CompanyV.com Corp.

When "off-the-shelf" isn't good enough.

CompanyV.com
1112 Montana Avenue #102
Santa Monica, CA 90403

P 310.399.8123
F 310.395-9176
www.companyv.com

CompanyV Services Overview

If you require services outside of the scope covered here please call us to discuss your needs!

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CompanyV EMail Services

Standard POP3 IMAP & Webmail accounts with standard auto archiving.

Note: Please see addendum <u>Notes on IMAP settings and server interactions</u>.

Rates

Set-up fee: $250 per domain plus first months hosting
Minimum monthly $85 per month plus per user over 5
$12.00 Per Month – Per User

Mail Smart Host Services

SmartHost accounts have CV DeSpaminator Services running on all incoming mail.
1. Mail sent to user is filtered for virus and Spam .
2. One copy is stored on mail server. Mail stored on server is auto archived.
3. One copy determined to be "Good mail" is forwarded to the users Exchange Server account.

NOTE: Inter office mail sent between users on the exchange server will not go through the outgoing mail server unless an aliased address is used that does not also exist on the exchange server. Contact CompanyV for testing within your environment and to discuss ways to ensure all mail including outgoing mail can be archived.

Rates

Set-up fee: $250 per domain plus first months hosting
Minimum monthly $150 per month plus per user over 5
$16.00 Per Month – Per User

CompanyV EMail Auto Archive Services

Mail sent to User and "left on the server" resides in users INBOX on the mail server (accessible via webmail). Users who check mail on CompanyV servers using home clients or handheld devices will notice longer receive process times as the sixe of an inbox increases.
To enable users to "leave mail on server" without the long processing time of scanning enormous inboxes every time a device checks for "new mail", CompanyV has configured and auto archiving feature on all incoming mail servers.

Mail will be moved to successive folders and expired according to the settings defined below. Please contact CompanyV to establish your archive and data destruction requirements.

These setting can be established per domain or per user.

The oldest mail will be deleted or archived according to your billing choice. If you choose to archive mail, you will be billed for storage. If you choose to have oldest mail automatically deleted, be warned that the mail is not recoverable, and you may be vulnerable to premature expiration if someone sends you a lot of large e-mail attachments all at once.

To provide the safest and most useful archiving hierarchy we have defined the process as follows. ONLY Inbox email is archived in the manner. If a user has created mail folders on the server via webmail, those folders will not be altered. The following parameters can be adjusted to control automatic archiving:

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- Expiration Inbox Remove Age: Age of mail (days) for expiring inbox
- Expiration Inbox Remove Size: Size (MB) for expiring old messages in inbox.
  NOTE: Mail will be archived when the first of the 2 thresholds above has been reached.
- Expiration Recent Remove Age: Age of mail (days) for expiring recent-mail mailbox.
- Expiration Recent Remove Size: Size (MB) for expiring old messages in recent-mail mailbox.
  NOTE: Mail will be archived when the first of the 2 thresholds above has been reached.
- Expiration Older Remove Age: Age of mail (days) for expiring older-mail mailbox.
- Expiration Older Remove Size: Size (MB) for expiring old messages in older-mail mailbox.
  NOTE: Mail will be archived when the first of the 2 thresholds above has been reached.
- Expiration Spam Remove Age: Age of mail (days) for deleting from spam-mail mailbox. (This folder is Not archived.)
- Expiration Spam Remove Size: Size (MB) for expiring old messages in spam-mail mailbox. (Not archived.)
  NOTE: Mail will be archived when the first of the 2 thresholds above has been reached.

Expiration Settings may be set "Per Individual User" or "Per Domain". If a domain has more than 5 users and wished to establish per user thresholds, the domain owner will be billed for the time required to establish the "Per User" settings.

Incoming Mail Archive Storage Rates

Included in standard hosting of mail accounts:

InBox thresholds are 30 days and/or 200MB (Per User - All users on a domain)
Recent Mail thresholds are 60 days and/or 300MB (Per User - All users on a domain)
Expiration Older thresholds are 90 days and/or 500MB (Per User - All users on a domain)
SPAM folder thresholds are 30 days and/or 1024MB (Per User - All users on a domain)

Rates for Additional Incoming Mail Storage and Archiving

All mail stored in user inboxes beyond the basic thresholds is classified as online spooled mail storage. Online spooled mail storage is billable at $3.00 per gigabyte per month in increments of one gigabyte for amounts exceeding the threshold.

All mail stored in "Recent", or "Older Expiration" folders, is classified as unspooled online storage. Unspooled online storage in amount over the thresholds or older than 120 days is billable at $2.00 per gigabyte per month.

If mail needs to be archived for longer than 120 days, we recommend that customers request that the mail be moved to "near-line" storage. Mail in near line storage can be made accessible on request, and is billed at $0.50 per gigabyte per month for up to three years. Data storage for periods longer than three years requires media rotation, offline storage, and special handling, which can be quoted on request.

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Rates for Outgoing Email Storage and Archiving

Outgoing email capture, storage, and archiving services require a special setup to insure that all outgoing mail flows through our servers. Since every case is different, setup work will be billed hourly in consultation with the customer. In addition, customer email client configurations may have to be customized, which may incur additional expense.

Outgoing email capture and short-term (30 days) storage costs $5.00 per user per month for up to 500MB of email per user.

Additional storage over 30 days or 500Mbytes is billed at $2.00 per gigabyte per month for up to 120 days, and $0.50 per gigabyte per month for near-line archives of up to three years duration. Data storage for periods longer than three years requires media rotation to offline storage and special handling, which can be quoted on request.

Additional Hosted Services

CV Databack Hosted Backups

Hosted backups are quoted on a case-by-case basis, depending upon the number of tiers in the backup architecture, equipment required at the customer site (if needed), and storage rental, shipping, and loading labor to seed large offsite data stores. Customer connectivity provisioning must be considered as part of any solution. **We will be happy to quote a specific configuration on request.**

Hosted Webdav File Sharing Technology

Basic WebDAV file storage is available at $1.00 per gigabyte per month for basic online storage. Setup charges can be waived for simple accounts, but more complex setups may incur additional charges. Version control in the backing store will be quoted based on usage and the nature of the data. Rotating nightly and weekly backup snapshots are included in the basic rate. Extended historical backups can be implemented at near-line or off-line storage rates on request.

Hosted Fully Managed CMS Website
Set-up fee: $250 per domain plus first months hosting
Monthly Hosting: $85 per month – for basic site
This price does not include design; development, programming or fees for updates.
Please call for consultation.

Hosted Semi Managed WordPress Website
Set-up fee: $350 per domain plus first months hosting
Monthly Hosting: $85 per month – for basic site with no comments
This price does not include Theme customization, design; development, programming or fees for updates.
Please call for consultation.

Hosted "Mailman" Listmail plus Archives
Set-up fee: $150 per list plus first months hosting
Monthly hosting: $50 per list up to 1000 recipients – call for quote for larger lists!
Customization options available upon request.

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CompanyV Tech Support
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Most (telephone and email) support requests are available at rate of $85 per incident plus per hour should the required support request extend past the first hour. A 5 to 60 minute call would result in a charge of $85, a call lasting 65 minutes to 2 hours would cost $170.00.

Support requiring an engineer is available at rates of $125 - $250 per hour depending upon complexity.

On-site service is available in the greater Los Angeles Area – rates available upon request.

If a technical support request is the result of an error with ours systems or network no charges will be billed to client.

Addendum

Notes on IMAP settings and server interactions

Not all IMAP clients behave the same!

When a device is set for IMAP there may be additional copies of mail created through the auto archiving system.
Scenario:
Some mail clients allow a user to create folders locally or on the mail server.
Folders "Created locally" will not auto generate a folder with the same contents on the mail server.
Folders created "On the account at DomainName" will create and copy contents to the mail server.

IMAP should reflect all folders subscribed to. Some devices do not have subscription settings and some are not reliable at this time.

IMAP clients "Checking mail" will download the auto generated Archive Folders as they are created.
The user may experience longer activity on a device when checking mail after a new archive folder has been created.

Recommendations for users with Phones with IMAP
Due to the scenario above we recommend users with iphones and other phone devices who may wish to use IMAP settings establish an extra account (userphone) with auto archive TURNED OFF and a 5– to 10 day threshold on the INBOX.
Mail from the user's primary account is then scanned for virus and spam and processed normally, with a copy forward sent to the additional phone account.

We know that the success of our business depends on the success of our customers business.
Let us know how we can be of service!
310 388-8123
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