software other than Microsoft Outlook®
- Use of Zebec Data Systems service on a Macintosh or non-Windows computer

Security and Reliability

The security and reliability of the Zebec Data Systems email and collaboration service is our highest priority. Zebec Data Systems works hard to provide a business reliable, customer focused service. However, there are times when we cannot guarantee 100% reliability:



- Internet traffic
- Automatic System Updates - Zebec Data System's servers are regularly updated with patches and bug fixes. Occasionally, these patches/fixes can affect our servers in an unexpected, detrimental way. Many of these patches/fixes are installed automatically and cannot always be tested prior to their implementation.
- Acts of God
- Virus/Worm/Denial of Service Attack

Transmission of Data

You agree that Zebec Data Systems is not responsible for any unauthorized access or modification of your data stored by or transmitted via the Zebec Data Systems service. You also agree that Zebec Data Systems is not responsible or liable for any content sent using, or received from, the Zebec Data Systems service including that which may be illegal, obscene, defamatory, threatening or that may violate any trademark or copyright.

Incoming Bulk / Junk (Spam) Mail Policy

Zebec Data Systems offers various services (add-ons) to help prevent incoming spam. These extra services may require an additional monthly fee and may have separate customer agreements. Zebec Data Systems can not be responsible for filtering out unwanted/offensive content sent to your Zebec Data Systems account or that may exceed the capacity of your Zebec Data Systems account.

Zebec Data Systems Virus Policy

The Zebec Data Systems service provides virus protection against incoming email viruses sent to your Zebec Data Systems addresses. All incoming messages to your Zebec Data Systems domain are scanned. It is our policy to delete affected attachments prior to delivery to your Zebec Data Systems mailbox. Zebec Data Systems virus protection uses the latest technologies to help ensure your protection. Our server software (virus patterns) is updated nightly. Virus protection is an ongoing process and it's impossible to protect against 100% of the virus threats and unfortunately we cannot be held responsible for new viruses that are not detected by our scanning software. Customers are responsible for protecting their computers and ensuring they are virus-free. We recommend that each customer run a local anti-virus software package on their PC for additional protection. Zebec Data Systems will not be held responsible if your domain name is blocked by internet service providers (ISPs) for sending virus-infected emails. Most viruses are transmitted by email, but not all. If your email software is connected to another email service other than Zebec Data Systems, it is possible that virus-infected email could be pulled into your Zebec Data Systems account from another service. Zebec Data Systems cannot be held responsible for virus-infected email originally sent to email services outside of Zebec Data Systems.



Outgoing Bulk / Junk / Spam Mail Policy

Sending spam (unsolicited electronic mail) through the Zebec Data Systems system is not permitted and will not be tolerated. Zebec Data Systems has the right to terminate or refuse service to anyone violating this or any Zebec Data Systems service and Zebec Data Systems reserves the right to immediately discontinue service to anyone violating its policies. Zebec Data Systems defines spam as "the sending of bulk e-mails or the sending of e-mail to users that have

not explicitly asked to receive the sender's message." Zebec Data Systems will not be held responsible if your domain name is blocked by internet service providers (ISPs) for sending spam/bulk e-mails. We reserve the right to suspend or cancel customer accounts that send bulk or unwanted junk mail (spam). Zebec Data Systems reserves the right to limit the number of outgoing recipients of an individual email message to one hundred (100).

Use of Microsoft Outlook® Software

Zebec Data Systems service includes the licensing for Microsoft Outlook® Software. The license fee is included with the monthly Zebec Data Systems service fee; however we may charge a nominal fee to ship the media to you. Customers are allowed to install the software one time and only on one PC for each Zebec Data Systems mailbox. Each customer/individual using the Zebec Data Systems service must purchase an individual Subscriber Access License (SAL) - otherwise known as a "mailbox" for this service. Unfortunately, sharing of a single mailbox is not allowed unless additional licenses are purchased on a monthly basis for each user. If you cancel your Zebec Data Systems account you acknowledge that you are responsible for uninstalling any Microsoft Outlook® client software that is licensed as part of the Zebec Data Systems service.

Size of Mailbox

Each mailbox has a storage capacity or limit. This is done to protect your account and others from potentially large volumes of email sent to a single address that could disable or halt the email system server. Additional storage can be purchased by emailing helpdesk@Zebec.net. It is the customer's responsibility to ensure that his/her mailbox does not reach capacity. Zebec Data Systems is not responsible for email lost due to full mailboxes. If you do not know how to check your mailbox size, and would like to know, you may access contact Zebec at helpdesk@Zebec.net for instructions on how to validate the size of your mailbox.

Passwords

It is the customer's responsibility to keep his/her password confidential, and to change the password on a regular basis. Zebec Data Systems is not responsible for any data losses or security issues due to stolen passwords. Zebec Data Systems recommends that you use passwords that contain numbers and symbols in order to prevent unauthorized users from guessing commonly-used choices (i.e. "12345", "password", etc.). Zebec Data Systems support does not have access to viewing existing passwords. For security reasons, Zebec Data Systems support can only reset passwords.

Cancelled Accounts

Upon cancellation, your Zebec Data Systems email and contact data located on Zebec Data System's servers may no longer be available. It is the customer's responsibility to retrieve this data prior to the request for cancellation of the service. Zebec Data Systems cannot guarantee retrieval of data once an account is cancelled.

Hosted Exchange Backup Policy:

Nightly Disaster Recovery Backups (included) Zebec Data Systems conducts nightly disaster recovery backups where we backup each mail store every night. This is the industry standard method of backing up hosted Microsoft Exchange Server data. A mail store is the email database that contains numerous mailbox accounts. This disaster recovery backup is used if a mail store becomes corrupted or fails for another reason. This protects the customer in the event Zebec Data Systems suffers a system failure or other event that requires the recovery of an entire mail store. **Due to the nature of this backup technology, our technicians are not able to restore data from an individual mailbox. If a customer deletes items inadvertently, they may be able to recover those items via the Deleted Item/Mailbox Retention feature below. Customers who need the ability to restore individual user data from a backup should consider the Zebec Data Systems Archiving and Compliance solution.**



Brick Level Backups (not offered)

The base Zebec Data Systems service does not include nightly "Brick Level" backups. We apologize but Zebec Data Systems does not offer Brick Level backups. Customers who need additional backup retention, may choose the Zebec Data Systems Archiving and Compliance solution.

Deleted Item/Mailbox Retention (included)

Zebec Data System's servers are configured to keep a cache or live backup for a period of 15 days containing deleted items and deleted mailboxes. If a user deletes an item from their mailbox the system will let them restore it via Microsoft Outlook®. To recover the deleted item, the item has to actually have been deleted - i.e. if a user "drags" the data or otherwise exports the data off the server, the system does not treat this as a delete. In that situation the data may not be recoverable.