



Mimecast Service Levels and Support

Cobweb will maintain the following Service Levels in connection with the Services.

1 Service availability and service level guarantee

Cobweb shall use reasonable care and skill when providing Services but does not guarantee that the Services shall be continually available to the Customer. There may be occasions when Services are disrupted through an error or act of the Customer or another third party or, circumstances outside the reasonable control of Cobweb (“Service Disruption”). In the event of unavailability of Services to the Customer, other than in the case of Service Disruption, Cobweb shall reimburse the Customer (“Service Credit”) as follows:

Service Credit (% of monthly charge)	Service Availability
25%	99.0% to 99.5% inclusive
50%	95.0% to 98.9% inclusive
100%	Less than 95.0%

1.1 Spam Protection

This Service Level measures the effectiveness of the protection against receipt of spam for those Services that include such functionality. This Service Level is measured in terms of “False Positives” and “False Negatives” (defined below). This Service Level applies across all of Customer’s email traffic and SMTP connection attempts (any attempt to connect to a Mimecast SMTP mail gateway to send email).

1.1.1 Definitions:

A “**False Positive**” is an e-mail incorrectly classified as spam by the Service. False Positives do not include emails which: (i) do not constitute legitimate business email; (ii) are sent from a compromised machine; (iii) are sent from a machine which is on a third party block list; or (iv) are sent from a mail server that does not fully comply with the SMTP delivery standards as defined in RFC 2821 & 2822. A “**False Negative**” is a spam email that the Service does not identify as spam.

1.1.2 Service Levels:

False Positive Service Levels:

False Positive Capture Rate per Calendar	Credit of Fee for the Affected Month
>.0001% but <= .001%	10%
> .001% but <= .01%	20%
> .01% but <= .1%	30%
> .1%	40%

False Negative Service Levels:

Consecutive days with False Negative Rate	Credit of Fee for the Affected Month
2 -	10%
4 -	20%
6 -	30%
10 +	40%

1.2 Anti-Virus Service

This Service Level measures protection against infection of Customer's servers by a virus through the Services, for those Services that include anti-virus functionality. Upon confirmation by Cobweb that Customer's systems has been infected by one or more harmful viruses in any calendar month through the Services, Customer will be entitled to a service credit from Cobweb equal to 50% of the fees for the affected calendar month.

1.3 Search Performance

This Service Level relates to the search time where Permitted Users access Cobweb's email archiving service. This Service Level measures the time elapsed between the receipt of the Permitted User's search request by Cobweb's systems and when the return of the search results is initiated by Cobweb (the "**Query Time**").

Query Time *	Credit of Fee for the Affected Month
> 7 seconds but <=20**	10%
> 20 seconds but <= 25**	15%

> 25 seconds but <= 30**	25%
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* Service Level applies only where Customer has performed at least 250 searches in the given month.

** Query Time calculated via the median search times for Permitted Users searches in the given month, not including searches performed by Customer's internal IT administrator(s) through the Cobweb Administrative Console interface (an administrative tool provided to the IT administrator by Cobweb).

2 Technical Support

Cobweb will provide the following technical support (“**Technical Support**”) in connection with the Services. Cobweb will respond to each Technical Support request within the time frames set forth below and will work diligently to resolve such request as soon as reasonably possible. Cobweb will log all support requests, provide the Customer with an incident number and use all reasonable endeavours to provide a resolution. Cobweb may elect to provide a temporary solution until a resolution to the initial problem can be found.

3 Contact

3.1 Administrator Support

- The service is supported 24/7 via the Email and Online Support Form for all severities and, in addition, by telephone for Severity 1 incidents
- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2,3 and 4 incidents will be progressed during core hours of business – including service set-up/configuration with ‘Cobweb Control Panel’ and billing support by telephone
- Access to administrator support is for two named company administrators per customer account
- Advanced Exchange feature management
- Full mailbox permissions and send as permissions

3.2 User support comprises of the following:

- Telephone, email and online support for all named users, covering Office Outlook 2010/2013 ‘how to’ help plus configuration and connectivity diagnostics
- 24/7 telephone support for Severity 1 and 2 incidents
- Severity 3 and 4 incidents will be progressed during core hours of business only
- Access to user support is for named users only

4 Service Desk

The Service Desk provides a single point of contact for Customers and is available for the purpose of the reporting of incidents and the handling of enquiries from the Customer Administrators, or other personnel as expressly authorised by the Customer and notified to Cobweb.

- During Core Hours, all Severity Code incidents will be responded to.
- During Non-Core Hours, Severity 1 incidents only should be logged by telephoning 0845 223 9000.
- Incidents or enquiries that are designated as Severity 2 or below shall be logged, but the resolution shall not commence until the next period of Core Hours of Service.
- Severity 2 or below incidents should be logged by emailing support@cobweb.com or logging an incident from within Control Panel.
- Where the Service Desk identifies that a specific query relates to the use of an associated product rather than the Service, the Service Desk reserves the right to refer the customer to the appropriate website that details relevant technical or training information.

4.1 Notification of Incidents

On receipt of a notification of a fault with the Service or a request for assistance, an initial assessment shall be immediately undertaken by Cobweb, an incident reference provided, and a severity level discussed and promptly agreed with the Customer. The Customer should retain a record of the incident reference which, in the event of a claim under the Service Level Guarantee, must be quoted as detailed below.

Cobweb shall provide the Customer with progress updates promptly upon:

- the resolution of the incident;
- Up to date information on all Severity 1 incidents will be available on the Service Status Page.

4.2 Support Hours

- Core Hours: 08:00 hrs to 18:00 hrs GMT time zone, excluding weekends and UK public holidays
- Extended Hours: 08:00 hrs to 20:00 hrs GMT time zone, excluding weekends and UK public holidays

5 Severity Code and Response Times

7.1 Cobweb shall acknowledge via email to the designated Customer Administrators the receipt of all calls or emails to the Service Desk and include a Case Reference Number. It is the responsibility of the Customer to keep up to date the contact details of the nominated Customers Administrators.

Target response times are as given below:

Severity code	Business impact	Target response time	Target resolution time
1	<ul style="list-style-type: none"> An unplanned incident causing loss of service to multiple Users 	1 hour	2 hrs
2	<ul style="list-style-type: none"> Individual User unable to work Reduced functionality causing severe disruption to the completion of business critical tasks 	2 hours	4 hrs
3	<ul style="list-style-type: none"> User experiencing a problem Reduced functionality causing some disruption to the completion of business critical tasks 	4 hours	8 hrs
4	<ul style="list-style-type: none"> Non-urgent query or request Reduced functionality resulting in minimal impact to Users 	1 day	5 days
IMAC	<ul style="list-style-type: none"> Chargeable service request for Installations, Moves, Additions and Changes 	2 days	As agreed with user

Severity levels shall be determined by the customer, acting responsibly.

6 Exclusions to the Service Level Guarantee

Service Disruption may include, but not exclusively the following:

- a Force Majeure event;
- a suspension of the Services as agreed in writing between both parties.
- a fault on the Customer network or own equipment configuration which is not due to the default or negligence of Cobweb or its subcontractors;

- a fault that is a result of the Customer not complying with Cobweb's security policies
- a fault that is a result of terrorism or act of war
- Cobweb waiting for information from the Customer which is necessary in order to perform the Services in accordance with the service levels;
- scheduled Maintenance or Emergency Maintenance;
- faults or omissions of the Internet;
- faults or omissions in equipment, wiring, cabling, software or other services which are not maintained by Cobweb or its subcontractors;
- faults proven to be caused by a virus introduced negligently or otherwise by the Customer onto its equipment due to any or all of the following;
- any Customer employee failing to abide by the Customer virus protection policy; or
- customers failure to introduce virus scanning in accordance with Cobweb's reasonable recommendation, and where such virus scanning is not unduly expensive or cannot be easily implemented into Customers IT environment; and
- Any material breach of this Agreement by Customer which impacts on the availability of the Service.

7 Service Upgrades

Cobweb may from time to time upgrade and/or enhance the Services, which may require the cessation or interruption of the Services. Cobweb shall use reasonable endeavours to avoid doing so during the hours of 8:00am to 8:00pm on business days in the applicable region. Where Cobweb is required to undertake emergency maintenance which is necessary to safeguard the Services and/or any systems on which it operates then it may do so at any time but nonetheless shall endeavour to provide as much advance warning as it reasonably can to Customer.