

Service Description**1 Scope of application**

The object of this service description is the Hosted Exchange Professional Service offered by Swisscom (Switzerland) AG (hereafter referred to as "Swisscom"). This service allows users more secure access to e-mail functions, appointment calendars, personal address books and public folders etc. The customer can access all communication functions from anywhere at any time.

Hosted Exchange Professional consists of two optional basic subscriptions (Basic and Standard), offering Exchange mailboxes with different features as well as various options and additional services. The service can also be used in conjunction with Swisscom's Express Office or Black Berry offer.

2 Swisscom's obligations

2.1 Mailboxes and domains

An Exchange mailbox with a maximum storage space is also provided (amount of storage space per mailbox depends on the basic subscription chosen). If the storage space used exceeds 80%, a warning message is sent. As part of the size limitation, any number of personal folders can be created.

A number of alias e-mail addresses are provided per Exchange mailbox (the number depends on the basic subscription taken out).

All mailboxes featured in the Hosted Exchange offer are provided with a primary domain name (which is dependent on the basic subscription chosen: @kunde.ext, @bluewin.ch or @bluemail.ch).

The alias e-mail addresses and domain names can only be used for receiving e-mails (not sending).

The minimum contract period for a basic subscription with at least one Exchange mailbox is 12 months. An unlimited number of Exchange mailboxes can be created within the same subscription and the same primary domain. The minimum contract period for every further Exchange mailbox is one month.

2.1.1 Mailbox and primary domain options subject to charge

Optional additions to the mailboxes are additional storage space (which comes in increments of 250 MB), additional e-mail aliases and the integration of existing POP3 mailboxes.

Optional additions to the primary domain names are the Standard product with an additional mini mailbox, public folders (which come in increments of 250 MB) and additional alias domain names (only ch, li

and all top level domains like org, net, com etc. provided that they exist and are not already taken).

No further options are available for the mini mailbox.

2.2 Exchange / Outlook 2003 functions**2.2.1 Exchange basic functions**

Microsoft Server Exchange 2003 and Outlook 2003 functions are provided for the Basic and Standard products:

- Personal mailbox
- Personal calendar*
- Contacts (personal address book)*
- Global address book
- Task manager*
- Notebook function*
- Log*
- Public folders
- Rules and notifications
- Reminder functions

The above-mentioned functions refer to the primary domain and depend on the basic subscription taken out.

* These functions can be enabled for other users within the primary domain.

The mini mailbox has a reduced range of functions and includes only has the personal mailbox, contacts and global address book.

The functions may be limited or not provided when using alternative operating systems (Apple Macintosh, Linux, Unix etc), and also when accessing via the web browser OWA (Outlook Web Access).

2.2.2 Groups

All mailboxes within a primary domain (Standard product) form a group. Further customer-specific groups can be formed within the primary domain. The groups can be used for compiling distribution lists and for the targeted release of Exchange functions. This applies to the functions as described under 2.2.1.

2.2.3 Licences

The software for the Outlook 2003 Client is available to download from the admin and user tools. The appropriate Microsoft Client Licence is delivered per mailbox.

Service Description**2.3 Accessing the Exchange mailbox, mobile data traffic****2.3.1 Outlook 2003 Client**

Access by RPC (Remote Procedure Call Protocol) via HTTPS (Hypertext Transfer Protocol Secure), 128-bit encrypted connection. Synchronisation with the server occurs automatically as soon as an Internet connection is available. The Outlook 2003 Client software is not available for the mini mailbox.

2.3.2 Outlook Web Access (OWA, Browser)

Access via Web Access over a 128-bit encrypted connection. All basic functions of Outlook 2003 can be made available over the Microsoft web browser (Internet Explorer). (See also 2.2.1)

2.3.3 Outlook Mobile Access (OMA)

Access with a mobile device (integrated XHTML, WAP 2.0) via Outlook Mobile Access (OMA)

2.3.4 Synchronisation (ActiveSync, Microsoft Terminals)

Access and synchronisation of Exchange mailbox data over a GSM/UMTS network or wireless LAN with a mobile device (Microsoft Windows Mobile operating system). Synchronisation from the mobile device is carried out manually, following a timetable or is activated with the Push function. Access is always over a 128-bit encrypted connection.

2.3.5 Mobile data traffic

Data access over the mobile Swisscom network (GPRS, EDGE AND UMTS) is not included in the Hosted Exchange Professional offer.

2.3.6 Options for mobile access to mailboxes subject to charge

Swisscom offers 2 mobilisation solutions: BlackBerry Hosted for mobile access over a BlackBerry device or Express Office with an integrated data package for access via ActiveSync.

With the Push function, appointment changes, e-mails, notes, contacts and tasks are sent to you immediately and automatically. Mobile data access is not available with the mini mailbox.

2.4 Security**2.4.1 Service availability**

The Hosted Exchange services and the administration and configuration services over the web interface (admin and user tool) are available round the clock.

2.4.2 Virus protection

Incoming e-mails and attachments are filtered using up-to-date, multi-level and dynamic virus scanners. E-mails carrying viruses are deleted. In order to stem the flow of emails, attacks which are successfully prevented are not reported to either the sender or recipient. The virus filters are regularly updated.

2.4.3 Anti SPAM filter

E-mails are automatically scanned and filtered according to SPAM criteria. If an e-mail is suspected to be SPAM, it is marked as such but not deleted.

Through self-set rules (MS Outlook 2003 Client and OWA), marked e-mails can be sent directly to the junk e-mail folder or automatically deleted.

2.4.4 Encryption

The mailbox is accessed exclusively over a 128-bit connection, be it over OWA via HTTPS or with Outlook 2003 Client via RPC over HTTPS.

2.4.5 Redundant data storage

All data is saved as redundant in a data centre belonging to a Swiss partner of Swisscom.

2.5 Backup and restore**2.5.1 Data backup**

Backups are made to external data carriers. They are carried out daily and weekly.

2.5.2 Restore

Deleted items can be restored for up to 30 days (Outlook 2003 function).

2.5.3 Supplementary services for backup / restore subject to charge

Individual mailboxes can be restored from the backup versions. The data is re-accessible for at least three months.

2.6 Installation, service and support**2.6.1 Activation**

The customer is responsible for booking and activating their primary domain name on time with switch (.ch, .li). If web-hosting is already in place, the customer must change the MX record entry with their hosting or Internet service provider.

2.6.2 Administration and configuration

A web-based administration tool is available for the customer for the settings for the whole subscription (admin

tool) and also for the individual configuration per mailbox (user tool) (see installation guide).

Comprehensive configuration guides and a special section with FAQs are also be made available.

2.6.3 Support

Swisscom operates a free hotline on freephone 0800 811 801 for reporting faults with Hosted Exchange data services.

The hotline can be called for reporting faults and answering questions during the following times:

Monday to Friday from 08:00 to 22:00, Saturday from 08:00 to 19:00, and on Sundays and public holidays from 09:00 to 17:00.

If the support service required does not concern a fault and the customer needs special configuration support, the customer will be charged for the support service provided by the support organisation.

If the fault does not concern the Hosted Exchange data service (for example problems related to MS Office, we pass the customer to a certified IT partner who offers further on-site support. Swisscom does not pay any of the charges resulting from on-site support.

2.6.4 Changes relating to costs

The customer's IT system administrator (SME Admin) can undertake changes transactions relating to costs using the web-based admin tool.

3 Customer services

3.1 Obligation to cooperate

Any preparatory and support work must be carried out by the customer at its own cost. An IT specialist can be called in on request. Swisscom is happy to recommend appropriate specialists.

Entries and amendments to the registration of domain names including setting MX records should be arranged by the customer (domain name subscriber) in advance.

The customer shall provide Swisscom with all the information required for the activation and installation of the information of services. The customer is solely responsible for the accuracy of this information, for the use of access data and passwords. The customer must take effective measures to prevent misuse. Passwords must be changed regularly, chosen carefully and kept safe.

3.2 Requirements

3.2.1 Domain names and e-mail addresses

The desired primary domain name must be free and must exist. The same applies to e-mail addresses corre-

Hosted Exchange Professional

Service Description

sponding to the domains @bluewin.ch, @bluemail.ch and @fixnetdata.ch. Swisscom can make no guarantee of the availability of names.

3.2.2 Outlook 2003 Client

In order that the Microsoft Outlook 2003 software supplied works correctly, the PC must meet the following minimum requirements: XP operating system (either Home or Professional edition) with Service Pack 1 installed.

3.2.3 "Mobile data traffic" product

In order to use the "Mobile data traffic" product (see 2.3.5), a Swisscom post-paid subscription must be taken out.

4 Further information

4.1 Billing and terms of payment

The service shall be billed as shown in the contract, normally on a monthly basis. The obligation to pay will commence on the day following the activation of the service. This will also apply in cases where the service has been activated but cannot yet be used due to delays for which Swisscom is not responsible (e.g. domain name not available). In the case of incomplete months, customers may be billed 1/30th of the monthly charge for each day.

4.2 Warranty

Swisscom cannot guarantee that their services will operate without interruptions or faults.

Swisscom makes every reasonable effort to ensure that its services and telecommunications networks are secure. It cannot, however, provide any guarantee against unauthorised use of the services and telecommunications network. The customer must note that, despite Swisscom's best efforts and notwithstanding the use of modern technology, it is not possible to achieve absolute security or rid information processing of errors completely.

Swisscom has no influence over faults, updates, changes to functionality etc. in Microsoft programmes and web services, such as Exchange Server 2003, Outlook 2003 Client, Outlook Web Access (OWA), Outlook Mobile Access (OMA), Active Sync etc.

4.3 Service interruptions

Swisscom reserves the right to carry out regular support work to the systems during the predefined maintenance windows, (Mondays, 20:00-24:00).

During this time the Hosted Exchange Professional service may be interrupted. Interruptions to the service will kept be as short as possible.

4.4 Termination

Upon termination of the contract, all claims relating to the subscription, mailboxes and the licence for the Outlook 2003 software cease to apply.