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LIBERATING TECHNOLOGY

Cobweb Hosted Exchange 2013
Service Description

Cobweb Hosted Exchange 2013 is a business-class messaging and collaboration service designed to help your business communicate securely, efficiently and effectively.

1. Introduction

Cobweb Hosted Exchange is based on Microsoft Exchange 2013 Enterprise edition and, combined with Microsoft Office Outlook, the service offers mobile, remote and desktop email access with state-of-the-art productivity, security and privacy.
Delivered as a fully managed solution with 24/7 support, you will never have to worry about the security, integrity or delivery of your email again. With a guaranteed service level and predictable monthly costs, you can experience significantly lower Total Cost of Ownership for your messaging and collaboration needs.
The Cobweb Hosted Exchange service has three mailbox types that can be used within a single organisation. By providing the correct level of functionality to each user within the organisation, this will ensure your optimum cost of ownership.

For you:

- ✓ Secure system delivered from ISO 27001-accredited, Tier 3+ UK data centres
- ✓ Predictable monthly OpEx costs that scale with your company growth
- ✓ 'Just in Time' scale for capacity, storage and incremental user growth, allowing you to maximise the utilisation of the service without upfront CapEx investment
- ✓ Product updates, efficiency improvements and financially guaranteed performance

For your users:

- ✓ Email access anywhere, anytime
- ✓ Collaboration with shared contacts, calendar, tasks and notes
- ✓ Industry-leading antispam and antivirus protection from Symantec.cloud
- ✓ 24/7 expert support from qualified individuals, available to both administrators and users

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Functionality/Features	Web	Professional	Advanced
Mailbox size	1GB	Unlimited MAPI Mailbox**	Unlimited MAPI Mailbox**
Multiple data centres with replica copies	√	√	√
Fully secure MAPI access via SSL using Outlook Anywhere (RPC over HTTPs)	X	√	√
Outlook Web App 2013 (OWA) via SSL	√ (No collaborative features)	√	√
Support for multiple domains and multiple mailbox aliases, full collaborative features	√ (No collaborative features)	√	√
Access to Global Address List (GAL)	√	√	√
Full offline working with Cached Exchange Mode, Online and Offline Address Book	√ (Offline OWA)	√	√
Offline OWA (new in Exchange 2013)	√	√	√
Mobile email access via ActiveSync – iPhone, Android, Windows Mobile	X	√	√
Antispam and Antivirus protection from Symantec.cloud	√	√	√
Symantec.cloud Email Content and Image Control service	Optional*	Optional*	Optional*
Secure POP3, IMAP4 and SMTP access using 2048-bit TLS/SSL encryption	POP3 only	√	√
Latest version of Microsoft Office Outlook 2013 Licence or Microsoft Outlook 2011 for Mac Licence	N/A	Optional*	Optional*
Personal Calendars, Contacts, Folders and Tasks	√	√	√
Shared Calendars, Contacts, Folders and Tasks	X	√	√
Group scheduling and meeting planning	X	√	√
Modern Public Folders – 1GB included, maximum 25GB (new in Exchange 2013)	X	√	√
Administrator support	√	√	√
User support, included in most service plans (Outlook client only)	X	√	√
Migration and set-up services	Optional*	Optional*	Optional*
Disclaimer – activated through the 'Cobweb Control Panel' by an administrator (applicable per company)	Optional*	Optional*	Optional*
Enterprise Disaster Recovery SLA, included in most service plans	√	√	√
Personal archive mailbox unlimited size	X	X	√

*(Additional service fees may apply)
**Subject to Cobweb's Acceptable Use Policy

V: 2
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NB: The latest versions of Outlook 2013 deliver acceptable performance for mailboxes up to approximately 100GB. For older versions of Outlook it is recommended to keep mailbox sizes significantly lower than 100GB. For larger mailboxes, the laptop or desktop in use will need a high specification of CPU, RAM and disk to remain responsive.

Please note: For particular feature compatibility or availability, please speak to one of our technical specialists. Cobweb does not guarantee that all Microsoft Exchange functionality will be available or configurable by the end user.

2. Mailbox Administration

Mailbox administration is provided through the web-based 'Cobweb Control Panel' self-care administration portal. Functionality available to customer administrators through the 'Cobweb Control Panel' includes:

- Add new users | edit existing users | reset user passwords
- Create distribution groups and external contacts within the Global Address List
- Import users, distributions groups and external contacts from .CSV files
- Manage user mailbox sizes | order additional services
- Manage ActiveSync and devices
- Manage Public Folders | Manage company disclaimers | Manage domains

3. Service Add-On Options

The following chargeable service add-ons are available for the Cobweb Hosted Exchange service:

3.1 Disclaimers (Chargeable)

Company disclaimers are statements that are appended to outgoing emails*. These statements are usually of a legal nature but can also be used for marketing purposes. You can create three different disclaimer types intended for:

- Internal recipients (recipients inside this organisation)
- External recipients (recipients outside this organisation)
- Or both types

If signature based exclaimers are required then Cobweb are able to offer Exclaimer Mail Disclaimer – see below.

* If used in conjunction with Advanced Email Encryption, Disclaimers will be applied to standard emails but will not append to emails sent securely.

3.2 Exclaimer Mail Disclaimer

Exclaimer mail disclaimer is a comprehensive signature software solution, which ensures total compliance for every email that is sent through Exchange, no matter what device you're using. The key features include:

- Unique individual information (i.e. job role, phone number)
- Group settings and content (i.e. country, department)
- Disclaimers (sophisticated tools for branding and signing emails)
- Banners (HTML images, hyperlinks)

If used in conjunction with Advanced Email Encryption, Exclaimer Mail Disclaimer will be applied to standard emails but will not append to emails sent securely.

3.3 Resource Mailboxes

Resource mailboxes are mailboxes that represent conference rooms or shared equipment. Resource mailboxes can be included as resources in meeting requests, providing a simple and efficient way to utilize resources for an organization. There are two types of resource mailboxes in Microsoft Exchange 2013 hosting edition:

- Room mailboxes are assigned to a meeting location, such as a conference room, auditorium, or training room.
- Equipment mailboxes are assigned to a resource that is not location specific, such as a portable computer projector, microphone, or company car.

3.3 Unlimited Personal Archive space
    With advanced mailbox retention policies and In-Place Hold (Chargeable)

Unlimited personal archives helps you regain control of your organisations messaging data by eliminating the need for personal store (.pst) files and allows users to store messages in an archive mailbox accessible in Microsoft Outlook and Microsoft Outlook Web App. Advanced mailbox retention policies lets you apply a common set of retention policies or security settings to a user or group of users. Litigation hold enables the preservation of electronically stored information. Within Microsoft Exchange 2013 in-place hold enables the following:

- Enables users to be placed on hold and keep mailbox items in an unaltered state
- Preserve mailbox items that may have been deleted or edited by users
- Preserve mailbox items automatically deleted by MRM (Messaging Records Management)
- Keep the in-place hold transparent from the user by not having to suspend the MRM
- Enable discovery searches of items placed in hold.

With advanced mailboxes there are minimum requirements for the Microsoft Outlook/Office version. Advanced mailboxes will only work with MSI and not 'click and run' versions of Microsoft Office. Please contact us for further details.

4. Platform

The service platform is based upon Microsoft's Exchange 2013 prescribed architecture and is designed to support hundreds of thousands of mailboxes. The platform contains no single point of failure and consists of clustered Microsoft Windows Server 2012 and Microsoft Exchange Server 2013 software. The service is hosted on HP ProLiant Gen8 and Cisco UCS servers, accessing data from resilient EMC and HP storage systems.

This model offers the following advantages:

- 24/7 proactive server and application management with sophisticated monitoring tools including Microsoft System Centre and HP Systems Insight Manager
- Capacity Management processes and systems ensure robust, reliable and consistent service performance
- Service delivered from multiple Tier 3+ ISO27001-accredited data centres, which includes multiple internet feeds with automatic BGP redundancy, uninterruptable power supplies, fire suppression systems and 24/7 manned security
- The architecture is optimised for performance, non-disruptive maintenance and service reliability, providing the highest availability and maximum data security

5. Security

The delivery of the Cobweb Hosted Exchange service is controlled by our ISO 27001 Information Security Management policies and procedures:

- The multi-tenanted segmentation features of Cobweb Exchange 2013 ensure that customer mailboxes are secured with permissions and groups for their organisation only. No other customer has permissions or can see or access any other customer's data
- The network security at the data centres is fronted by multiple resilient firewalls. Security procedures involve advanced monitoring of network traffic, router loading and application behaviour
- Our state-of-the-art data centres are managed on a 24/7 basis by a dedicated security team to ensure maximum reliability, system redundancy and high fault tolerance
- Customer definable, strong password policies can be configured within the web-based 'Cobweb Control Panel'
- All MAPI, POP3 and IMAP4 connections use 2048-bit SSL with SMTP transmitted using TLS for maximum security

6. Domains and Mail Relay

- Unlimited inbound domains are allowed
- A 50MB message size limit is enforced on all inbound and outbound email to and from the internet
- A 50MB message size limit is enforced on all internal (same organisation) email
- A limit of 500 external recipients per email is enforced

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7. Virus Protection

- 100% virus protection guarantee from known and unknown viruses via the Symantec Email AntiVirus.cloud service
- All inbound email is scanned by Symantec Email AntiVirus.cloud service
- All inbound, outbound and internal email is scanned for viruses by Symantec Mail Security for Microsoft Exchange.

8. Spam Protection

- All incoming email is scanned to detect if it is spam by the Symantec Email AntiSpam.cloud service
- Any email positively identified as spam is not delivered to the end user's mailbox and is deleted by Symantec.cloud
- If it is uncertain that an email is spam, it is moved to a 'per mailbox' quarantine area (individual for each mailbox) and a Spam Manager notification email is sent to the intended recipient
- The Spam Manager online application allows users to selectively deliver or delete emails identified as potentially being spam

9. Symantec.cloud Email Content and Image Control (Chargeable Option)

The Email Content and Image Control service provided by Symantec.cloud identifies and controls confidential, malicious or inappropriate email content and images from entering or leaving your organisation. It supports the goal of Data Loss Prevention and PCI Compliance.
Easy to set up and maintain, this cost-effective, hosted service helps to reduce the risk of data loss and enables you to establish and enforce an Acceptable Use Policy, reducing compliance and legal risks, and safeguarding corporate reputation. This service requires the use of Symantec Email AntiSpam.cloud and Symantec Email AntiVirus.cloud.

- Full administrator control and configuration via the Symantec.cloud ClientNet control panel
- Scanning within email header subject, text body and images, as well as supported Microsoft® Office™, PDF attachments and compressed file types
- Multi layered image control service, providing a high level of detection for offensive and inappropriate images
- Administrators set up rules and determine sensitivity levels in keeping with their Acceptable Use Policy, with the ability to specify individual senders and recipients who can bypass the service if required
- Email which triggers a rule is subjected to a range of actions including: block/delete, redirect to administrator, copy to administrator, tag header, tag subject line, log only, and compress attachment
- Word list thresholds – enables administrators to determine how often keywords or phrases must occur before a rule is triggered
- Customisable lists of approved senders and recipients and local image signature database
- Dashboard, summary, detailed and scheduled reporting

10. Data Replication

The data within the Cobweb Hosted Exchange 2013 service is replicated to a secondary data centre for the purpose of disaster recovery only; the Deleted Item Cache is configured to retain data for 90 days to allow users to recover deleted items themselves. Deleted mailboxes are retained in the Exchange database for 31 days; recovery of mailboxes is a chargeable service.

Please note: For customers requiring deleted data to be preserved past 90 days, Cobweb do not retain, and cannot restore this data under any circumstance. Customers who require historic data to be preserved beyond 90 days are strongly advised to also purchase one of our hosted archival services.

11. Access Methods

Connection to each mailbox is made over the internet, allowing users to gain access regardless of time or location. The supported access methods are:

- **Microsoft Office Outlook 2013:** The industry-leading email client helps you simplify email communication, streamline group planning and scheduling, and access the information you need – all in one place. The method of connection is Outlook Anywhere (RPC over HTTPS), ensuring all data is encrypted and avoiding the need for VPN. See below for minimum version requirements.
- **Outlook Web App**: SSL secured access through a Web browser to email, calendar, group scheduling and tasks. Outlook Web App is an effective solution for users who require roaming or remote access to their mailbox via a web browser
- **ActiveSync-compatible mobile devices:** ActiveSync is only available on our Professional or Advanced plans; it is not available on our Web plan

Exchange 2013 supports the following minimum versions of Microsoft Office Outlook and Microsoft Outlook for Mac:

PC
- **Outlook 2013 - recommended**
- Outlook 2010 SP1 (with April 2012 Cumulative Update)
- Outlook 2007 SP3 (with July 2012 Cumulative Update)

   Note: Outlook 2003 is not supported and will not work

Mac
- **Outlook for Mac 2011 - recommended**
- Entourage 2008 for Mac, Web Services Edition

   Note: Older versions of Entourage are not supported and will not work

Please note: using 'online mode' is not currently supported in any version of Outlook - you will need to ensure that 'cached exchange mode' is enabled.

12. Data Ownership

At all times the data stored within the Cobweb Hosted Exchange service is the property of the customer. In the case of service termination, the data can be provided to the customer on DVD or other portable digital media, subject to a Professional Service charge.

13. Guaranteed Service Level

All service level guarantees are based on service monitoring data collected over whole calendar months. 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%

- The service availability calculation excludes standard scheduled and emergency maintenance
- The service includes a 100% no-virus guarantee

14. Enterprise Disaster Recovery Service Level (Included in Most Service Plans)

Cobweb Exchange 2013 is hosted in (enterprise-level) colocation data centres that are designed to operate highly available cloud services. Cobweb Exchange 2013 offers service continuity management, a process for managing risks to ensure that the Exchange 2013 infrastructure is capable of providing continuing services if unexpected events occur.
To evaluate disaster recovery solutions, Cobweb uses standard metrics as follows:

- **Recovery Time Objective (RTO):** Measures the time between a system disaster and the time when the system is operational again
- **Recovery Point Objective (RPO):** A time representation of the possible data loss that may have occurred as a result of the recovery from the unexpected event

Cobweb Exchange 2013 Enterprise Disaster Recovery Service Level Guarantee for RTO and RPO is as follows:

- **Nearly instantaneous RPO:** Cobweb protects your Exchange 2013 data and makes a nearly instantaneous copy of your data
- **1-hour RTO**: Organisations will be able to resume service within 60 minutes after service disruption if a disaster incapacitates a hosting data centre

The following conditions apply to service continuity management:

- Client access after recovery from a service disruption typically does not require reconfiguration on the part of Cobweb Exchange 2013 users
- To achieve the stated recovery times, customer networking infrastructure must honour the DNS record 'Time to Live' of five minutes. Customers that have customised their client DNS settings and set a longer 'Time to Live', may experience longer recovery times
- After RPO and RTO objectives are met, there is a period of time before full data centre redundancy is restored for the service

For example, Data Centre 1 fails but services are restored by resources in Data Centre 2. There may be a period of time until services in Data Centre 2 have service continuity support either by restored resources in Data Centre 1 or new resources in Data Centre 3. Service Level Agreements apply during this time:

RTO Credit (% of Monthly Charge)	Service Availability
25%	>1 hour but <3 hours
50%	>3 hours but <7 hours
100%	>7 hours

15. 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

16. User Support (Included in Most Service Plans)

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

17. 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

18. Spam Administration

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Administration of spam settings within the Symantec Email AntiSpam.cloud service is available through the service desk. The settings, which can be configured, are:

- Custom whitelist and blacklist domains
- Specify maximum email size (if less than 50MB is required)

19. Configure Spam Notification Settings

Configuration options include:

- Specify action on suspect spam emails
- Quarantine the email
- Append a header and deliver to user
- Deliver notifications to individual users
- Append a header and deliver to bulk email address
- Deliver to a centralised bulk email address

- Block and delete the email
- Tag the subject line and deliver to user
- Specify suspect email subject tag, default = SPAM
- Set default Spam Manager language

20. Configure Virus Notifications Settings

Configuration options include:

- Set default Spam Manager language to specify central virus alert email address
- Set default Spam Manager language alert to individual users if they send a virus

- Set default Spam Manager language alert to individual users if someone attempts to send them a virus

A Professional Service charge may be applicable for certain configuration changes.