

# SERVICE LEVEL AGREEMENTS



## EMAIL SECURITY SERVICES

### Email Anti-Virus Protection

- 100% protection against known and unknown viruses
- Credit is offered if a client's systems are infected by a virus which was not detected by the MessageLabs Anti-Virus service

### Email Virus False Positives

- 0.0001% false positive capture rate
- Credit is offered if MessageLabs does not meet this commitment (rates measured as a percentage of client's email)

### Email Delivery

- 100% delivery guarantee
- Client may terminate if MessageLabs does not meet this commitment

### Email Service Availability

- 100% uptime
- Credit is offered if service availability falls below 100%; Client may terminate if service availability falls below 95%

### Email Spam Capture Rate

- 99% capture rate (95% for emails containing Asian characters)
- Credit is offered if MessageLabs does not meet this commitment (rates measured as a % of client's email)

### Email Spam False Positives

- 0.0003% false positive capture rate
- Credit is offered if MessageLabs does not meet this commitment (rates measured as a percentage of client's email)

### Email Latency

- Average roundtrip time of 100% of email delivered in less than 60 seconds
- Credit is offered if latency exceeds 1 minute (rates measured as average roundtrip time)

## WEB SECURITY SERVICES

### Web Anti-Virus Protection

- 100% protection against known viruses
- Credit is offered if a client's systems are infected by a virus which was not detected by the MessageLabs Anti-Virus service

### Web Service Availability

- 100% uptime
- Credit is offered if service availability falls below 100%; Client may terminate if service availability falls below 95%

### Web Latency

- Average scanning time of 100% of web content is within 100 milliseconds
- Credit is offered if latency exceeds 100 milliseconds (rates measured as average percentage of web content scanned)

## ARCHIVING SERVICE

### Search Performance Guarantee

- 99.9% uptime for end user archiving interface

### Service Availability Guarantee

- 99.9% uptime for archiving network
- In the event that the SLA falls below 90% in any calendar month, the client can choose to terminate the service agreement

### Appliance Replacement Guarantee

- If appliance fails during the warranty period, MessageLabs will repair or replace the appliance within 3 business days at no cost to the customer
- If MessageLabs is unable to repair or replace the appliance, MessageLabs will refund the client fees for the current term and the client can choose to terminate the service agreement

## SUPPORT AND MANAGEMENT

### Technical support / Fault Response

- Response time of all calls based on the following categories:
  - critical - 95% calls responded to within 2hrs
  - major - 85% calls responded to within 4hrs
  - minor - 75% calls responded to within 8hrs
- Credit is offered if MessageLabs does not meet this commitment



Confidence in a connected world.