

CenturyLink Technology Solutions Service Guide

Managed Exchange: SharePoint 1.0

This CenturyLink Service Guide ("SG") sets forth a description of Managed Exchange SharePoint 1.0 ("Service") offering by CenturyLink, including technical details and additional requirements, if any. This SG is subject to and incorporated into the Service Agreement and Service Schedule between the parties. The specific details of the Service ordered by Customer will be set forth on the relevant Service Order. For avoidance of doubt, any references in the Agreement, Schedules, or Service Orders to SSG, shall mean SG.

Version	Previous	Section Modified	Date
HOS-20140630-SG-ManagedExchange_Sharepoint	HOS-20140430-SG-SharePoint	Reformat	June 30, 2014

Table of Contents

Service Description	3
Table 1.0 Roles and Responsibilities	6
Table 2.0 Supported Versions and Mailbox Sizes	8
Table 3.0 Mailbox Options and Features	8
Table 4.0 PC Backup	10
Table 5.0 SharePoint Foundation	10
Table 6.0 ShareSync (pooled storage)	11
Table 7.0 Lync Packages	11
Table 8.0 Lync Features	11
Table 9.0 Multi-Tenant Limitations	12
Table 10.0 Professional Services	12
Definitions:	14

Service Description

1. **Standard Service Description:** Managed Exchange: SharePoint 1.0 is a CenturyLink provided Managed Hosting service (the “Service”). The standard features of the Service consists of the licensing, installation, configuration, administration, maintenance and support for the software components listed in Section 1.1. The Service Level Agreement (SLA) associated with this Service Guide is the “Hosted Exchange SLA.”
 - 1.1. **Software Components**
 - 1.1.1. **Supported Versions**
 - 1.1.1.1. Microsoft Exchange 2010 (SP3)
 - 1.1.1.2. Microsoft Exchange 2013 (SP1)
 - 1.1.2. **Supported Products**
 - 1.1.2.1. Microsoft Exchange (sold standalone or added to any plan)
 - 1.1.2.2. Microsoft Lync Secure Instant Messaging (sold standalone or added to any plan)
 - 1.1.2.3. Microsoft SharePoint Foundation (sold standalone or added to any plan)
 - 1.1.2.4. McAfee Email Continuity and Data Loss Prevention (added to any plan)
 - 1.1.2.5. Sonian Email Archiving (sold standalone or added to any plan)
 - 1.1.2.6. Microsoft ShareSync (sold standalone or added to any plan)
 - 1.1.2.7. Microsoft PC Backup (sold standalone or added to any plan)
 - 1.1.3. **Available Plans:** Managed Exchange: SharePoint 1.0 provides customers with four plan options to choose from for the products listed above. The plans (Essential, Premium, Advanced and Elite) are included in Table 2.0 Supported Versions and Mailbox Sizes. The features that are available for each supported product and plan can be found in Tables 3.0 to Table 8.0. Any limitations can be found in Table 9.0 Multi-Tenant Limitations.
 - 1.2. **Licensing:** As part of the standard Service CenturyLink will acquire all licensing for the modules listed in section 1.1.
 - 1.3. **Installation:** CenturyLink will provide installation tasks marked with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities.
 - 1.3.1. **Migration:** CenturyLink will provide Customer with a one-time migration from the Customer’s current email Environment to the new Exchange hosting environment.
 - 1.4. **Configuration:** CenturyLink will provide configuration tasks marked with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities. Products are configured based on the plans chosen. Tables 3.0 through 8.0 describe the plan options available for the products listed in Section 1.1.2.
 - 1.4.1. **Global Address List:** CenturyLink provides one global address list and one offline address list for Customer’s account. The global address list and offline address list are available to all users within Customer’s account. The Global Address List contains all mailboxes, contacts and distribution lists for Customer’s account, unless Customer explicitly chooses to hide any of these objects from Customer’s global address list. Customer’s offline address list is a replica of global address list. Customer’s offline address list is used when Customer is working offline or, in MS Outlook 2003 or above, in the activated cache mode. The global address list is replicated to offline address list on a daily basis.
 - 1.4.2. **Anti-Virus:** CenturyLink provides managed antivirus protection of all Exchange mailboxes, free of charge. This software resides on Linux-based clustered servers, which receive all messages before they enter the Exchange Environment. It is designed to scan for and automatically delete messages that are detected to contain viruses before reaching the Exchange Environment. The antivirus protocol is designed to catch 99.999 percent of all viruses that could potentially infiltrate and harm mailboxes and Exchange environment. The virus databases are updated multiple times per day and CenturyLink manages the antivirus software and virus definitions. In addition to the server-based antivirus software

CenturyLink provides, Customer is advised to install and maintain up-to-date, anti-virus software on all end-user computers.

- 1.5. **Administration:** CenturyLink will provide administration tasks marked with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities.
 - 1.5.1. **Account Management Tools:** Customer is provided with CenturyLink’s online account and the end-user control panel. These tools are designed to give Customer control over Customer’s account and the Services. Support personnel can help Customer to become familiar with control panels; however, CenturyLink Service Center shall not be expected to perform for Customer the tasks that can be done through these panels. A walk through of the control panel will be given upon request.
 - 1.5.2. **Access:** CenturyLink provides the ability to provide separate tiers of Administration selected and managed by the Customer. Contact manager can create, manage and delete account contacts. The technical administrator can manage selected feature modules for all users (i.e. POP/IMAP Email; DirectoryLink; Domain Names; Lync Secure IM; Exchange; PC Backup; SharePoint; Anti-spam; email archive;)
- 1.6. **Maintenance and Support:** CenturyLink will provide all maintenance and support tasks with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities.
 - 1.6.1. **Change Management:** All changes to the CenturyLink managed applications; systems, network and facilities are subject to CenturyLink’s change management process. This process is intended to confirm that work is reviewed for completeness (risk assessment, completed test procedure, metrics for measuring progress, back out procedure, etc.) and accuracy prior to scheduling and implementation.
 - 1.6.2. **Software and Security Patch Releases:** CenturyLink proactively notifies and schedules patching for any security vulnerabilities identified. CenturyLink certifies, approves, bundles and delivers the patches for installation in a Customer environment. Customer will submit a support ticket when they want to have a “non critical” patch applied. CenturyLink will apply the patches as part of the standard service. Customer must approve all patches prior to CenturyLink completing the work. Any Outages directly caused by Customer’s failure to accept the implementation of a patch will not be subject to SLA Service Credits.
 - 1.6.3. **Hardware Replacement:** CenturyLink will determine in its sole discretion whether server hardware is functioning properly and will replace non-functioning hardware with similarly functioning hardware. CenturyLink shall use commercially reasonable efforts to implement hardware replacement within four hours from the time the problem is identified. This is an estimated time and not subject to SLA Credits.
 - 1.6.4. **Support:** Support for the Service is provided through the project manager during installation, content migration and Customer validation. At the point of go-live the Service is passed from project management to CenturyLink Service Center for full 24x7 monitoring and management. The point of go-live is when Customer notifies CenturyLink project manager that the environment is ready to go-live.
 - 1.6.5. **Maintenance Windows:** All times listed under the Scheduled Maintenance Windows are local times and subject to change. CenturyLink will use commercially reasonable efforts to perform routine maintenance only during the Saturday or Sunday defined maintenance windows. See Definitions for additional information.
 - 1.6.6. **Minor Releases:** CenturyLink will support upgrades to Minor Release (see Definitions) of Microsoft Exchange as part of the standard Service.
 - 1.6.7. **Major Releases:** CenturyLink will support upgrades to Minor Release (see Definitions) of Microsoft Exchange as part of the standard Service.
2. **Customer Responsibilities:** Customer is responsible for all tasks marked with an “X” in the Customer column in Table 1.0 Roles and Responsibilities. Customer acknowledges and agrees that its failure to perform its

obligations set forth in Table 1.0 may result in CenturyLink's inability to perform the Services and CenturyLink shall not be liable for any failure to perform in the event of Customer's failure.

- 2.1. **Provide Contact:** Designate and maintain a Customer Contact during the Service Term (including current contact information). "Customer Contact" means a technical point of contact available 24 x 7 with sufficient knowledge, authority and access to address configuration issues, event notifications, system or infrastructure modifications and authentication of applicable CenturyLink systems.
3. **Service Add-Ons:** At Customer's option and expense Customer can choose to have CenturyLink complete one or more of the tasks in Table 1.0 with an "X" in the Customer column and/or the services listed below. The items can be added to the standard Service (described in Section 1.0) for an additional fee described in a separate Statement of Work ("SOW") or Service Order. Contact a sales representative for additional information.
 - 3.1. **Migration:** Email Migration for new customers coming from an external source or those upgrading to Exchange 2013.
 - 3.2. **Custom Configuration:** Requests for modification to the standard configuration will be considered on a case-by-case basis. Approval of such modifications will be at CenturyLink's sole discretion. CenturyLink does not guarantee any particular result from non-standard configurations nor can it be held liable in any way for Service performance changes or failures, which result from non-standard configurations.
 - 3.3. **Data Recovery:** Data replication is performed in real time from one set of premium hardware to another. Option for automatic failover is available. In addition, there is support for archiving to a third-party datacenter.
 - 3.4. **Additional Tasks:** At Customer's option and expense, Customer can choose to have CenturyLink complete one or more of the tasks in Table 10.0 Professional Services.
4. **Additional Terms:**
 - 4.1. **Mailbox Capacity:** When the mailbox storage is reached on an individual mailbox or folder (limits are configured by Customer), the Exchange servers will stop sending and/or receiving messages or data leading to possible Service unavailability or data loss. A warning can be configured to send to users prior to disruption. CenturyLink is not responsible for unavailability or data losses, including by any mailbox or folder exceeding its storage limit. Customer can obtain a detailed disk usage report from the end user control panel at any time. Mailbox limitations can be found in Table 9.0 Multi-Tenant Limitations.
 - 4.2. **Data Retention:** While Customer's account is active, CenturyLink shall retain the Customer's information (Email) including but not limited to the content of private mailboxes and public folders within the database information store, active directory, log files and backup copies. CenturyLink shall not be responsible for retaining any of Customer's data after account termination. All data is deleted from the servers after Customer's account is terminated and from backups during scheduled backup rotation. CenturyLink shall not restore, provide on any storage media or send out any data pertaining to terminated accounts, unless specifically noted in a customized service agreement. Currently each mailbox created has settings to "delete messages in junk email folder after 30 days". This setting will not be changed no matter if custom policy is enabled or not. Retention is calculated by an internal exchange mechanism based on the delivery date. Only one policy can be assigned to each user. After a policy is assigned to a mailbox, notification is sent to the mailbox owner.

Table 1.0 Roles and Responsibilities

Describes the activities and tasks that are included with the standard Service and the responsible parties.

Activity	Task	CenturyLink	Customer
Licensing	Procure software (licensed via CenturyLink)	X	
	Acquire licensing and media permissions for the Service	X	
	Maintain and acquire a contracted support agreement with an agreed to vendor for the Service	X	
	Monitor license renewal activities, and manage the implementation environments for consistency	X	
	If applicable, the management and coordination of all activities associated with an environmental version control system will be retained by this team.	X	
Installation	Engage and coordinate internal CenturyLink resources which are required to deliver pre/co-requisite services in support of the Service	X	
	Review the current/proposed environment for both the expected capabilities and efficiencies in support of the Service		X
	If required develop and implement a project plan associated with transforming the Customer's current environment from a different product and/or version such that it may be integrated into the CenturyLink infrastructure in support of the Service.		X
	Migration services, providing guidance to migrate Customer from its legacy system or different provider to CenturyLink. Deployment services, providing guidance in content promotion	X	
	Provide installation and configuration of the requisite components related to the Service	X	
	Review the current/proposed environment for both the expected capabilities and efficiencies in support of the Service		X
	If required, export of current data for current accounts. .PST file export for all users, resource mailboxes. Provide it on a hard drive that can be shipped to CenturyLink or if the size permits, FTP the data using the customer control panel		X
	If the new account is not previously coming from a current Active Directory and Exchange environment, complete the creation of mailboxes, distribution groups, contacts, etc using the Control Panel or provide a sufficient list for importing		X
	Import of data into new accounts PST file import for all user, resource mailboxes.	X	
	For smaller amounts of data, use the Control Panel and PST Manager Service to import data into mailboxes.		X

Activity	Task	CenturyLink	Customer
Configuration	Mailbox creation and add-on enablement. Initial setup of the mailboxes including add-on enablement.	X	
	Account creation.	X	
	Re-directing of MX record. Change the current MX record. This is similar to a DNS change but for email. Upon completion of this step, mail will flow through the CenturyLink environment and Customer will be live.		X
	Spam filtering configuration		X
	Remove Duplicate Items from a Mailbox	X	
	For each client that is accessing the new infrastructure there is a need to configure the outlook client. We provide a Single Sign-on tool that assists in this process.		X
Administration	Assist in the engagement and coordination of internal CenturyLink resources which are required to deliver pre/co-requisite services in support of the Service	X	
	Coordinate the planning of technical meetings and their participants between CenturyLink and the Customer/subscriber	X	
	Message Track	X	
	Review the current/proposed environment for both the expected capabilities and efficiencies in support of the Service		X
Maintenance and Support	Provide 24/7 support. This is the primary contact for the Customer. This includes incident management, trouble tickets and escalations.	X	
	Provide coordination of problem management for the service being defined within the context of this document including: email/telephone availability.	X	
	Coordinate problem management process from engagement to resolution	X	
	Provide coordination of problem management for the Service including: service escalation and Customer engagement	X	
	Generate email notifications of scheduled maintenance to Customer technical contacts in time to provide 48-hours (two business days) notice to Customer	X	

Table 2.0 Supported Versions and Mailbox Sizes

Describes the versions supported by each plan (Essential, Premium, Advanced and Elite) and the mailbox size limitations (if applicable). Only one plan can be selected per Customer.

Versions & Size	Description	Essential	Premium	Advanced	Elite
Version	Exchange/Lync/SharePoint Versions	2010	2010	2010/2013	2010/2013
Size	Exchange Mailbox Size (pooled storage)	5 GB	25 GB	Unlimited	Unlimited

Table 3.0 Mailbox Options and Features

Describes the mailbox options for the Service and the features that are supported by each plan. Customers receive features listed alongside the “All Email” Option for any email plan they choose. Only one plan can be selected per Customer.

Option	Features	Essential	Premium	Advanced	Elite
All Email	McAfee Advanced Email Protection	Included			
	DirectoryLink (ActiveDirectory Sync)				
	Customizable Control Panel				
	Global Address List				
	Company Disclaimer				
Exchange Email Only	Outlook Web Access (OWA) for Exchange Mailboxes	Included			
	One top-level Public Folder with unlimited subfolders				
	Mail Retention Policies				
	Remote Device Management				
	ActiveSync (iOS, Windows Mobile, Android)				
	Outlook Backup Includes (1GB per mailbox)				

Option	Features	Essential	Premium	Advanced	Elite
	Organizational Units/Server Site Location				
	Archive connector (for 3rd party archive)				
	Outlook Client	Add-on	Add-on	Add-on	Add-on
	Outlook Backup Additional Storage	Add-on	Add-on	Add-on	Add-on
POP IMAP Email	POP/IMAP Mailboxes (uses RoundCube) webmail	NA	NA	Add-on	Add-on
	Sync to any POP/IMAP Client	Included			
	Contact Management	Included			
OWA Only Email	Calendar, Tasks, Contacts (2 GB Mailbox)	Available			
OWA Only with Active Sync Email	Calendar, Tasks, Contacts (2 GB Mailbox)	Available			
Additional Email Services	Resource Mailboxes	Add-on			
	McAfee Email Continuity (includes Data Loss Prevention)				
	Encrypted Message (Per User)				
	Policy-Based Encryption (Per Mailbox)				
	Additional Top-level Public Folders (Per folder)				
	BlackBerry Sync (Per user)				
	Email Archiving (Personal and eDiscovery - Sonian)				
	Email Archive Ingestion				
	Enhanced Data Replication (data copied to backup site)	NA	NA	Add-on	Add-on

Table 4.0 PC Backup

Describes the options that are available for PC backup and the plans that support them.

Option	Essential	Premium	Advanced	Elite
Desktop License	Included			
Server License	Add-on	Add-on	Add-on	Add-on
1 GB Backup (Per User)	Included	Included	Included	N/A
2 GB Backup (Per User)	Included	N/A	N/A	Included
5 GB Backup (Per User)	Upgrade	Upgrade	Upgrade	Upgrade
10 GB Backup (Per User)	Upgrade	Upgrade	Upgrade	Upgrade
20 GB Backup (Per User)	Upgrade	Upgrade	Upgrade	Upgrade
50 GB Backup (Per User)	Upgrade	Upgrade	Upgrade	Upgrade
100 GB Backup (Per User)	Upgrade	Upgrade	Upgrade	Upgrade
300 GB Backup (Per User)	Upgrade	Upgrade	Upgrade	Upgrade

Table 5.0 SharePoint Foundation

Describes the options that are available for SharePoint Foundation and the plans that support them. Only one SharePoint site per Customer can be installed.

Option	Essential	Premium	Advanced	Elite
1 GB (Per Customer)	Included	Included	Included	N/A
2 GB Plan (Per Customer)	Upgrade	Upgrade	Upgrade	Included
10 GB Plan (Per Customer)	Upgrade	Upgrade	Upgrade	Upgrade
25 GB Plan (Per Customer)	Upgrade	Upgrade	Upgrade	Upgrade
50 GB Plan (Per Customer)	Upgrade	Upgrade	Upgrade	Upgrade
100 GB Plan (Per Customer)	Upgrade	Upgrade	Upgrade	Upgrade
200 GB Plan (Per Customer)	Upgrade	Upgrade	Upgrade	Upgrade

Table 6.0 ShareSync (pooled storage)

Describes the options that are available for ShareSync and the plans that support them. Only one Option can be chosen per Customer.

Option	Essential	Premium	Advanced	Elite
5 GB (Per User)	Add-on	Add-on	Add-on	Add-on
10 GB (Per User)	Add-on	Add-on	Add-on	Add-on
20 GB (Per User)	Add-on	Add-on	Add-on	Add-on
50 GB (Per User)	Add-on	Add-on	Add-on	Add-on
100 GB (Per User)	Add-on	Add-on	Add-on	Add-on
300 GB (Per User)	Add-on	Add-on	Add-on	Add-on

Table 7.0 Lync Packages

Describes the Lync Packages and the plans that support them

Package	Essential	Premium	Advanced	Elite
Lync - Standard (Per user)	Add-on	Add-on	Add-on	Included
Lync - Enterprise (Per user)	Add-on	Add-on	Add-on	Upgrade

Table 8.0 Lync Features

Provides the features that are supported for each Lync package described in Table 7.0.

Feature	Lync Standard	Lync Enterprise
1-to-1 and multiparty IM/presence	X	X
File Transfers	X	X
Lync-to-Lync audio/video calls	X	X
Lync-to-Lync high definition video		X
Presence and click-to-Lync from Office Apps	X	X
PC-to-PC IM, audio and video with users at federated organizations		X
Conference Attendee Experience: Join an ad-hoc or scheduled meeting, Send/receive audio/video; View shared application, view/write		X

Feature	Lync Standard	Lync Enterprise
whiteboard – all of this as an authenticated user		
Conference Presenter Experience: Upload and advance PowerPoint slides, Share Application, Manage roster, Manage Meeting lobby – all of this as an authenticated user		X
View application share session (Attendee Experience)		X
Initiate/schedule multi-party (3+) audio conference		X
Initiate multi-party video conference		X
Initiate application Sharing (P2P or multi-party)		X
Initiate application white boarding (P2P or multi-party)		X
Schedule web conferences		X

Table 9.0 Multi-Tenant Limitations

Defines the size limitations for the mailboxes. Further limits may be supported at the discretion of CenturyLink and may require additional costs. Please contact a sales representative for information.

Exchange Limitations	
Maximum Company Contacts (GAL)	5,000
Maximum Distribution Lists	1,000
Maximum Message Size	50 MB
Recipients Per Message	500
Additional Domain	50 Included

Table 10.0 Professional Services

Describes the tasks that can be completed by CenturyLink for a one-time fee.

Task
Change Account Name
Export a List of All Account Items into an .xls File
Grant Users Send as Permissions from a Distribution List

Task
Mail-enabled Public Sub-folder
Lync – Federation
Outbound Email Routing/Inbound Email Restrictions (Exch 2010/2013)
Point in Time Restore of Mailbox Data
Point in Time Restore of Public Folder Data
Restore SharePoint Backup
Undelete a Mailbox
Upgrade Outlook for Users
Other Task: CenturyLink will consider other tasks on a case by case basis

Definitions:

ActiveSync: ActiveSync provides email synchronization with the Exchange server and clients. This is typically used on mobile devices. (Windows, iOS, Android).

Administrator: An administrator account is a user account that lets you make changes that will affect other users.

Audit Log: The Audit Log allows the Customer to view and monitor the activities performed via Customer administrative control panel. In addition to viewing logs, Customer can filter the records to display by choosing dates of activities, action performed, login ID and type of action changed.

CenturyLink Service Center: The primary organization for resolving infrastructure issues that is staffed 24/7/365 to respond in a timely manner to incidents and requests pertaining to Customer IT infrastructure.

Company Disclaimer: This is a legal disclaimer policy on all email that is sent outside of Customer's organization.

Control Panel: This provides the Customer with a unique set of tools that enables Customer to manage and administer their Microsoft Exchange and SharePoint instance.

Email Archiving: Email Archiving is designed to keep your email securely archived and permanently accessible. Email Archiving automatically captures and is designed to store every email that's sent or received by every mailbox it services. This includes messages and attachments sent across mobile devices as well as via IMAP or POP accounts. All emails are stored in a tamper-proof archive, where they remain searchable, accessible and secure—forever (or until the retention period you define is met). Email Archiving integrates its security, recovery and storage features with control and management tools that are centralized via the Control Panel.

Environment: The setting where software and other products are placed into operation for their intended uses by end users.

HTTP: The Hypertext Transfer Protocol is an application protocol for distributed, collaborative, hypermedia information systems.

McAfee Advanced Email Protection: Adds the ability to granularly control your protection settings with access to an intuitive email security management console. Also provides McAfee ClickProtect (view demo) to defend users who click malicious URLs.

McAfee Email Continuity offers redundant email access—without any additional integration to set up and monitor. McAfee Email Continuity gives users a redundant path for sending and receiving email, even if they can't connect to their Exchange server. It includes, McAfee Email Data Loss Prevention which filters your outgoing email to prevent viruses and worms from leaving your users' outboxes via email, valuable or inappropriate content from being distributed via email and enforce policies for complying with privacy or security regulations.

Messaging Application Programming Interface (MAPI): MAPI over HTTP improves the reliability and stability of the Outlook and Exchange connections by moving the transport layer to the industry-standard HTTP model. This allows a higher level of visibility of transport errors and enhanced recoverability. Additional functionality includes support for an explicit pause-and-resume function. This enables supported clients to change networks or resume from hibernation while maintaining the same server context.

Maintenance Windows: A period of time designated in advance by CenturyLink, during which preventive maintenance that could cause disruption of service may be performed. Current Scheduled Maintenance windows are:

- Americas: Saturday 00:00AM to 5:00AM; Sunday 00:00AM to 5:00AM
- EMEA: Saturday 02:00AM to 6:00AM
- APAC (Except Japan): Saturday 21:00 (GMT) AM to Sunday 01(GMT)
- Japan: Sunday 04:00 (JST) to 8:00 (JST)

Major Release: Major Releases (X.y.z) are vehicles for delivering major and minor feature development and enhancements to existing features. They incorporate all applicable error corrections made in prior Major Releases, Minor Releases, and Patch Releases. Software Provider typically has one Major Release per year.

Minor Release: Minor Releases (x.Y.z) are vehicles for delivering minor feature developments, enhancements to existing features, and defect corrections. They incorporate all applicable error corrections made in prior Minor Releases, and Patch Releases.

Outlook Backup: Migrate or backup mailboxes, including emails, calendar entries, contacts, tasks and notes.

Outlook Web Access: Outlook Web App provides users access to email, calendars, contacts, tasks inside a web browser.

OWA (Outlook Web Access) only mailbox: A Microsoft Exchange mailbox that is only accessible via the web. It cannot be connected to via Outlook or any desktop client.

OWA (Outlook Web Access) only mailbox with ActiveSync: A Microsoft Exchange mailbox that is only accessible via the web. It cannot be connected to via Outlook or any desktop client. ActiveSync allows syncing of the mailbox to any supported mobile devices (e.g. iOS, Android, Windows Mobile)

Patch Release: A patch is a small piece of software that is used to correct a problem with a software program or an operating system. Patches are often called "Patch Updates" and are Critical or Security related.

PC Backup: The PC Backup service a desktop software client that is installed on the machine the Customer wishes to back up files and folders outside of the Exchange environment. * PC & MAC only.

POP/IMAP Mailbox: A business-grade mailbox that allows access to email only.

Public Folders: Public Folders are designed for shared access and provide a way to collect, organize, and share information with other people in a workgroup or organization.

Remote Device Management (Wireless Policies) Remote Device Management allows administrators to remotely manage their users' BlackBerry* and ActiveSync devices. Customer can set custom account-wide mobile IT policies or apply custom policies for selected users. Customer can assign IT policy rules to satisfy Customer's security policy requirements and to reflect the needs of the users who are assigned to that IT policy.

Retention Policies: A retention policy allows Customer to control the mailbox size and avoid over utilization. By default all mailboxes have no set retention policy applied, which means that data is not deleted from mailboxes until users delete it using mail client or Outlook Web Access. When the retention policy is set for a mailbox, the data is deleted from a user mailbox automatically. All mail items older then a retention policy set will be hard deleted (bypassing Deleted Items folder).

SharePoint Foundation: SharePoint Foundation is a web-based collaboration tool that enables users to share documents and information internally or externally.

ShareSync: a business-grade file collaboration service. It keeps files and folders in sync across every device—and makes it simple to share those files inside and outside of the company.

Service Level Agreement: A service-level agreement (SLA) is a document describing the level of service expected by a customer from CenturyLink, laying out the metrics by which that service is measured, and the remedies or penalties, if any, should the agreed-upon levels not be achieved.

Service Pack: A service pack contains all Hotfixes or Cumulative Updates since the last Service Pack or the initial Release to Manufacturing (RTM) version of the software.

Single Sign-on Services (DirectoryLink): DirectoryLink allows Customer to synchronize user log in credentials to enable a single username/password environment. If a user changes, or an administrator resets a user's password through Active Directory, the change will sync with CenturyLink automatically so that the user can log in to their services using the new password. In addition to passwords, user details are brought over and Company Contacts and Distribution Lists can be synced. Administrators download a client-side application that sits on an on-premise Domain Controller. DirectoryLink syncs all contacts from the selected organizational unit to CenturyLink. * Mailboxes must be linked in order for this service to function.

SLA Credit: Service Level Agreement Credits are refunds given by CenturyLink to a Customer if the service falls below a contractually agreed service levels. See Section 1.0 for the SLA agreement associated with this service.

Software Binary: A binary file is a file whose content must be interpreted by a program or a hardware processor that understands in advance exactly how it is formatted.

Software: The database server software in binary form, any other machine-readable materials (including, but not limited to, libraries, source files, header files, and data files).

Software Provider: The third party that makes and sells software products described in section 1.0.

Statement of Work: A statement of work (SOW) is a formal document that captures and defines the work activities, deliverables, and timeline a vendor must execute in performance of specified work for a client. The SOW usually includes detailed requirements and pricing, with standard regulatory and governance terms and conditions.

Top Level Folders and Sub-Folders: The Exchange server itself retains ownership of the two top layers of the public folder hierarchy, "Public Folders", and under that folder, the "All Public Folders". This is set by the Exchange server architecture and cannot be modified. The end-user control panel allows Customer to create and manage Top-Level public folders. Only Top-Level public folders can be made visible in the Global Address List.

Upgrades: Upgrades mean a Major Release or Minor Release of the software.