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Hosted Email Solutions

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Exchange Overview

Microsoft Exchange is the world's most popular email solution, providing all the features and benefits that businesses demand to remain competitive in today's super-fast marketplace. Yet, companies also find that managing their own Microsoft Exchange system in-house can consume their IT resources.

Web Teks has developed the Web Teks Hosted Exchange service that gives you all the benefits of Microsoft Exchange, without any of the headaches of managing it yourself. With Web Teks Hosted Exchange, you'll no longer need to worry about email going down, monitoring alerts, patching or updating software, troubleshooting, backing up data, or any of the other day-to-day activities required when you manage your own email server. We take care of everything and back it up with the best email expertise, support, and infrastructure in the industry.

Web Teks Hosted Exchange provides you the premium solution you demand.

- **100% Uptime Guaranteed** We don't just promise a 100% application uptime guarantee, we back it up with unparalleled Service Level Agreements—including a refund of up to 100% of your monthly fee when you experience any Web Teks Hosted Exchange application downtime.
- **2GB Mailboxes and 1 GB in Public Folders** We offer one of the most generous storage options in the market. Additional storage is available for a small charge.
- **Premium Spam & Virus Filtering** Premium spam filtering and virus protection comes standard. Unwanted email is eliminated before it ever gets the chance to reach your inbox.
- **Data Backups & Retention** We guarantee that we'll rapidly recover lost data. Any message lost in the last 14 days can be retrieved immediately and any mailbox (including messages) lost in the last 14 days is recovered within 6 hours. Far better than the 24 or 72-hour turnarounds of most hosted Exchange offerings.
- **Free Copy of Outlook/Entourage** Every user gets a free copy of the feature-rich Microsoft email client of their choice—either Outlook 2010 or Entourage 2008. Additionally, you can access your account through any Internet browser using Outlook Web Access.
- **Complete online control of your Web Teks Hosted Exchange account** Though we take care of your Hosted Exchange infrastructure, management, and support, there are a few details you'll want to control yourself. So we've developed a web-based control panel—friendly enough even for users without any in-depth technical knowledge.
- **Optional Wireless Access** You can access your account while on the go—with BlackBerry, ActiveSync, or Good Mobile Messaging—to maximize productivity and communication.
- **Split Domain Routing** Split domain routing allows you to have a single domain's mailboxes on our system and on an external system.

Collaboration & Productivity

Microsoft® Exchange is known in the industry for its ability to provide a suite of collaboration and productivity tools to help businesses with their collaborative needs. Web Teks Hosted Exchange provides all of the features found with a dedicated Microsoft Exchange server, without the high cost.

- Personal and Shared Calendars - Allow users to maintain their own personal calendar and share its contents with other users.
- Personal and Shared Contacts - Allow users to maintain their own personal contacts and share contacts with other users.
- Personal and Shared Tasks - Allow users to manage their own personal task lists and share them with other users.
- Global Address List (GAL) - Ability to create and manage a corporate address list that stores all the contacts within the organization and can be viewed by anyone in the organization.
- Distribution Lists - Ability to create an email address that will email a list of email addresses all at the same time.
- Scheduling Assistant - Helps users efficiently schedule meetings by providing visual guidance on the best and worst times to schedule meetings based on meeting invitees and required resources.
- Out of Office Messaging - Users can schedule out of office messaging to begin and end on specific dates and times.
- Public Folders - Create a folder that can share files, emails, contacts, calendar items, notes, and/or tasks with other users.

High Availability

Email and collaboration availability is critical to the success of your business. It's also one of the biggest pain points imaginable. If it goes down, your customers and employees feel it. Even worse, work comes to a standstill and, with it, revenue generation. That's why high availability is so critical and why we've invested considerable resources into building a high availability Web Teks Hosted Exchange environment.

With no single points of failure in our Exchange environment and our years of experience supporting complex applications, Web Teks Hosted Exchange delivers the highest levels of reliability, performance, and uptime.

High Availability makes a difference in a lot of ways.

- Fully redundant High Availability (HA) infrastructure designed and built to minimize the impact of any component failure
- Load balanced and clustered environment
- 100% application uptime—guaranteed

High Performance Cluster

Downtime Protection—If a cluster node fails or is taken offline for maintenance, our passive-active cluster server configuration activates another node, protecting Web Teks Hosted Exchange from downtime and service disruption.

Infinite Scalability—The Web Teks Hosted Exchange clustered environment makes it easy to add Exchange servers and drives for storage without any downtime—creating an infinitely scalable and stable solution.

Consistently High Performance—We intentionally keep our Exchange server utilization low to ensure that memory/CPU performance is never degraded.

Network Redundancy and Security—Web Teks Hosted Exchange runs on our Zero-Downtime Network™. So 100% network uptime isn't wishful thinking, it's a guaranteed reality.

Monitoring Exchange Performance

The entire Exchange Engineering Team works with advanced monitoring tools that keep a watchful eye over all aspects of the Web Teks Hosted Exchange environment, 24x7x365. Intelligent systems built into our system keep Exchange working and email flowing, so that, should a component of our Hosted Exchange environment behave abnormally, automatic failover occurs behind the scenes, and users are never impacted. Simultaneously, our Exchange Engineering Team is immediately notified of the incident so they can identify the cause.

Data Center

A data center must be intentionally constructed from the floor up to offer high availability to the services hosted inside. With Rackspace as our data center provider, we are confident that the data center physical plant and network infrastructure will allow our customers to rest easy knowing services will always be available.

Bandwidth

Best practices for high availability bandwidth are in place, such as the use of physically distant entry points for several tier-one network carriers, including Wiltel, SBC, Sprint, AT&T, Qwest, Time Warner Telecom and MCI. Multiple edge routers and an internally redundant network co-designed with Cisco provide assurance that data will be routed to and from the Internet with low latency and high availability. Web Teks data centers offer a 100% network uptime guarantee (SLA). All important aspects of network availability and performance are monitored by staff on a 24x7 basis.



Power

Conditioned power is used for all servers and network equipment. In the event of a power degradation or outage, uninterruptible power supplies (UPS) instantaneously provide the necessary energy to continue all services. Fail-over UPSs are also installed and configured to assume power control if needed. An extended outage would trigger on-site diesel engine generators. To ensure proper operation, the generators are regularly inspected and tested.

Cooling

A large capacity HVAC system is a must for server rooms packed with heat-producing servers. The HVAC system is also redundant in the event that primary coolers experience issues. To reduce dust and keep air cool, the air in the data center is filtered and cycled every 90 seconds.

Security

Continuous surveillance, biometric authentication, keycards, and limited access only to employees who have undergone thorough background checks make sure that only authorized individuals have physical access to servers and network equipment.

Fire Suppression

State of the art fire suppression is also in place to immediately halt the progress of any detected fire and to allow key services to continue without interruption.

Premium Hosted Email

Web Teks offers a premium hosted email platform that provides your business with powerful, secure, and reliable email — with absolutely no maintenance on your end.

With Web Teks Email Sync software, you can check email anywhere you have an Internet connection— even your mobile device's web browser. Every mailbox includes pull technology with on demand access to mail and personal information data on your phone.

Along with webmail, mobile email, shared calendaring, you'll also enjoy premium protection against spam and viruses. Best of all, Noteworthy allows you to access email from Outlook, BlackBerry, webmail, or any other email client or wireless device.

Our web-based email client was built from the ground up as an all-in-one, software-free email management system. The business applications suite is constantly evolving around the tools businesses need to communicate and be productive.

Email Client Features

Up to 10GB Mailboxes & 50MB Attachments

- Keep email in your inbox without fear of running out of room
- Mailbox holds up to 10 years of email
- Send and receive large files
- Send a 1000 page Word document, 200 PowerPoint slides, or 500 Adobe PDFs



Huge mailboxes that can handle big files

Free Backup and Sync Tool

- Sync personal data, like contacts, calendars and more to a BlackBerry®, iPhone™, Droid or Windows Mobile® device
- Use the free Sync for Outlook® tool to protect your Outlook data
- Two-way sync keeps email data same across platforms
- Set up automatic sync to pull email data on a schedule
- Install over the air or download plugin
- Powered by Funambol data sync technology



Sync mail and PIM data directly to your phone

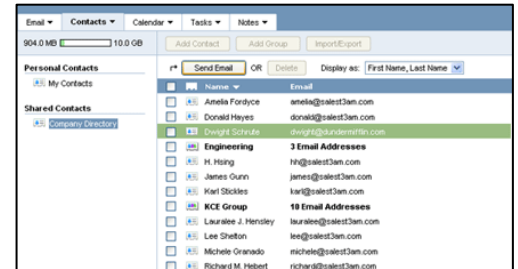
Customized Settings

- Adjust spam filters, trash handling, message alerts at domain or user level
- Display HTML or text
- Supports 8 languages
- Customize reply and forwarding settings
- Create user or domain-level safelists and blacklists
- Receive email from external accounts
- Change password from webmail interface
- Split Domain Routing Available

Application Suite Features

Contacts

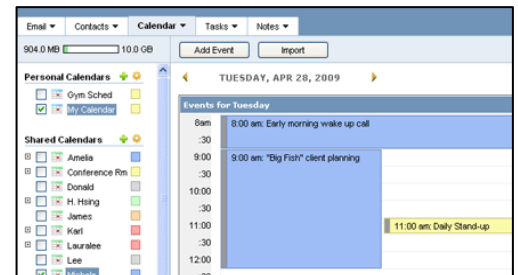
- Create multiple personal contact lists with unlimited entries
- Company directory auto-updates new mailboxes
- Multiple entries for phone and email information, a notes area, and an option to add a photo
- Import/export contacts between Outlook, Yahoo, Gmail, and more
- Users can update their personal contact data from the email interface
- Make permission-based group lists from the control panel



Complete contact management system

Calendars

- Create multiple calendars and share with selected people in Web Teks Email or Outlook
- Send meeting invites and create recurring events
- Allow specific people to edit your calendar
- iCal feed to share calendars outside of your domain
- Get alerts via email, pop-up, or text message to your phone
- Color-coded viewing for multiple calendars
- Import calendars in .csv format



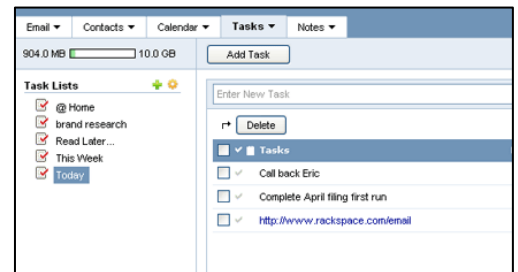
View and manage multiple calendars

Tasks

- Create task lists with sub-tasks
- Assign due dates
- Multiple search options
- Add task-specific information in task notes area
- Use Task List Manager for overview of all outstanding tasks

Notes

- Unlimited space to record text notes
- Assign note titles for easy searching
- Search by title or last updated date
- Copy and paste text from other applications



Track tasks and subtasks

Optional Features:

- **BCC Archiving** - forwards a copy of all incoming and outgoing emails to another email account. This allows customers to archive all incoming and outgoing emails, storing them in another email account hosted on our system.
 - \$1 per enabled mailbox per month
- **DVD Email Archiving** - effective, easy-to-implement solution for long-term email archiving and email retention. With DVD Archiving Solutions, you can request CD or DVD backup copies of your email mailbox data. Archival disks are fully searchable, making it easy to locate emails specified in discovery requests.
 - \$30 per archival mailbox per month
- **Extra SSL certificates** for securing additional webmail interfaces - \$75 each per year

Spam Filtering

We estimate that over 95% of all email traffic on the Internet is spam. Spam is the most complex problem facing the Internet today. The problem has led to millions of dollars in lost productivity and additional infrastructure costs for businesses and service providers. Businesses that maintain in-house email servers are fighting a losing battle to protect their systems from spam because the complexity of the problem is constantly increasing. Spammers are growing wiser on a daily basis, learning new methods to elude common spam defenses and acquiring more sophisticated computer networks to bombard mail systems and penetrate inboxes.

Solving the Spam Problem for You

In order to win the war against spam, we must evolve our spam defenses faster than spammers evolve their tactics. If you choose to outsource to us, your business email will run on a state-of-the-art email hosting system with numerous levels of anti-spam protection.

Our spam filtering system, powered by Cloudmark®, features Advanced Message Fingerprinting™ and real-time threat intelligence to rapidly detect spam, phishing and viruses. Instead of analyzing message text, Cloudmark uses a series of highly sophisticated algorithms to generate fingerprints that precisely identify abuse in all languages and formats. These message fingerprints are stored locally and updated in sub-minute intervals. This automated approach delivers spam filtering accuracy of 98% or higher together with near zero false positives.

Customers can also control their domain safelists and blacklists to further keep their user inboxes clean. Safelists allow certain senders (email addresses, domains, or mail server IP addresses) to bypass the anti-spam system. Conversely, blacklists allow customers to block mail from certain senders.

Virus Protection

Our virus protection scans all inbound and outbound emails using a multi-stage process. The process is broken down into the following four stages:

- **Stage 1: Restricted Attachments.** Emails are scanned for dangerous types of file attachments. When an email is sent or received that contains a restricted file attachment, the email is rejected and the sender receives a “bounced” email notification informing them of the restriction.
- **Stage 2: Normalization.** This stage searches for email formatting vulnerabilities that can be used by viruses to hide from virus scanners. If any vulnerability is found, our system corrects the formatting of the message so that it can be thoroughly scanned for viruses.
- **Stage 3: Decompression.** Next, if the email contains any compressed attachments such as zip files, the compressed attachments are temporarily unzipped so that the contents can be scanned for viruses.
- **Stage 4: Virus Scan.** After the above preprocessing is complete, a virus scanner is used to scan the email and all of its uncompressed attachments. Everything is scanned to ensure maximum protection against new virus threats. ClamAV (www.clamav.net) is the current scanner of choice, although our system was designed to be able to plug-in any virus scanner on the market, should the need to do so arise.

Pricing

Exchange Options	Price
Web Teks Hosted Exchange 2GB Mailbox	\$10/user/month
1GB Additional Storage <i>(Optional)</i>	\$3/user/month
Blackberry Hosting <i>(Optional)</i> Blackberry OS 4.2.1 +	\$10/user/month
Active Sync <i>(Optional)</i> Windows Mobile, Droid and iPhone	\$3/user/month

Migration Fees	Price
Migration from Web Teks Hosted Mailboxes to Hosted Exchange	Free
Migration from existing Exchange accounts	\$10/mailbox

Premium Email Hosting Options	Price
Web Teks Premium - 10GB Mailbox	\$2.00/Mailbox
BCC Archiving <i>(Optional)</i>	\$1.00/user/month
DVD Email Archiving <i>(Optional)</i>	\$30.00/mailbox/month

Order & Acceptance:

Approximate Quantity	Description	Price
	Exchange Accounts	\$10/user/month
	Blackberry Hosting	\$10/user/month
	Active Sync	\$3/user/month
	1GB Additional Storage	\$3/user/month
	Premium Email Accounts – 10GB	\$2.00/Mailbox
	BCC Archiving	\$1.00/user/mailbox
	DVD Email Archiving	\$30.00/user/mailbox

There is a onetime set up fee of \$50.00 that will be included in the first billing.

Estimated Total Monthly Cost: _____

Once this form has been received by Web Teks, we will send a file requesting all the user names and passwords needed. You may also send a file listing the email address and passwords in a csv format.

Preferred Method of Payment for Fees?

Monthly Quarterly Every 6 months Annually

Domain Name: http://_____

Name: _____

Company: _____

Billing Address: _____

Telephone: _____ Email: _____

I authorize Web Teks, Inc. to charge my card \$_____. CC Type: _____

Number: _____ Exp: _____ CVV Code: _____

Name on Card: _____ Signature: _____

Thank you for your business! Please fax this form to 757-578-4996.