



## MICROSOFT EXCHANGE ADDENDUM

If you purchase Microsoft® Exchange Server, this Addendum is part of your hosting services agreement.

### Mail Filtering

Your e-mail is subject to spam/av filtering software from Cloudmark. You acknowledge that the technological limitations of the filtering service you choose will likely result in the capture of some legitimate e-mail, and the failure to capture some unwanted e-mail, including e-mail infected with viruses. You hereby release Dirigo and its employees, agents, suppliers, and affiliates from any liability or damages arising from the failure of the filtering services to capture unwanted e-mail.

### Archiving Services

If you elect to purchase e-mail archiving services, the archiving services will capture only the e-mail that you send or receive after the date that the archiving services are implemented. Upon termination of your Exchange service, or your archiving service, we will destroy your archived data unless you have made other arrangements with us. Dirigo archiving services are designed to help you comply with various legal and regulatory requirements that may be applicable to you. However, you are responsible for understanding the legal and regulatory requirements applicable to your business and for using your archiving service in a manner that complies with the applicable requirements. In addition, Dirigo archiving service has certain limitations that may mean it is not an appropriate archiving solution for you.

### Support

We have listed below the support activities that are included or not included in our Exchange service offering. If you request assistance with an activity that is not included, we may be able to fulfill this request as a Supplementary Service at a predefined hourly rate.

### Exchange Support Requests

Dirigo live support for Microsoft Exchange Server application is available:

- 9 a.m. – 6 p.m. (United States Eastern Time)
- Monday – Friday (not federal public holidays in the United States)

### We will support your use of Exchange as follows:

- Installation.
  - We will install Exchange in accordance with your instructions for mailboxes, business rules, and agreed upon settings.
  - We will install and configure the Blackberry Enterprise Server (if purchased).
- Exchange Administration
  - We will manage Microsoft IIS as it relates to the Exchange installation.
  - We will apply service-pack & hot-fix application (if requested).
  - We will support the Microsoft Exchange application, although we do not support all features within Exchange.
  - We will support ActiveSync and Blackberry Enterprise Server (if purchased).
  - We will support the auto-discover feature only if we host the DNS zone and only via SRV method; customer is responsible for purchasing own SSL certificate through Dirigo.
- Troubleshooting
  - Mail relay issues
  - Non-delivery report (basic non-deliverable troubleshooting)
  - Mail related drive space issues

- SMTP (single instance) related issues
- Backup and Restore of Exchange Database
  - We will provide information store backups with weekly full and daily incremental or differential backups
  - Monitoring and Response
  - We will monitor your Exchange environment utilizing the default Microsoft System Center Operations Manager (SCOM) application pack (if purchased)
  - We will monitor Port 25 for SMTP.
  - We will monitor Exchange Web access via a synthetic transaction monitoring system.
- Options for accessing your Dedicated Exchange solution include:
  - Microsoft Office Outlook 2007 or 2010
  - Microsoft Entourage 2008 or later
  - Outlook Web Access (OWA-Premium & OWA-Light)
  - ActiveSync
  - BlackBerry device connectivity (if purchased)
  - SMTP submission and relay
  - Post Office Protocol 3 (POP3) and Internet Message Access Protocol 4 (IMAP4); Dirigo recommends POP3 and IMAP4 through VPN, not globally.

**These activities will be provided as fee for service:**

- Support for user administration (past initial 5 mailboxes created for training purposes)
- Support for mailbox administration (e.g. resource mailboxes, distribution lists)
- Create and maintain global policies
- Support for non-Dirigo controlled connectivity issues to Exchange
- Client-side connectivity
- Customer ISP related issues
- Third-party application integration
- Create and maintain auto-disclaimers
- Support for Mobile devices
- Support for SSL certificates purchased through a third-party vendor
- Support for customer customizations (e.g. collaboration data objects, WebDAV API, OWA web parts)
- Support for Microsoft Office Outlook client-side support (e.g. troubleshooting, installation)

March 5, 2011 revision