

Hosted Exchange Professional (Exchange 2007) service description

1 Scope

This service description concerns version 3.0 of the Hosted Exchange Professional service, based on Microsoft Exchange Server 2007, from Swisscom (Switzerland) Ltd (hereinafter «Swisscom»). This service provides secure access to e-mail functions, appointments calendars, personal address books, task lists etc. Customers can access all communication functions at all times and from any location. Since the data are stored centrally, they can in principle be used by all the members of a team. Hosted Exchange Professional comprises a subscription (Standard or Basic) complete with a number of differently configured mailboxes as well as various options and additional services. The Hosted Exchange Professional service can optionally be used with mobile phones. This requires either BlackBerry® Hosted or another mobile phone that supports functions such as ActiveSync® and a Swisscom data subscription.

2 Services provided by Swisscom

2.1 General

Hosted Exchange Professional can be ordered with a Basic subscription (Bluewin or Bluemail domain) or a Standard subscription (own domain). For each subscription (Basic or Standard), at least one mailbox is provided with a maximum amount of usable storage space (storage volume per mailbox, depending on the type of mailbox chosen). At least one Basic mailbox must be linked to a Basic subscription (minimum configuration), and any additional mailboxes must also be Basic. At least one Standard mailbox must be linked to a Standard subscription (minimum configuration), but any additional mailboxes can be either Standard, Midi or Mini.

The minimum contractual term for a subscription – including the minimum of one mailbox as mentioned above – is 12 months. An unlimited number of further mailboxes can be created under the same subscription and the same main domain. The minimum contractual term for each further mailbox, subject to the minimum configuration, is one month.

2.2 Subscription and mailbox services

2.2.1 Subscription services (excluding options)

Subscription	Basis	Standard
Number of domain aliases	–	2
Number of e-mail aliases ¹	–	5
Own domain	–	Yes
Bluewin or Bluemail domain	Yes	–
Swisscom DNS entry	–	Yes

¹Can be used for any number of mailboxes under the subscription

2.2.2 Mailbox services (excluding options)

Subscription	Basis	Standard		
		Standard	Midi	Mini
Mailbox type	Basis	Standard	Midi	Mini
Appointment planning within team	Yes	Yes	Yes	–
Shared address book	Yes	Yes	Yes	–
Storage space (initial)	500 MB	1 GB	500 MB	500 MB
Ready for mobile e-mail with ActiveSync® or BlackBerry® Hosted	Yes	Yes	Yes	–
Ready for deleting data on mobile devices	Yes	Yes	Yes	–
Outlook 2003/2007 fat client 128-bit SSL, Outlook Anywhere	Yes (Outlook licence included)	Yes (Outlook licence included)	No (Outlook licence not included)	–
Outlook Web Access (OWA)	Yes	Yes	Yes	Yes
Secure POP, Secure IMAP	Yes	Yes	Yes	Yes
Anti-virus	Yes	Yes	Yes	Yes
Anti-spam	Yes	Yes	Yes	Yes
Users can restore deleted elements can themselves up to 30 days after deletion.	Yes	Yes	Yes	Yes
Maximum (gross) size of incoming/outgoing e-mails	20 MB	20 MB	20 MB	20 MB

Limits and restrictions:

- > A warning message is sent when only 50 MB of storage space remains. Outgoing e-mails are blocked when the storage limit is reached, and incoming e-mails are blocked when 105% of the storage limit is reached.
- > Alias e-mail addresses and alias domain names can only be used to receive incoming e-mails, i.e. no outgoing e-mails can be sent using these addresses and domains.
- > The functions may be restricted or unavailable when using alternative operating systems (Apple Macintosh, Linux, UNIX etc.) or when using Outlook Web Access (OWA) via a Web browser or Secure POP / Secure IMAP.
- > The mobile data functions with ActiveSync® may be restricted or unavailable when using an operating system other than Windows Mobile 6.
- > The Standard version of Outlook Web Access (OWA) can only be used with Internet Explorer 6 or higher. Only OWA Lite can be used with all other Internet browsers.
- > When mailboxes are reduced or converted under a Standard subscription, the existing e-mails and addresses remain in place.

When changes are made, customers must check the storage space and other options such as alias use etc., and they must usually be adjusted again in line with the newly selected mailbox.

2.2.3 Subscription options subject to additional charges

Subscription	Basis	Standard
Shared folder	–	250 MB
Additional storage space for shared folder ¹	–	250 MB

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Subscription	Basis	Standard
Additional e-mail aliases, in batches of	–	10
Additional external e-mail addresses with e-mails fetched by POP3 collectors, in batches of ²	5	5

¹ The maximum storage space per shared folder is limited due to system constraints

² Can be used for any number of mailboxes under the subscription

2.2.4 Mailbox options subject to additional charges

Subscription	Basis	Standard		
		Standard	Midi	Mini
Mailbox type	Basis	Standard	Midi	Mini
Additional mailbox storage space ¹	250 MB	250 MB	250 MB	–
Data packages (Data Option Business) for mobile e-mail with ActiveSync®	Yes	Yes	Yes	–
Licences and data packages for BlackBerry® Hosted	Yes	Yes	Yes	–

¹ The maximum storage space per mailbox is limited due to system constraints

2.2.5 Other services subject to additional charges

Swisscom also offers the following services for an additional charge:

- > Recovery of files from backup (restore, see 2.6.3 below)
- > Phone or e-mail administration for special customer configurations

2.3 Licences for e-mail clients

The software for the Outlook 2007 client is provided as a download for Basic and Standard mailboxes. Microsoft supplies a client licence for each mailbox. Customers are responsible – in respect of both Swisscom and Microsoft – for ensuring that the product key for the Outlook licence is only used for the authorised mailbox types. Once the subscription is terminated, Outlook may no longer be used with the Hosted Exchange Professional product keys.

When using Midi or Mini mailboxes with an Outlook client or other e-mail client, customers must ensure that they own a valid software licence.

2.4 Mobility options with Hosted Exchange Professional

Options for mobile mailbox access subject to additional charges:

Data access via the Swisscom mobile network (GPRS/EDGE and UMTS/HSPA) is supported by Hosted Exchange Professional, and suitable mobile solutions are available separately. Mobile access is not available for Mini mailboxes. Data charges are not covered by the Hosted Exchange Professional charges. Separate data options can be ordered via the SME Hotline on 0800 055 055 (free).

Swisscom recommends the following two mobile solutions with Hosted Exchange Professional:

- > BlackBerry® Hosted for mobile access from a BlackBerry® handset
- > Mobile e-mail for access via ActiveSync®

Both solutions have the advantage of “push” technology, meaning that appointment changes, e-mails and contacts as well as (depending on the device used) notes and tasks are sent immediately and automatically via the mobile network.

2.5 Security

2.5.1 Service availability

The Hosted Exchange Professional services and the configuration service using the Web interface are offered round the clock with high availability.

2.5.2 Virus protection

Incoming e-mails and attachments are filtered using up-to-date, multi-stage and dynamic virus scanners. E-mails containing viruses are deleted. To limit the flood of e-mails, the sender and recipient are not informed about successfully averted attacks. The virus filters are updated regularly.

2.5.3 Spam filter

E-mails are automatically scanned for spam. E-mails identified as spam are deleted.

2.5.4 Encryption

Mailbox access always features 128-bit encryption, either using HTTPS with OWA or using the Outlook client with Outlook Anywhere. Access via Secure POP or Secure IMAP features SSL or TLS encryption.

Access to mailboxes using unprotected POP or IMAP protocols is not supported. Customers must be aware that this service does not provide end-to-end e-mail encryption. Encryption is ensured between the e-mail client or Internet browser and the Hosted Exchange Professional Exchange Server.

2.5.5 Redundant data storage

All data are stored redundantly at a Data Center operated by Swisscom or a partner firm in Switzerland.

2.6 Backup and restore

2.6.1 Restore

Customers can restore deleted elements themselves using an Outlook 2003/2007 function up to 30 days after deletion.

2.6.2 Backup

Data backup is outsourced to external data carriers.

2.6.3 Backup/restore options subject to additional charges

Server-based restores for individual mailboxes from backup versions are available optionally for an additional charge. In this case, data are backed up for at least the past 30 days.

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2.7 Installation, service and support

2.7.1 Activation

Customers choosing a Standard subscription are responsible for reserving and activating their main domain with Switch (.ch and .li domains) or another domain name registrar before the subscription is activated. If they already have a Web hosting or other domain name hosting (DNS) service, they must arrange with their hosting provider to have their e-mail routed to Hosted Exchange Professional by means of a change to the MX record. Customers can also notify Swisscom that they wish to use the Swisscom DNS service.

2.7.2 Administration and configuration

Customers can use the SME Hotline on 0800 055 055 (free) for the settings of their subscription as a whole. A web-based tool is provided for configuring individual subscription settings and individual mailboxes. Installation and configuration guides and a special area with FAQs (frequently asked questions) are also provided.

2.7.3 Support

Swisscom provides a free SME Hotline on 0800 055 055 to report problems with the Hosted Exchange Professional service.

The Hotline accepts fault reports and questions during the following hours:

Monday to Friday 7 a.m. to 10 p.m., Saturday 8 a.m. to 10 p.m., Sunday and public holidays 9 a.m. to 10 p.m.

Support services not related to a fault and special configuration support required by customers will be charged separately. For faults that do not concern the Hosted Exchange Professional service (e.g. Microsoft Office problems), Swisscom will refer the customer to a Swisscom IT partner for further on-site support. The customer bears the cost of this on-site support.

2.7.4 Cost-relevant changes

The person responsible for the customer's IT systems (SME Admin) can organise cost-relevant changes, settings and transactions via the free number 0800 055 055.

3 Customer responsibilities

3.1 Duty to cooperate

Customers must handle all preparatory and supporting work themselves at their own expense. An IT specialist should be contacted where necessary. Swisscom will be happy to recommend a suitable specialist. Domain name registrations and changes, including the routing of e-mails to Hosted Exchange Professional (setting the MX record), must be arranged by the customer (domain owner) in each case. Customers must supply Swisscom with all the information needed to install and activate the services. They are fully responsible for ensuring that the

details are correct and for the use of access information and passwords. They must take appropriate measures to prevent misuse. Suitable passwords must be chosen, and these must be kept safe and changed regularly.

3.2 Requirements

3.2.1 Domain and e-mail name

The chosen main domain name must be free and available. Swisscom cannot guarantee the availability of names.

3.2.2 Outlook 2007 client

To ensure that the Microsoft Outlook 2007 software provided works correctly, the Windows XP (Home Edition or Professional Edition) with Service Pack 2 must be installed on the computer. Windows 2000 and earlier operating systems are not supported.

3.2.3 Mobile data

A Swisscom mobile subscription is required for the mobile device in order to use mobile data (mobile e-mail with ActiveSync® or BlackBerry® Hosted).

4 Further terms and conditions

4.1 Billing and payment terms

The service is billed as stated in the contract, usually on a monthly basis. The payment obligation begins on the day after the service is activated. This is still the case if the service cannot be used immediately after activation due to delays not caused by Swisscom (e.g. domain name not available). One thirtieth of the monthly fee may be billed for every day of a partial month if the service is terminated before the end of the month.

4.2 Guarantee

Swisscom does not guarantee that the services mentioned above will function without errors or interruptions. Swisscom endeavours to take reasonable steps to secure its services and communications networks. However, it cannot guarantee that the services and networks will not be misused. Customers must be aware that, despite its best efforts and the use of the latest technology, Swisscom cannot guarantee that information is processed in a totally secure and error-free manner.

Swisscom has no influence over errors, updates, changes in functionality etc. affecting Microsoft programs and Web services such as Exchange Server 2007, the Outlook client, Outlook Web Access (OWA), ActiveSync®, BlackBerry®, etc.

4.3 Downtime

Swisscom reserves the right to carry out regular maintenance work on the systems during the predefined main-

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tenance window (8–10 p.m. on Tuesdays). During this time, Hosted Exchange Professional, BlackBerry® Hosted and mobile e-mail with ActiveSync® may be temporarily interrupted. Swisscom will inform customers as early as possible of any further downtime that is necessary to correct faults, carry out maintenance work, introduce new technologies etc. Swisscom makes every effort to keep such interruptions to a minimum.

4.4 Termination

Terminating the contract invalidates all claims to the subscription, the mailboxes and the Outlook software licence.

4.5 Changes to the service description

Swisscom reserves the right to amend this service description at any time. It will inform customers as to when the amended service description becomes valid.