



THIS SERVICE LEVEL AGREEMENT (SLA) DEFINES GUARANTEED SERVICE LEVELS PROVIDED TO YOU BY LINK2EXCHANGE.

I. Service Definition

Seacoast Telecommunication Service Bureau, Inc., d/b/a Link2Exchange, will provide you with Hosted Exchange and other Application Services as defined by the plan or plans purchased by you from Link2Exchange.

II. Technical Support

Link2Exchange will provide you; through your authorized account contacts, with technical support on setting up and configuring your account, connectivity to Link2Exchange's services, and other connectivity issues related to the software provided by Link2Exchange at no additional charge.

Link2Exchange provides technical support for Microsoft Outlook, Outlook Express, Outlook Web Access via Internet Explorer, and supported wireless devices, but it does not offer customer support for other mail clients, applications, scripts, or components, either from third parties or for those developed by you.

E-mail Support:

Email Hours: 24 hours, 7 days per week, 365 days of the year

Email Address: support@link2exchange.com

Web Based Support:

A wealth of resources are available here:

Web URL: <http://www.link2exchange.com> and click on support

Phone Support:

First level technical support:24 hours, 7 days per week, 365 days of the year

Second level technical support:Monday-Friday 8:00am to 9:00pm EST

Phone Number: US Toll Free: 888.306.1113

UK Local London: 020.8150.6300

International: 00.1.603.742.1959

Upon contacting Support You will be required to provide your account username and a full description of the problem including error messages, screenshots, and other troubleshooting information as requested by Technical Support personnel.

The Link2Exchange's response time to technical support issues depends on the level of complexity of the inquiry and support requests volume. The Technical Support Department assigns the highest priority to customer inquiries related to the servers' unavailability. These issues are addressed first upon notification from a customer. The time to respond will increase with any inquiries that require extensive research and testing.

What if Level 1 support cannot solve my connectivity issue?

Level 1 support will escalate your connectivity issue to Level 2 support. Level 2 support services are provided Monday through Friday 8:00am to 9:00pm EST.



What if I have a unique situation not mentioned above?

Link2Exchange Level 2 Support will support non-standard situations not mentioned above on a for-fee basis. An example would include customers operating in a Citrix environment. Link2Exchange Level 2 support is offered Monday through Friday 8:00am to 9:00pm EST at the rate of \$65/hr (\$30.00 minimum). Scheduled off-hour support is available at a rate of \$100/hr (\$50.00 minimum).

What if I have questions about my programs that use Link2Exchange services, but are not a connectivity issue? Examples of program support would be customization of Microsoft Outlook or BlackBerry software.

Link2Exchange program Level 2 support is offered Monday through Friday 8:00am to 9:00pm EST at the rate of \$65/hr (\$30.00 minimum). Scheduled off-hour support is available at a rate of \$100/hr (\$50.00 minimum).

III. Billing and Customer Care Related Inquiries

For billing inquiries, contact the Billing Department.

Hours: Monday-Friday 9 am to 4pm EST

Toll-Free US: 888.810.6205

UK: 020.8150.6915 x2

International: 00.1.603.742.1959 x2

Fax: 888.810.6205

Email: Billing@link2exchange.com

Please note: Link2Exchange must receive notice of billing disputes within sixty days of the date your credit card was charged for services.

For service changes or additions contact the Customer Care Department

Hours: Monday-Friday 9 am to 5pm EST

Toll-Free US: 888.509.8555x1

UK: 020.8150.6915 x1

International: 00.1.603.742.1959 x1

Fax: 888.509.8555

Email: sales@link2exchange.com

IV. Control Panels and Server Management.

Account holders are provided with the Link2Exchange's online account and server management tools "Control Panels." These tools are designed to give you control over your account and server services purchased from the Link2Exchange. You will use the Control Panel to perform all routine account and server management tasks. Help is available online at the Link2Exchange's Support Site, <http://www.link2exchange.com/support.htm>. If you experience difficulty using the Control Panel, Technical Support personnel will familiarize you with it. Technical Support shall not be expected to perform for you the tasks that can be done through the Control Panel.



The Link2Exchange Shared Exchange Hosting services do not include installation of third-party software beyond the standard configuration outlined in your plan's description. Requests for modification to the standard configuration will be considered on a case-by-case basis. Approval of such modifications will be at the Link2Exchange's sole discretion and will be based upon maintaining functionality, usability, security, and stability in the shared server environment.

V. Maintenance

Scheduled Maintenance:

To ensure optimal performance of the servers, Link2Exchange will perform routine maintenance on the servers on a regular basis, requiring servers to be removed from service. Link2Exchange reserves one hour of server unavailability per month for maintenance purposes. This server unavailability will be excluded from the uptime calculations. The maintenance is typically performed during off-peak hours. Link2Exchange will provide you with advanced notice of maintenance whenever possible.

Emergency Maintenance:

Under certain circumstances Link2Exchange may need to perform emergency maintenance, such as security patch installation or hardware replacement under Hardware Replacement Guarantee. Link2Exchange will not be able to provide you with advanced notice in the case of emergency maintenance. This server unavailability due to emergency maintenance will be excluded from the uptime calculations.

Hardware Replacement Guarantee:

Link2Exchange will use industry standard practices to determine whether server hardware is functioning properly and will replace non-functioning hardware with similarly functioning hardware. Link2Exchange guarantees hardware replacement within four hours from the time the problem is identified. In the case where this time is exceeded, the excess downtime is counted against Server Availability guarantee.

VI. Network Availability

Link2Exchange guarantees at least 99.9% Network Availability. Network Availability is defined as the ability to pass incoming and outgoing TCP/IP traffic through the Link2Exchange's network to/from the IP transit provider (Internet backbone).

Servers unavailability resulting from loss of Network Availability is excluded from servers availability calculations if the Network Availability loss is caused by any factor(s) beyond the Link2Exchange's control, including but not limited to such factors as IP transit provider (backbone) or end user's portion of the network (commonly known as "last mile") failure, denial of service or similar attacks directed at the Link2Exchange's servers or the Link2Exchange's network.

VII. Servers Availability.

Link2Exchange's primary commitment is to provide outstanding hosted services to all customers. To support this commitment, Link2Exchange observes the following schedule of remedies for any failure to meet the express guarantees in this Service Level Agreement.



EXCHANGE SERVER AVAILABILITY

Link2Exchange guarantees 99.9% Exchange Server Availability, measured on a calendar-month basis.

Exchange Server Availability is defined as the ability of a user on your Exchange account to (a) access and retrieve information from the Exchange server, and (b) send and receive messages via the Exchange server, provided that your hosting account is active and enabled.

Link2Exchange monitors the server as a whole but does not monitor individual mailboxes. Exchange server unavailability caused by denial of service attacks, mail bombing, and other flooding techniques will be excluded from Exchange Server Availability calculations.

The outgoing email protocol used on Exchange server (SMTP) is a "store-and-forward" type of protocol that does not guarantee immediate delivery of email messages. If the mail server's first email delivery attempt fails, it will re-attempt delivery according to a predefined schedule. If the message fails to be sent for 24 to 72 hours, the messages will be returned to the sender.

Denial of service attacks or other types of attacks directed toward Link2Exchange's network of servers resulting in or contributing to downtime will not be included in the Exchange Server Availability calculations.

Exchange Server Availability Monitoring

To verify Exchange Server Availability, Link2Exchange will open a connection to the server on the port assigned to the Exchange Information Store Service every five minutes, with a 30-second failure threshold. If connection is not successful, server is considered non-operational and systems administration personnel on duty are automatically notified.

If two or more consecutive test connections fail, the Exchange server unavailability will be registered as the number of minutes between the first and the last failed tests. Exchange server unavailability of less than five minutes in duration is not recorded. Link2Exchange will calculate Exchange Server Availability and refund eligibility amounts based on this type of server monitoring.

VIII. Penalty for Non-Compliance – Refunds

NETWORK AND SERVERS AVAILABILITY

If network or server availability for the full month is below the guaranteed level, Link2Exchange will issue a refund to you according to the schedule below.

Server availability	Amount of the refund as a percentage of monthly fee
99.0% to 99.9%	5% of monthly fee credited
98.0% to 98.9%	10% of monthly fee credited
95.0% to 97.9%	15% of monthly fee credited
90.0% to 94.9%	25% of monthly fee credited
89.9% or below	2.5% credited for every 1% of lost availability
up to the maximum total penalty limit	

To receive a refund for downtime, you must (a) be in good financial standing with the Link2Exchange, and (b) send an email or written refund request to the Billing Department in the month immediately following the month for which you are seeking a refund. Refund requests must include your account username and the dates and times of server unavailability.



The Billing Department will compare information provided by you to the server availability monitoring data the Link2Exchange maintains. A refund is issued if Link2Exchange can confirm from the monitoring data that the server availability records warrant a refund.

TOTAL PENALTY LIMITS

The total refund to you for any account may not exceed 50% of the monthly fees charged to that account during the month for which the refund is to be issued. Only one refund and refund level is available in any given month.

IX. Server Software.

Link2Exchange will exercise industry standard practices to ensure that all pre-installed software is correctly configured. In case there is more than one way to configure the software, Link2Exchange will choose the configuration it determines, in its sole discretion, to be the most appropriate.

Link2Exchange will install security patches, updates, and service packs as soon as practical. Software updates may change system behavior and functionality and as such may negatively affect your applications.

Link2Exchange cannot foresee nor can it be held responsible for service disruption or changes in functionality or performance due to implementation of software patches and upgrades. If such disruption or changes occur, Link2Exchange will provide its best efforts to remedy the situation as soon as possible after being notified of the problem by you.

Link2Exchange may be required by its software licensors to upgrade to the latest versions of the software. Licensor-required upgrades will be performed free of charge and upon reasonable notice to you. Software upgrades on Link2Exchange's servers will occur at Link2Exchange's discretion upon reasonable notice to you. Link2Exchange is not responsible for problems that may arise from incompatibilities between new versions of the software and your content, regardless of whether it was a requested, required or a discretionary upgrade. Nevertheless, Link2Exchange will provide its best efforts to help you to find a workaround solution.

X. Storage Capacity; Data Transfer; Server Resources

Each account is allotted storage capacity and data transfer amounts on Link2Exchange's servers according to the plan and options selected by you. This storage size and data transfer allotments can be adjusted through the Control Panel for no additional charge up to the maximum amount allowed for each plan or service. Additional disk space can also be added above your plan amount at an additional charge that will automatically be billed to your account. The servers may stop accepting, processing, or delivering data when the purchased limit is reached thus causing server unavailability or data loss. Link2Exchange shall not be held responsible for such unavailability or data losses.

Shared server resources are shared among all accounts hosted on the same server. Link2Exchange configures servers in such a way so the accounts are separated from each other to the maximum possible degree. However, due to its nature, shared resources accessibility level cannot be guaranteed.

XI. Hosted Exchange Specific Limitations

MAILBOX AND PUBLIC FOLDER STORAGE CAPACITY

Each mailbox and public folder has its own storage limit. When the storage limit is reached on an individual mailbox or folder, the Exchange servers may stop sending or receiving messages leading to possible server unavailability or data loss. To prevent such occurrences, you can manage each mailbox and public folder



storage limit, using the Control Panel. Link2Exchange is not responsible for unavailability or data losses caused by any mailbox or folder exceeding its storage limit.

You can obtain a detailed disk usage report from the Control Panel.

ANTI-VIRUS AND ANTI-SPAM MESSAGE FILTERING

If this option is purchased by you, Link2Exchange uses third-party Postini® anti-virus and anti-spam filtering service for its Exchange servers. This service is configured to check all in-coming messages to the Exchange server according to the virus and spam detecting heuristics provided with the service. As a part of the Anti-virus and anti-spam service, these heuristics are regularly updated.

Messages sent between mailboxes on the server are not scanned.

If a virus or spam is detected, the message and its attachments are quarantined. Quarantined messages are managed by logging into the spam and filtering control panel at <http://www.link2exchange.com>.

Link2Exchange advises you to use up-to-date, local anti-virus software. Link2Exchange is not responsible for infection of end-user devices or lost or corrupted messages. Link2Exchange is not responsible for lost or corrupted messages due to Anti-SPAM filtering.

WIRELESS EXCHANGE SERVER ACCESS

If this option is purchased by you, Link2Exchange provides wireless access to the Exchange server through the use of third-party provided software. Success in configuration and set up of wireless Exchange Server Access is highly dependent upon the device and the wireless access provider chosen by you. Therefore Link2Exchange can only assure that it will make commercially reasonable efforts to assist you in configuring and supporting your wireless Exchange server access for the portions of the access not under Link2Exchange's control.

XII. Ownership of Data

All data created by you and/or stored by you within Link2Exchange's applications and servers are considered by Link2Exchange to be your property and is for your exclusive use unless other use is required by law or required to maintain your account. Link2Exchange shall allow access to such data by authorized Link2Exchange personnel and shall provide access in compliance with Link2Exchange's Privacy Policy. Link2Exchange makes no claim of ownership of any web server content, email content, or any other type of data contained within the account holder's server space and applications on Link2Exchange's servers, unless Link2Exchange has a good faith belief that such content or data is owned by Link2Exchange, its agents, affiliates or vendors.

XIII. Data Integrity.

Link2Exchange employs RAID techniques to ensure the integrity of the data on its servers and to prevent data loss in the event of hardware failure. Link2Exchange performs nightly server backups for disaster recovery purposes only. Server backup scope and scheduling is at Link2Exchange's sole discretion. LINK2EXCHANGE SHALL NOT PERFORM BACKUP OR RESTORE THE DATA UPON YOUR REQUEST UNLESS SUCH BACKUP IS PROVIDED AS A SERVICE UNDER YOUR PURCHASED PLAN.

EXCHANGE SERVERS BACKUP AND RESTORE

Standard Exchange Backup Services include full Exchange server backup nightly to a shared backup device over the network. Backup copy retention time is one week;

Standard Exchange Backup Services do not include the process of restoration of files, mailboxes, folders or parts thereof.



XIV. Data Retention.

WHILE YOUR ACCOUNT IS ACTIVE, LINK2EXCHANGE SHALL BE RESPONSIBLE FOR RETAINING ANY OF YOUR DATA INCLUDING BUT NOT LIMITED TO THE CONTENT OF PRIVATE AND PUBLIC INFORMATION STORE, ACTIVE DIRECTORY, LOG FILES, AND BACKUP COPIES. LINK2EXCHANGE SHALL NOT BE RESPONSIBLE FOR RETAINING ANY OF YOUR DATA AFTER ACCOUNT TERMINATION. ALL DATA IS DELETED FROM THE SERVERS AFTER THE ACCOUNT IS TERMINATED AND FROM BACK-UPS DURING SCHEDULED BACK-UP ROTATION. LINK2EXCHANGE SHALL NOT RESTORE, PROVIDE ON ANY STORAGE MEDIA OR SEND OUT ANY DATA PERTAINING TO TERMINATED ACCOUNTS.

XV. Customer Responsibilities.

To access Link2Exchange services you must provide at the very minimum:

- an Internet connection with sufficient bandwidth and quality to allow trouble-free browsing and data uploading and downloading and that does not constrain Microsoft® Exchange functionality;
- a fully functional Internet browser;
- a fully functional POP/IMAP/SMTP e-mail program (client) such as Microsoft® Outlook Express or Microsoft® Outlook for MAPI connections to Exchange server;
- tools to develop and publish content as you find suitable and necessary;
- tools to access database servers if such services are purchased by you.

XVII. Privacy Statement.

Link2Exchange values the privacy of its customers. Please refer to Link2Exchange's Privacy Policy posted at <http://www.link2exchange.com/>