



Secure E-mail Service Description

Version: 1

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1 Service Description

Although more and more organizations are outsourcing their e-mail service, the Pine E-mail service provides much more than just the financial savings that can be realized when outsourcing an organization's e-mail service.

Even if outsourcing is not a strategic direction of an organization, they should still consider the Pine E-mail service for the following reasons:

1.1 Virus Protection

All e-mail that is sent to your organization is scanned by two professional virus-scanning applications before it is delivered to the recipient.

When a virus is found in an e-mail that has been sent to your organization, the e-mail does not get delivered to the recipient. Instead, an e-mail notification is sent to the recipient. This notification contains a URL that the recipient can use to safely and securely view the e-mail on the internet.

1.2 Spam Filtering

Each e-mail that is sent to an e-mail account of the Pine E-mail service is checked for spam (unsolicited commercial e-mail) characteristics. The more spam characteristics that an e-mail has, the more points it will get. An example of a typical spam characteristic is:

Removal Instructions

If the body text of the e-mail contains instructions for removal from a mailing list, 4 points are awarded to the e-mail.

If the number of points exceeds the threshold that has been set by the recipient, the e-mail will not be passed on to the recipient. The recipient can adjust his/her desired level of spam protection simply by adjusting his/her threshold. The threshold can be adjusted using a user-friendly web interface that also explains the manner in which points are awarded to their e-mail messages.

The advantage of this is that the recipient is in control of his/her own level of protection and will not hold the service provider responsible if an e-mail that he/she considers spam is not filtered out. Similarly, if an e-mail is filtered out that the recipient does not consider spam, he/she will adjust the threshold to ensure that this will not happen again in future.

1.3 Always the Latest Security Patches

Pine checks all components of the e-mail infrastructure for security weaknesses before they are deployed. Furthermore, Pine continuously reviews the latest security patches for infrastructure components and applies them whenever they are required to maintain a secure e-mail environment.

1.4 Use Your Favorite E-mail Application

When an organization starts using the Pine E-mail service, they can continue to use the e-mail application that they feel most comfortable with. E-mail applications like Microsoft Outlook, Microsoft Outlook Express, Qualcomm Eudora, and Netscape Mail are all supported by the Pine Secure E-mail service. Better still; the Pine e-mail service comes with its one web interface if the organization prefers not want to install local e-mail clients. This means that users of the e-mail service can use their browser (e.g. Microsoft Internet Explorer or Netscape) to send and receive e-mail.

1.5 Disaster Recovery

The e-mail of organizations using the Pine E-mail service is protected from disasters like fires or flooding. When a disaster hits them, they can use the web interface of the e-mail service on any computer that has Internet connectivity to continue their business.

In addition, a backup is made every night of every e-mail box. The backups are stored at the disaster recovery site. In case of a disaster, the entire e-mail environment can be recovered within 24 hours at this continuity site.

1.6 High-Speed Redundant Connectivity

The servers on which the e-mail environment is hosted are connected to separate Internet backbones. Traffic is continuously routed so that it uses the fastest of the connections. If one of the backbones becomes unavailable, all traffic is automatically routed through the remaining connections without causing any downtime.

1.7 No Technical Skills Required

Management of your e-mail service is taken care of by Pine. This eliminates the need to retain and maintain the technical skills within the organization to keep the e-mail service up and running.

Each organization that uses the e-mail service gets its own administrator account. They can use this to access the easy-to-use web-based administrator interface. This interface can be used to add or remove e-mail accounts for the organization. This interface also provides information regarding the storage space utilization of the organization's e-mail accounts.

2 Specifications

Mail retrieval:	POP3, secure POP3 (SSL), IMAP or secure IMAP (SSL)
Number of available e-mail forwards (aliases) per domain:	Unlimited, managed by customer on administration interface
Number of possible e-mail boxes per domain:	Unlimited, managed by customer on administration interface
Secure web mail:	Yes, works with any recent browser
Supported e-mail clients:	Outlook, Outlook Express, Eudora, Netscape Mail, Mozilla, The Bat!, or any other POP3/IMAP capable e-mail client
Virus scan:	On both incoming and outgoing e-mail
Spam filter:	Included, adjustable by customer on administration interface

- Customer can fully manage the e-mail service for his domain on a secure web based administration interface, using the domain name and a password provided by Pine as credentials.
- The e-mail service has a guaranteed recovery time of 24 hours in case of a disaster.
- All Pine servers are connected to separate, load balanced Internet backbones.

3 Prices

The pricing schedule for the Pine e-mail service is as follows:

Description	Price per month
E-mail forward	€ 5,00
Mailbox, including 50 MB storage space	€ 5,00
Extra storage space, per MB	€ 0,10

Customers will be invoiced at the end of each calendar month for their e-mail accounts and the storage space that is used.

The customer will be invoiced for at least two e-mail accounts, even if the customer only has one e-mail account. The Postmaster account is required for the administration of the customer's e-mail accounts and is free of charge.

The used storage space is the monthly average of the total storage space that is used by the different e-mail accounts of the customer. The customer will only be invoiced for used storage space if this number exceeds the sum of the free storage space of the e-mail accounts of the customer.

Example:

Your organization has 5 e-mail accounts. Each e-mail account includes 50 MB free storage space. The total used storage space of the 5 e-mail accounts is 121 MB. This is less than the 5 accounts x 50 MB = 250 MB free storage space, hence your organization will not receive an invoice for used storage space.