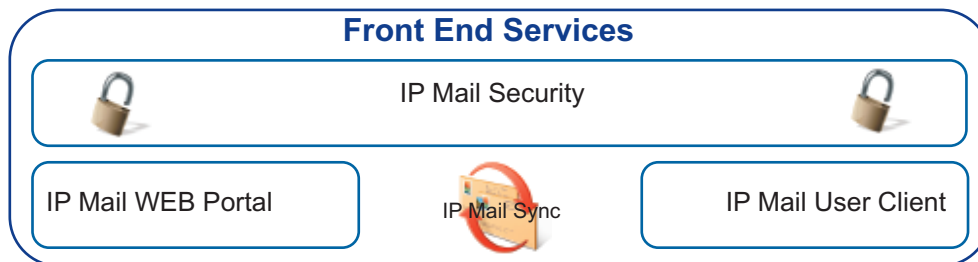
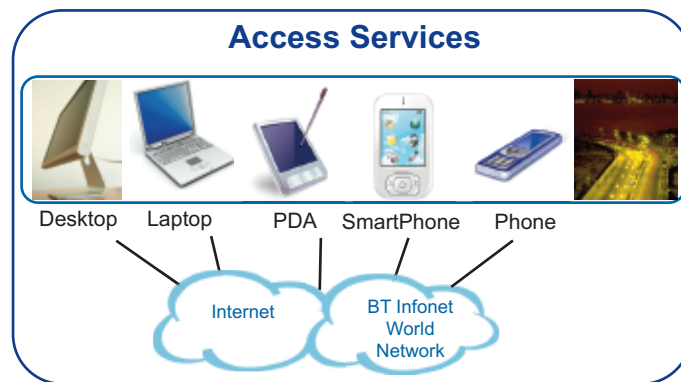


BT Infonet IP Mail Service

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IP Mail - The Messaging and Collaboration Service

An off the shelf available ASP email solution, delivering secure business quality email services for a mobile enabled business environment.



Introduction

The BT Infonet IP Mail Service, a messaging and collaboration service, is designed to help you communicate more effectively. It enables you to send and receive electronic mail and other forms of interactive communication through computer networks. It interoperates with your existing client software, such as Microsoft Outlook, Microsoft Outlook Express, Lotus Notes and other email client applications.

It is a business quality service designed for corporations that want to outsource the implementation, maintenance and daily operations of their internal email system and corporations that want to give their internal email users secure access to the rest of the world. It is a powerful and vital business tool that has the flexibility to transmit a wide variety of data in virtually any format.

With BT Infonet IP Mail Service, the implementation, maintenance and daily operations of your internal messaging and collaboration system can be fully outsourced. It is based on internet technology and implemented on a central platform that is widely accessible to users. It offers them unlimited reach through interconnections with gateways to the internet, the X.400 community, fax, SMS networks, AS2 interconnections and RPOST Registered Email. Secure and centrally located mailboxes will be created on your behalf. Because it is a continuous service, we monitor the service and provide customer support around the clock. This service is part of an integrated portfolio that provides one-stop ordering, provisioning and billing.

Mobile, remote, and desktop access – IP Mail offers you integrated collaborative messaging features such as scheduling, contact, and task management

capabilities. The user client software communicates with the IP Mail mailbox via POP3/ IMAP4 and SMTP protocols. IP Mail also accommodates what are known as thin clients (web browser-based access clients). Likewise it supports mobile devices such as Pocket PC and Smart phones and enables you to synchronise your inbox, calendar, contacts and tasks lists so you can remotely check your appointments and other important information. Mobile device browsers are also supported through IP Mail Mobile Access, which enables HTML, compressed HTML (CHTML) browser-based devices.

Security Concerns – The IP Mail back-end servers, where all sensitive data is stored, are not directly accessible by customers because the front-end services are in the intermediate between customer and backend server. Configuration data is stored in the directory and passwords are stored encrypted. This offers maximum security while not increasing the complexity of usage. All user sessions are encrypted so there is no danger of leaking information over the internet. In addition, there is virus scanning and spam filtering for all SMTP messages.

Delegated Management – The IP Mail service has a customer administration and configuration utility. The administration and configuration is stored in the directory service.

Major Benefits – The major benefits of the IP Mail service is quality and service that are far superior to public internet email. A price level that is unprecedented when compared to other Value Added Network-based email services. It offers



mailbox, calendar, personal address book, white pages and delegated management facilities. Global and secured access is provided using encryption tunnelling.

IP Mail Access

Topology

The IP Mail servers are located in BT Infonet's data centre. These servers can be accessed via a large variety of access networks, being the World Network (MPLS, ATM, Frame Relay, IP VPN, MobileXpress) or the public Internet. All communications are encrypted with SSL or VPN's (so there is no danger of leaking information over the network). The IP Mail service is connected to both networks over a high bandwidth connection, where the customer environment may only have a small bandwidth connection. The centralised messaging technology can employ load balancing, network peering and redundant network interconnections to help ensure that the email service is available and accessible when you need it.

Access devices

The IP Mail Service is accessible using email clients and the web portal via the following devices:

- Desktop PC
- Pocket PC
- Mobile Phone
- Smart Phone
- BlackBerry

IP Mail Security

Security Policy

BT Infonet is fully aware of the position of the

applications of our customers, which are relying on the services offered by BT Infonet. With the business critical application requirement of our customers in mind BT Infonet has defined a security strategy, which addresses all known security exposures. According to this strategy a set of measures has been implemented.

As additional guarantee BT Infonet will accept any audit by a capable third party – with a well-known reputation in this area – that will be proposed and funded by the customers.

Mail Shaper

The Mail Shaper function stops spam before it enters the network, while ensuring the continuous flow of legitimate email. By shaping email traffic at the TCP protocol level, this unique security feature;

- Prohibits spammers from forcing unwanted email into our protected network.
- Causes unwanted email to back up on the spammers' servers so that their infrastructure, rather than ours incurs the burden of spam.

Anti-VIRUS Solution

The anti-VIRUS solution is deployed at the Internet mail server and delivers integrity and enhanced security for the customer network, reduces the network costs and preserves customer mail server uptime. The virus protection is based on the solution from Symantec Brightmail. Symantec has 24/7 hours operations in order to be able to instantly detect virus outbreaks all over the world. The BT Infonet's detection and cleaning rules are updated on a frequent and immediate basis. Although the virus scanning software will be updated as frequently as possible, no guarantee can be provided that in all



circumstances all viruses will be detected and effectively stopped.

The anti-VIRUS (AV) function detects viruses in any mail including multiple attachments. Using the anti-VIRUS option, all emails within IP Mail, as well as all incoming emails will automatically be scanned. Attachments will be checked even if these are zipped. Nested ZIP-Files will be unpacked and scanned; assuming that the total size of all unpacked files in that zipped file will not exceed 47 Mb. Files in excess of this size will be discarded. Encrypted messages will not allow virus scanning. If encryption is used, BT Infonet recommends the usage of local virus detection software on the recipient's PC.

Virus checking can be switched on per customer domain. If a customer domain is opt-in for virus checking, then all messages delivered in the mailbox will be scanned.

- If a virus is found then the anti-VIRUS software will try to repair the infected attachment; if this is not possible the infected attachment will be deleted. In all cases a text is inserted in the message to inform the recipient about the action that has been taken.
- If a worm is found then the anti-VIRUS software will remove the infected message.

Anti-SPAM Solution

The anti-SPAM solution offers unprecedented anti-SPAM defences and technologies to make email more productive. It is deployed at the Internet mail server and is based on the award-winning solution from Symantec Brightmail that boasts the industry's highest accuracy rate of 99.9999%, ensuring that important email is not missed. It is used globally to protect over 300 million mailboxes and filters 90

billion messages a month (approximately 15% of worldwide email). This comprehensive anti-SPAM engine and rules delivers the industries best SPAM catch rate of 90 - 95%.

You can save resources by removing the SPAM messages at IP Mail, which is possible due to near-perfect accuracy rate. Another option is SPAM quarantine, which moves the SPAM messages into a special user based SPAM folder, accessible via IMAP and WEB access.

- The SPAM rules are created using the largest worldwide SPAM detection network.
- Patent pending URL filters seek out and block messages with embedded SPAM.
- Patented SPAM signatures stop real-time SPAM attacks.
- Proactive heuristic technologies trap evolving SPAM.
- Header Rule provide tight, targeted filters that identify telltale SPAM characteristics.
- Less than one false positive in every million messages identified as SPAM (< 0,0001%).
- Statistics indicate that approximately 60% of all Internet email is SPAM.

Sender Policy Framework (SPF)

SPF is a technology designed to detect forged email originator addresses. It adds another useful weapon to the anti-spam arsenal. For incoming messages SPF is configured so that messages that fail the SPF check are rejected outright, thereby reducing the load on the IP Mail server. It is recommended that IP Mail customers create and publish SPF records for their domains so that no one can forge the domains.



IP Mail Mailbox

Mailbox types

The service offers high available, secured and centrally managed mailboxes. The user client software communicates with the IP Mail mailbox via POP3/IMAP4 and SMTP protocols. IP Mail also accommodates what are known as thin clients (web browser-based access clients). The mailbox is delivered with a wide scale of mailbox settings to enable generation of auto copy, auto forward and auto reply messages on the end user mailbox. Flexible limits are used for mailbox storage to

Server Information	Name	PLAIN Port	SSL Port
Incoming POP3 mail server	pop.ibpmail.com	110	995
Incoming IMAP4 mail server	imap.ibpmail.com	143	993
Outgoing SMTP mail server	smtp.ibpmail.com	25	465

Domain Name Configuration

The customer MX records in DNS for the domains must be pointing to:

Primary MX record smtp01.ibpmail.net

SMTP-Authentication

IP Mail only allows transfer of messages for known originator and/or recipient domains. Local mailbox users are required to authenticate themselves before message submission is allowed, using the SMTP-AUTH protocol.

Mailbox Storage

The standardised mailbox storage available is 50 MB per mailbox. The following options are available and can be configured on domain level:

- No Disk Quota (Hard Limit) – Exceeding the standardised mailbox storage will be monthly reported and surcharged.

prevent inbound mail rejections. However, exceeding this limit will be reported.

Mailbox Alias

To allow end users to configure an additional mail address on their IP Mail mailbox the Mailbox Alias function is available. This alias address can be addressed as a normal mail address and all messages will be delivered in the same mailbox.

User Client settings

The User Client settings for access to the IP Mail service are:

- Disk Quota (Hard Limit), without warning – Exceeding this disk quota will result in message rejection, the email originator receives a non delivery message.
- Disk Quota (Hard Limit), with warning – A warning quota will be configured to warn the mailbox user about reaching his disk quota. Exceeding this disk quota will result in message rejection, the email originator receives a non delivery message.

Mailing lists

In order to broadcast a single email message to a wider audience simultaneously, IP Mail has a mailing list function. The mailing list will have the format of a regular SMTP address. Any message – from whatever source - sent to a mailing list will be expanded and sent to all members, which are on the list. The mailing list will be maintained via the delegated management function.

IP Mail Auto Reply mailbox

For testing purposes a BT Infonet auto reply mailbox is available with the following address:
autoreply@ibpmail.com

Auto Reply For Mailbox Users

The auto reply function for mailbox users automatically sends an auto reply message towards the sender of the original message after receipt of a message. It can be useful when the mailbox user is not replying to incoming messages for extended periods of time. Configuration of the vacation auto reply, including the interval of days when a message should be sent to the same recipient is configurable.

Auto Forward For Mailbox Users

The auto forward function for mailbox users automatically forwards (redirect) the received message towards the specified email address(es). Enabling of keeping a copy of forwarded messages is configurable.

Notification Messages

The following notifications messages are available:

- Delay deliver status notification – Message delivery is automatically attempted several times before a negative DSN (Non Delivery Notification) is generated. A delay Delivery Status Notification is created after 4 hours if requested by the originator.
- Delivery status notifications – Customers can request Delivery Status Notifications and a notification will be received if the (final) receiving MTA does support this.
- Message disposition notifications – Customers can request Message Disposition Notifications to acknowledge that the recipient has displayed the

message, if both the sending and receiving mail clients do support this; this is transparent to the IP Mail messaging service.

Message Length

A default 50 MB limit on message length is configured and this includes all message overheads, such as SMTP headers.

Retry functionality

Retries to adjacent mail servers will be made until four hours after submission time, when a delay DSN will be generated and sent to the originator (if requested). Retry will continue up to eight hours after submission when a non delivery report will be generated and sent to the originator. The full retry scheme to adjacent MTA's is as follows: ten times every minute, then every five minutes up to a total time of eight hours.

Throughput

In 99.9% of the cases switching of messages will be done within 15 minutes. This figure is for the IP Mail MTA only and does not take into account the outages of networks and other connected/remote systems.

Administrative Assistant

The Administrative Assistant function provides the customer the functionality to delegate the personal mail and calendar function to an administrative assistant allowing them to send mail and create meetings on their behalf. The administrative assistant's email address is used for delegation.

IP Mail Calendar

Access

Users access the calendar service via the IP Mail WEB Portal Calendar client. All calendar time entries are stored on the server in UTC when added or modified. They are converted to UTC by the Portal Calendar User Interface, based on the time zone

settings specified in the user's general preferences. Any necessary daylight savings time adjustments are also performed by the UI application.

Customer Client Configuration

In the customer client software the customers must configure the following server names:

Server Information	Name	PLAIN Port	SSL Port
Calendar server	calendar.ibpmail.com	5229	n/a

Events & Meetings

Events are activities that are added to the personal calendars. Many options are available during configuration, such as the span of time for the event, recurrence, reminders, and much more. Meetings are events too, but with the additional option of inviting attendees and notifying attendees of changes. The booking of resources, such as conference rooms or projection equipment, for meetings (if enabled by BT Infonet) is possible within the calendar service. An event in the personal main calendar can be changed into a meeting. The reverse is also true for changing a meeting into an event, but the invitation list and any resources that may have booked are removed.

Tasks

Tasks are activities that are added to the personal task list. Many options are available such as mark tasks as complete, and delete tasks. Tasks can be sorted by priority, task name, details, due date, and current status. It is also possible to limit the list to show only those tasks with a particular status or due date.

Reminders For Events & Tasks

Setting an email or SMS reminder for an event or task is possible, and a notification message is sent automatically at a specified interval before the task is due or the event is scheduled to occur.

Multiple Calendars

Create additional calendars and mount other users' shared calendars is possible via the WEB Portal only. All calendars are available in a calendar list. View events from all selected calendars, personal and shared, in a single calendar display is possible via the WEB Portal only.

Calendar Sharing

The owner of a calendar is the only one who can configure access levels for his/her calendar, used for sharing his/her calendar with individual users or all other users. The access level can be specified for registered users, being "write events, read events, free/busy lookup or none". The access level for an unregistered user is always free/busy access.

Access Level	Description
Write	Allows a user or users to add, modify, and delete events and meetings on this calendar. Includes the access privileges for Read and Free/Busy.
Read	Allows a user or users to view details about events and meetings on this calendar. Includes the access privileges for Free/Busy.
Free/Busy	Allows a user or users to check your availability when organising meetings. (Free/Busy access is applicable to your main calendar only).
None	No access allowed. The user or users cannot view this calendar or check your availability (Free/Busy status) for meetings.

The user can access another user's calendar if the correct access level is configured. It is opened by performing a calendar search using name or email address in the user interface. If an individual user is given access to a shared calendar that is also shared with the user's domain, the access level specified for the user takes precedence over the level specified for the domain.

Group Scheduling

Define an event as a meeting, and send invitations to attendees. Accept, decline, and forward meeting requests, and check the availability of other participants who have responded to an invitation. Users of Microsoft Outlook can check the free/busy status of Calendar Server users over HTTP, if the iCalendar format display option in Outlook is enabled. Search at this URL:

`http://calendar.ibpmail.com:5229/cal/%NAME%@%SERVER%.vfb`

Resource Scheduling

Resource scheduling (such as a conference room or overhead projector) for a meeting is done by including the resource as an "invitee". Check the availability of resources (conference rooms, audio/visual equipment, etc.) and schedule them for meetings if the corresponding resources appear in the calendar user interface.

Administrative Assistant

The Administrative Assistant function provides the customer the functionality to delegate the personal mail and calendar function to an administrative assistant allowing them to send mail and create meetings on their behalf. The administrative assistant's email address is used for delegation.

IP Mail Address Book

Access

The customer can configure his MS Outlook or other email client to use the IP Mail White Pages or IP Mail Personal Address Book for email address look up as in a local address book. The address book functionality is also accessible via a secured connection using SSL and the WEB Portal.

Personal Address Book

A user personal address book in which the user can store and retrieve personal contact information. After authorisation with user-id/password, the user can retrieve information via LDAP using a user client and via HTTPS using the WEB Portal. The user can create new Personal Address Books and add address books that other users have shared with him. Likewise, the user can controls other users' access to the address books, rename his books and delete any book other than his default address book.

White Pages

A general address book from which the user can retrieve domain based contact information. After authorisation with user-id/password, the user can retrieve information via LDAP and via HTTPS using the WEB Portal. The user can search white pages directories for contact information and add white pages directory contacts to the personal address books. White pages are LDAP directories containing contact information (the analogy is to the white pages section of a phone book). BT Infonet will configure the default directory connection during initial customer set-up. The customer enduser can add / modify / delete white pages directories via delegated management interface.

Search Function

The WEB Portal includes a search feature that enables users to search LDAP-based white pages directories for contact information. This search function is separate from the search function that is used to find contacts and groups within the user's address books). The directory search results are listed in the address book interface, where they can be used to address messages or added to the user's address book.

User Client Configuration

To enable address books access via industry standard clients such as Microsoft Outlook the PAB Server supports a public read-only LDAP v3-compliant interface.

Server Information	Name	PLAIN Port	SSL Port
Personal Address Book server	pab.ibpmail.com	33389	-
White Paging server	ldap.ibpmail.com	389	636

Importing/Exporting Contacts

Users can export Personal Address Book (PAB) contact data in CSV format. The PAB schema attributes are mapped to in the equivalent Microsoft Outlook attributes in the .csv file to enable users to import the contact data into Outlook. Users can also import a .csv file into PAB that contains contact data generated in Outlook and the attributes will be correctly mapped to PAB attributes.

Address Book Sharing

Any address book can be shared with individual users, an entire domain, or the entire address book service, and the access level (read-only or read/write) can be specified in each case. The owner of an address book can share the book with other users, set sharing access levels, or delete the book.

Multiple Address Books

Each user is provided with a single personal address book by default. Users can add and delete additional address books if they choose; however, the primary address book cannot be deleted, although it can be renamed. The primary address book is initially named Default.

vCard Support

A vCard is an electronic business card that provides data for automated personal data exchange. It can include contact information in vCard format during message creation. Save the vCard of a selected contact on the user local system to have it easily accessible.

Auto-addressing of Messages

Users can compose and send email messages directly from the addresses service. When the message composition window is opened, the service automatically inserts the email addresses of all selected contacts in the recipient field.

Contact (add / modify / delete)

When adding a contact, you can set both personal and business contact information, including multiple phone numbers, instant message accounts, email addresses, and street addresses. You can also record the contact's birthday and set birthday reminders for contacts to notify you of upcoming birthdays.

Groups & Categories

Groups are used to organise contacts and to facilitate sending messages to multiple recipients. The group can be selected to address a message to and the message will then be sent to all members in that group. Categories can be used to organise the contacts for easy search, sort, and retrieval. Any contact or group can be assigned to a category; users can search and sort contacts by category. Categories are added and deleted via the user configuration screen.

VLV (Virtual List View) Support

The IP Mail Address Book supports the LDAP virtual list view (VLV) control. This enables a user to specify that the server return, for a given LDAP search, a contiguous subset of a large search result set. The advantage of using the VLV control is that it allows the client to retrieve results more quickly and prevents the client from needing to store too many search results at a time. To the user who views the virtual list in an application, even though he may see only ten entries at a time, it appears that the entire

result set has been retrieved, because the entries in the result set are updated to reflect user interaction such as scrolling through the list, entering a word or letter for type down, or using arrow keys.

IP Mail Notification

Alerts

The IP Mail Notification Service alerts users of messages, upcoming events or other occurrences by generating alerts from the IP Mail Mailbox, Calendar and Address Book Services.

Preferences

Users have a variety of options when setting alert preferences. For example, users can set timing preferences that initiate different types of alerts for the same trigger depending on the time of day. In this way, users can choose to have the same alert sent to email during work hours and to a mobile phone after work hours.

IP Mail Delegated Management

The IP Mail service has a delegated management function that is accessible via a secure IP Mail WEB Portal, using SSL technology. The delegated management function enables customer administrators to add/modify/delete user entries and additional services via this WEB interface. End users can use this WEB Portal to change their passwords and change other settings like vacation message, address information, etc. BT Infonet can do initial population of the IP Mail service via an initial bulk load with all necessary Directory information. The delegated management function is accessible using the following URL:

<http://portal.ibpmail.com/>



IP Mail Web Portal

The IP Mail service is also accessible via a secure WEB Portal, using SSL technology. This robust one-point access to the IP Mail services offers access to the mailbox, calendar, todo list, personal and global address book and the Delegated Management function. Users can access their IP Mail WEB Portal using the following URL:

<http://portal.ibpmail.com>.

The username and password is the same as used via user client access. Via the Web portal the user is also able to configure a lot of content filters like, reject lists, message size restriction, sender address blocking and many other settings.

IP Mail Synchronisation

The IP Mail Synchronisation Solution is an open standards-based service that enables the

synchronisation of contacts, events and tasks between wireless devices and the IP Mail solution. Subscribers can manage personal information from any device, as well as through a Web-based user interface. Users can add, change or delete phone numbers, email addresses, calendar events, tasks and other personal information through their desktops, mobile phones or wireless devices. Once changes are made, the IP Mail Synchronisation Solution, based on SyncML, easily synchronises the updated data across all of the user's devices - over the air.

This quick, easy, wireless synchronisation process ensures that a user's data is always stays up-to-date and eliminates the tedious and repetitive tasks of re-entering information multiple times on multiple devices. What's more, user data is safely stored on the IP Mail Service, so even when users lose or upgrade their phones, personal data is preserved and can be easily transferred to new devices.

True, two-way synchronisation	Keeps contacts, events and tasks in sync between all user devices and services.
	Sync engine automatically identifies and synchronises changes and new records.
	Synchronisation Over-The-Air (OTA) to mobile phones and wireless devices that support SyncML/SSL.
	Fully compliant with SyncML 1.0, SyncML 1.1 and SyncML 1.1.1 specifications
Advanced Data Management	Automatically resolves all data conflicts.
	Conflict resolution rules can be configured by the user.
	Allows users to decide which records will and will not be synchronized.
	Filters contacts, events and tasks by category, date range and status.
	Ensures that customers can keep private records secure.
	Uses SyncML for connecting to PIM applications and it is fully integrated within IP Mail.
	Supports SSL end-to-end security.

Desktop Synchronisation

The IP Mail Desktop Synchronisation Tool is designed to connect the user clients, Microsoft Outlook, Microsoft Outlook Express and Lotus Notes.

Automated Synchronisation	Runs in the system tray.
	Supports scheduling of synchronisation at user-defined intervals.
	Whenever users update contacts, calendars or tasks via the WEB Portal or a User Client application this data will be automatically updated on the server.

Mobile Phone Synchronisation

The IP Mail Mobile Phone Synchronisation is designed to connect to any compatible Mobile- and Smart

Over the Air Synchronisation	Synchronisation Over-The-Air (OTA) to mobile phones and wireless devices that support SyncML/SSL.
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Phone supporting SyncML/SSL.

IP Mail Gateway

X.400 Gateway

IP Mail does have the opportunity to exchange messages with users on the worldwide X.400 network. The following address format must be used:

john.smith@orgname.prdname.400net.nl

Documentation and Price Schedule is available on request.

AS₂ Gateway

IP Mail does have the opportunity to exchange messages with users on the worldwide AS₂ network.

Authorisation is done on a per domain basis.

Documentation and Price Schedule is available on request.

FAX Gateway

Authorised IP Mail users do have the possibility to send fax messages to fax enabled devices.

Authorisation is done on a per domain basis. The following address format must be used:

31235697800@faxpark.com

31 = country code (in this example the Netherlands)

235697800 = fax number without the leading zero

Documentation and Price Schedule is available on request.

SMS Gateway

Authorised IP Mail users do have the possibility to send SMS messages to mobile phones.

Authorisation is done on a per domain basis. The following address format must be used:

0031612345678@sms.ibpmail.net

00 = international access code

31 = country code (in this example the Netherlands)

612345678 = mobile number (gsm) without the leading zero

Documentation and Price Schedule is available on request.

RPOST (Registered Email) Gateway

Authorised IP Mail users do have the possibility to use the RPOST Gateway to send Registered Email. Authorisation is done on a per domain basis. It offers the capability to protect the originator of an email with undisputable proof of delivery, of content delivered (attachments included), of official time sent and received, to any Internet address.

Documentation and Price Schedule is available on request.

IP Mail Reporting

The Reporting function offers a wide scale of Reports to customers. It provides information about User Entries, Mailbox Storage, Traffic and other information.

IP Mail Support

Customer queries will be addressed to the Global Customer Assistance Centre (GCAC), where a trouble ticket is opened. Queries that cannot be answered by the GCAC will be forwarded to BT Infonet Global Messaging Operations who acts as second line for the GCAC and for all in-country distributor help-desks.

The Global Messaging Operations department is located in Hoofddorp – the Netherlands, and offers 24-hour assistance for any faulty operating in a part of the service for which BT Infonet is responsible. Moreover Global Messaging Operations offers support in situations where the customer needs to find assistance under normal operating conditions of the service.

Customer's system administrators may only contact the GCAC. For this purpose the customer will have nominated one or a few people who represent the customer and who funnel end users' questions to the

helpdesk. The customer may also call the BT Infonet Global Messaging Operations directly for their messaging questions. The Messaging Operations department is 24/7 hours available. It keeps a record of all outstanding calls for information and pending problems. Any problem, which cannot be handled by the helpdesk or takes longer than 30 minutes to sort out, is submitted to second line support, i.e. a service specialist.

The BT Infonet IP Mail Service is monitored, controlled and managed by BT Infonet's Global Messaging Operations. The dedicated 24/7 Messaging support is available for all messaging related questions. Support information can also be found on the BT Infonet Messaging customer support site using the following URL:

<http://www.ibpmail.com>.

Contact Reference

Global Messaging Operations:

Email: messaging.operations@bt.infonet.com
Tel: +31 23 569 7600

Product Manager Messaging:

Email: arjan.korving@bt.infonet.com
Tel: +31 23 569 7113



IP Mail Features and Benefits

Feature	Benefit
Centralised architecture	No server site planning is required and (most likely) existing client software can remain in place.
Interesting TCO	Standard client software, fixed monthly fee per user and Interesting TCO administration via a web interface makes up for an interesting Total Cost of Ownership.
Access	Access is possible via the public Internet or the BT Infonet World Network™. All communications are encrypted with SSL (128-bit).
Security	BT Infonet's unique mail wall concept offers protection against VIRUS, SPAM and Spoofed messages before reaching client premises.
Mailbox	IP Mail supports POP3, IMAP4, SMTP and WEB Access. This allows the use of standardised mail clients and Internet web browsers.
Calendar	Makes it possible for end users to track schedules and tasks, and share their calendars and task lists with other users.
Address book	Offers two types of Address Books, the Personal Address Book and the White Pages Directory. Address look-ups are possible via the web interface and via the email client.
Notification	Alerts users of messages, upcoming events or other occurrences by generating alerts from the IP Mail Services.
Synchronisation	Data synchronisation enabling for a variety of popular Windows applications and Mobile- and Smart Phones to keep both systems "in sync". This is based on the RFC compliant SyncML standard).
Delegated Management	Customer administrators perform administration tasks such as add/modify/delete user entries via a web based interface.
Secure Web Portal	The IP Mail service is accessible via the public internet using a standard Internet browser: http://portal.ibpmail.com .
Service Availability	Set at 99.9% measured over a 3-month period, excluding outages for planned maintenance and exclusive down time caused by access networks.
Operational Monitoring	The IP Mail Services are monitored 24 hours a day and 7 days a week.
Support Portal	Support information and access to the all web based Messaging services Support Portal is available via the BT Infonet Messaging customer support site using the following URL's: http://www.ibpmail.com/
Maintenance Announcement	Customers can subscribe to a service to get notified about maintenance events 4 working days in advance. The maintenance window dates can be requested by sending a message to the following email address: maintenance@ibpmail.com .

About BT Alliance

BT Alliance is a partner programme which supports BT Global Services in the selling, distribution and support of a range of products and services from across the BT portfolios.

Known for quality of service, BT Alliance partners are leading providers of managed network communications services for multinational entities. Being a customer of a BT Alliance partner gives you confidence that you are dealing with a recognised, certified partner who can provide you with best in class products provided by BT Alliance and supported by trained staff.

Working with BT Alliance partners, customers have access to a comprehensive BT portfolio given that BT's partners take advantage of BT's large and significant annual investment in R&D to bring the right product to market at the right time and price.

Customers can be assured that their local and global needs are taken into account, as BT Alliance partners not only partner with BT but with each other.

For more information about BT Global Services and the BT Global Services Product and Solutions portfolio, please visit www.btglobalservices.com.

Additional information about BT Group plc is available at www.bt.com/aboutbt.

BT Alliance

www.bt-alliance.com

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