

## VTCloud® Hosted Email Frequently Asked Questions

### Contents:

Introduction.....	2
Features and Benefits.....	3
Security and Data Protection .....	4
Optional Features .....	5
Provisioning and Activation.....	6
Support and Maintenance.....	7
General Terms .....	8

## Introduction

### Why should I choose to host my email with Venture?

Venture Technologies' VTCloud® Hosted Email has been built to offer you the best hosted Microsoft Exchange solution available – at a competitive price. Using industry leading servers, networking, storage, management, and security platforms, VTCloud® provides a hosted email solution even Microsoft can't beat!

- **Reliability** – Continuous uptime and data protection are vital. Google's Gmail is one of many email services that has been in the news for their frequent outages and lost emails. VTCloud® Hosted Email is an enterprise-class solution that guarantees 99.95% uptime—a guarantee higher than both Microsoft 365 and Gmail. Our solution is hosted in a Tier 3 Data Center in Jackson, MS. Our Data Center infrastructure features no single points of failure. Venture has delivered continuous Hosted Email Services since 2001. What's more, Venture's corporate email is delivered by the same systems used to service our customers.
- **Flexibility** – Venture offers a customizable solution for your hosting needs that can be tailored to your specific requirements, something you can't get with Office 365. In addition, our Hosted Email Service offers integration with 3rd party products to meet our customer's business objectives including electronic faxing, email encryption, enterprise-class compliance archiving, and BlackBerry integration.
- **Security** – Venture's Hosted Email service is hosted in our secure SOC 2 Type 2 Audited Data Center. Venture's Data Center incorporates world-class physical, network and electronic security features that protect our Data Center and all of the systems that deliver our Hosted Email Service. The result is secure, trouble-free email. For added security, all communication between your devices and our Service is over secure HTTPS with the latest SSL encryption.
- **Local Support** – Unlike many large companies, Venture does not outsource our helpdesk to an overseas call center. We employ trained help desk analysts who are located in our Ridgeland and Jackson, Mississippi offices. They are available 24/7/365 via toll-free phone and email to address customer questions and issues, and they have cross-trained on multiple devices and solutions to answer all of your questions.
- **Experience** – Venture Technologies was founded in 1986, and we have been providing managed and hosted services to thousands of users since 2001. Our experienced Microsoft Exchange engineers can quickly and easily migrate your existing email data, users and contacts. Many other hosted email providers, like Gmail, are "self service," and new hosted email providers cannot provide the experience that our certified Microsoft engineers offer.

## Features and Benefits

### 1. Will I be able to keep my existing domain?

You will need a unique domain owned by you or your company. If you don't have one, we can help you set one up. Webmail domains such as hotmail.com or gmail.com do not qualify.

### 2. How do users connect to Venture's Hosted Email Service?

Most organizations will connect securely to Venture's Data Center via their existing Internet connection. Some very large organizations may require a dedicated private connection. Venture will evaluate each situation on a case-by-case basis for sizing bandwidth requirements. Mobile users will connect via Wi-Fi or their mobile phone service.

### 3. What devices and systems does Venture's Hosted Email support?

Venture's Basic, Standard and Standard Plus services support PC's, Macs, and laptops via a standard Internet Browser, such as Internet Explorer, Safari and Chrome. No special software is required.

Venture's Standard and Standard Plus services are also accessible via an Outlook client, installed on a Windows PC, laptop or Mac, either provided by you (Standard) or Venture (Standard Plus).

Users may also access their full Exchange environment (mailbox, calendars, contacts, etc.) on mobile devices, smart phones and tablets via Microsoft ActiveSync. ActiveSync is included in Venture's Standard and Standard Plus services.

### 4. Does Venture's Hosted Email support RIM Blackberry devices?

Yes, for an optional license fee that is required by Research In Motion (RIM), makers of Blackberry's.

### 5. What is the attachment size limit?

The maximum default size of any email, inclusive of all attachments, is 50MB, but this can be customized for each customer if you have needs to support larger email messages.

## Security and Data Protection

### 6. Is Venture's Hosted Email secure?

Yes. Hosted Email Service is hosted in Venture's secure SOC 2 Type 2 Audited Data Center. Venture's Data Center incorporates world-class physical, network and electronic security features that are designed to protect IT operations and systems. For more information see <http://www.ventech.com/vtcloud-services/venture-data-center/>.

Additionally, all communication between your devices and our services is over secure HTTPS with the latest SSL encryption.

### 7. Is my information protected from viruses and spam?

Yes. Virus protection and spam filtering are included in our VTCloud® Hosted Email service.

### 8. Is my information backed up regularly?

Yes. All data files are backed up nightly. Venture employs an on-site/off-site backup rotation and retention policy that conforms to industry best practices.

### 9. Is there a retention period for my Hosted Email? Will Venture delete my email?

There is no default retention period on Venture's Hosted Email. We can establish one on a company-by-company basis to comply with any internal retention policies you may have. Unless you specifically tell to set up a retention policy, all email is retained until a user deletes it or manually archives it.

### 10. Where are the actual servers located? What type of environment is it?

Venture's VTCloud® Hosted Email servers are located at Jackson State University's Mississippi e-Center in Jackson, MS. Details on our secure Data Center can be found on our website here: <http://www.ventech.com/vtcloud-services/venture-data-center/>.

## Optional Features

**11. Does Venture offer email archiving to comply with HIPPA and other US and EU regulations?**

If you choose to add Venture's VTCloud® Hosted Email Archiving to your email service, not only can you be compliant with all US and EU legislation but your messages will be searchable and easily retrieved for e-discovery purposes. And, your email is always secured in transit and while at Venture's Data Center to assist you in complying with HIPPA / HITECH guidelines.

**12. What technology platform is used for the optional email archiving service?**

Venture utilizes an email archiving appliance dedicated to each customer that subscribes to this service. The appliance centrally indexes and stores all sent and received emails for fast search and retrieval in a secure, tamper-resistant environment. With role-based access for administrators and auditors, and audit logs for clear visibility into search activity, the Barracuda Message Archiver is purpose built to support compliance with PCI DSS, HIPAA, FINRA and other regulations. Learn more at [www.barracudanetworks.com/products/messagearchiver](http://www.barracudanetworks.com/products/messagearchiver).

**13. Does Venture offer optional email encryption service to comply with regulations such as HIPAA?**

Yes. ZixCorp Email Encryption solutions allow for the secure transmission of emails to help organizations comply with a number of federal privacy and confidentiality regulations such as HIPPA, GLBA, PCI and various state laws. ZixCorp Email Encryption Services are required for only for the message sender. Using a content-aware, policy-based email encryption appliance called ZixGateway, emails are automatically scanned for sensitive information. This optional service is available on a per-user or domain basis. Learn more at [www.zixcorp.com](http://www.zixcorp.com).

## Provisioning and Activation

### 14. How long does it take to set up Venture's Hosted Email service?

Once we receive a signed contract, we will work with your designated staff to plan migration to Venture's service. The timeframe required to migrate is contingent on a number of factors:

Existing Email System	Systems other than Microsoft Exchange require more effort and time to convert. Venture uses a variety of electronic tools to convert existing email data to Venture's Hosted Email.
Migration Approach	Users may elect to migrate to Venture's Hosted Email without converting their existing mailbox history or may convert post-migration.
Number of Email Users	Venture will work with designated staff to capture individual user information for entry into Venture's Hosted Email system.
Volume of Existing Email Data	If you choose to convert all of your existing data, the number of mailboxes and storage volume will impact the migration timeframe.
Connection to Venture's Data Center	If your locations will connect to Venture's Data Center via private connection from a third-party telecom carrier, migration to Venture's Hosted Email will be contingent on completion of circuit installation by the carrier.

### 15. Will there be any interruption in my existing email service when converting to Venture's Hosted Email?

Venture will make every effort to avoid interruption in your existing service. We generally are able to accomplish the conversion with little or no interruption in service.

## Support and Maintenance

**16. What kind of support can I expect?**

VTCloud® Hosted Email includes 24/7/365 support from our local Help Desk. Our support team is available by toll-free phone or email.

**17. Will users of Venture's Hosted Email be responsible for installing any updates or patches from Microsoft or any other vendors?**

No. One of the biggest benefits of Hosted Email is that Venture owns and maintains the entire environment – hardware, software and network infrastructure. We install all updates, upgrades and patches to ensure a smooth, reliable experience.

**18. Is there a self-service portal if we want to make changes ourselves?**

Yes. Our solution includes access to a self-service portal for frequent user account control and modification services, such as user creation, user deletion, password resets. You will still have the option to contact our Help Desk for some or all updates and changes at no charge. More details on our AD portal are available on our website.

## General Terms

**19. Does Venture's Hosted Email include a Service Level Agreement (SLA)?**

Yes. Venture's Hosted Email includes an SLA of 99.95% uptime.

**20. Are there a minimum number of users required to subscribe to Venture's Hosted Email?**

In general, we require a minimum of five users. See your Account Manager for details.

**21. Does Venture's Hosted Email require commitment for a specific term?**

In general, Venture's standard term is 24 months. See your Venture Account Manager for details.

**22. Can I use my existing Microsoft Exchange 2010 licenses to reduce my hosting fees?**

For customers large enough to require a dedicated Exchange environment, Venture Technologies can reuse your existing MS Exchange 2010 licenses to reduce your VTCloud® Hosted Email service fees. You must have a valid Exchange 2010 CAL (Client Access License) and MS Exchange SA (Subscription Advantage) for each user license we reuse. See your Account Manger for details.