

HOSTED EXCHANGE – TERMS AND CONDITIONS

1. Description of Service

Hosted Exchange offers the Subscriber a hosted, outsourced and fully managed implementation of Microsoft Exchange Server. The e-mail infrastructure is located within IS' Data Centre and incorporates a range of security, content and management features in addition to redundant network systems and skilled administrative staff. There are two offerings for organizations, namely:

- 1.1 **Exchange Lite** which allows for POP and IMAP access to the IS hosted Microsoft Exchange Servers; and
- 1.2 **Exchange Premium** which allows full connectivity to the IS hosted Microsoft Exchange Servers, including functionality for Calendaring, and Global Address Lists.

HOSTED EXCHANGE - GENERAL SERVICE TERMS

1. Introduction

- 1.1 The Services as selected under Hosted Exchange on the Portal hereto are hereinafter referred to the "Hosted Exchange Service/s".
- 1.2 The provision of the Hosted Exchange Service/s by IS is subject to the terms and conditions set out in this Schedule.

2. Duration and Effective Date

- 2.1 The Effective Date of this Schedule is the date when the Hosted Exchange Service/s first commences. Should the Effective Date occur after the date of signature of the Agreement, nothing herein contained shall be construed so as to give either party the right to cancel or rescind the Agreement before the Effective Date.
- 2.2 The provision of the Hosted Exchange Service/s shall endure for the Initial Period specified in the Cost Schedule, commencing on and with effect from the Effective Date.
- 2.3 Following the Initial Period, the Service/s shall thereafter continue indefinitely on the terms and conditions set out in this Schedule, until cancelled via the portal at which stage services will continue until the end of the period which has been prebilled.

3. Fees and Charges

Client shall pay the fees as specified on Checkout of the Hosted Exchange Service/s in accordance with clause 5 of the Ignite Terms and Conditions.

4. Service

- 4.1 The Services elected by Client are described in Schedule B1.
- 4.2 The Client shall adhere to all Service and Usage requirements as stipulated by IS in writing from time to time.
- 4.3 The following usage rules apply to the service:
 - 4.3.1 Maximum email size inbound and outbound is 15MB.
 - 4.3.2 Maximum number of recipients per outbound email is 100.
 - 4.3.3 Maximum outbound emails per hour is 500.
 - 4.3.4 IS Anti-Spam and IS Anti-Virus is enabled, any email identified as spam or as a virus will be deleted.
 - 4.3.5 Password complexity is enabled, user passwords must confirm to IS standards.
 - 4.3.6 Mailbox or individual email restores will not be accommodated.
 - 4.3.7 New mailboxes can take up to 59 minutes to be provisioned.
 - 4.3.8 Mailbox sizes are predefined.
 - 4.3.9 Any devices such as printers and scanners must be able to authenticate on Hosted Exchange in order to send and receive email via Hosted Exchange. In addition to what is set out in Clause 6 of the Ignite Terms and Conditions, IS does not warrant that the Service has been specifically designed for any particular service, industry or Client type. The Service is for general-purpose use.

5. Client Obligations

In addition to any obligation in terms of the Standard Terms and Conditions, the Client:

- 5.1 undertakes to contractually bind its end-users insofar as is necessary to give proper effect to the provisions of this clause 7 and the Standard Terms and Conditions of the Agreement.
- 5.2 shall contractually ensure that end-users may not commit nor attempt to commit any act or omission which directly or indirectly:
 - 5.2.1 damages in any way IS' technical infrastructure or any part thereof;
 - 5.2.2 impairs or precludes IS from being able to provide the Service in a reasonable and business-like manner;
 - 5.2.3 constitutes an abuse or malicious misuse of the Hosted Exchange Service;

5.2.4 or is calculated to have the abovementioned effect.

- 5.3 undertakes to ensure that all end-users comply with the Acceptance Use Policy of IS as published on IS' website at www.is.co.za ("the AUP"). Client accepts that any misuse of the Service, including but not limited to a misuse that contravenes the AUP, will entitle IS to terminate the Hosted Exchange Service in accordance with the AUP.
- 5.4 shall ensure that all its end users comply with the minimum software and hardware specifications as set out by IS from time to time in order to utilise the service. IS shall not be responsible for any support or related issues where Client's end-users have not conformed to these minimum specifications.
- 5.5 undertakes that where its end-user breaches any obligation to Client as required by this Agreement, Client will use its best commercial endeavours to enforce the end-user's obligation.
- 5.6 shall be solely responsible for end user device configuration, in order to connect to the Hosted Exchange Service. IS shall, however, endeavour to assist in this process.
- 5.7 is obligated to provide all operating system licenses where necessary. IS will only be responsible for the Microsoft Exchange Server Licensing for services at IS.
- 5.8 shall be responsible for the provision of user names and passwords, as well as all data to IS in the event of a data and user migration being required.
- 5.9 shall be required to have a registered domain name.
- 5.10 must ensure that the minimum software versions are installed on user machines that comply with the IS Hosted Exchange version requirements.
- 5.11 shall provide IS with the necessary data required to provision all end-users.