

IIJA E-Mail outsourcing offers standard E-Mail Hosting Service of Enterprise E-Mail and Exchange E-Mail, and Dedicated E-Mail Server services to respond to the corporate customer's email requirements.

Service Outline

■ IIJA Enterprise E-Mail

E-Mail Hosting service is IIJA's standard service to serve corporate e-mail system outsourcing with the customer's own domain name.

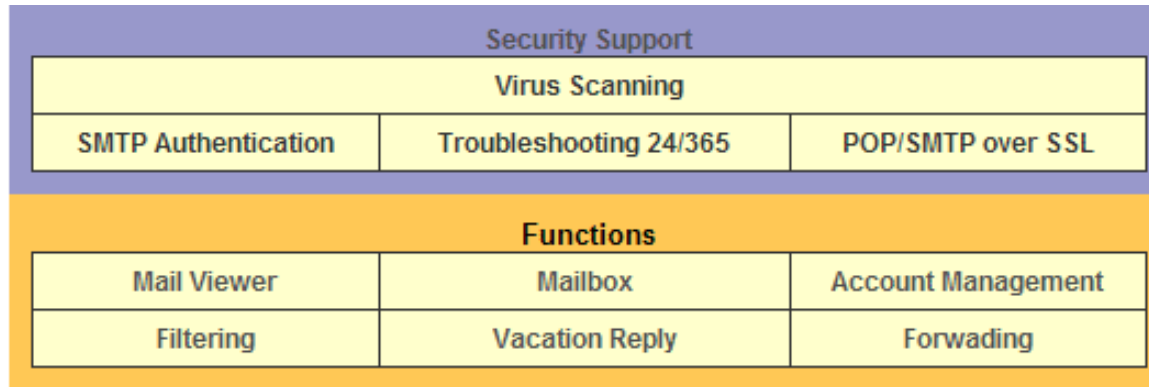
■ IIJA Exchange E-Mail

IIJA introduces its Exchange E-Mail Service, providing the customer with regular Microsoft Exchange functions at a low-cost!

■ Dedicated E-Mail Server

IIJA corresponds to individual server development and maintenance operations that fit the specific needs of a customer. This is the ultimate outsourcing solution for the customer that demands continuous e-mail, designed by solid composition and system operation.

IIJA's ENTERPRISE E-MAIL lets corporate customers to outsource their e-mail operation. The service is available with customer's own domain name and account management console. The e-mail servers are hosted and monitored 24/7 at IIJA's data center in stable operational environment.



Service Outline

■ Adding & Removing Accounts

Adding & removing user accounts and group accounts are easy.

■ Filtering

Filters unwanted messages to trash box, based on the rules that each user sets.

■ Vacation Reply

Send an auto-reply message to all received messages while the user is away.

■ Forwarding

Forwards all incoming messages to up to 2 e-mail addresses. The option is available to retain the messages on the server.

■ MailViewer

Lets the user check messages from anywhere using a web browser (English/Japanese, SSL ready)

■ Service Domain Name

xxx @ domainname.com

Use your own domain name for an e-mail address (top-level domains, subdomains)

■ Mailboxes

Mailbox Capacity: Unlimited (10MB maximum per message)
Inbound e-mail saved for: 30 days

Security and Support

■Virus Scanning

Virus infected mail is detected and cleaned at the server side. The TrendMicro based scan engine and virus definitions are updated on 24x7 basis * The customers do not need to update the virus definitions. (see diagram below)

■SMTP Authentication

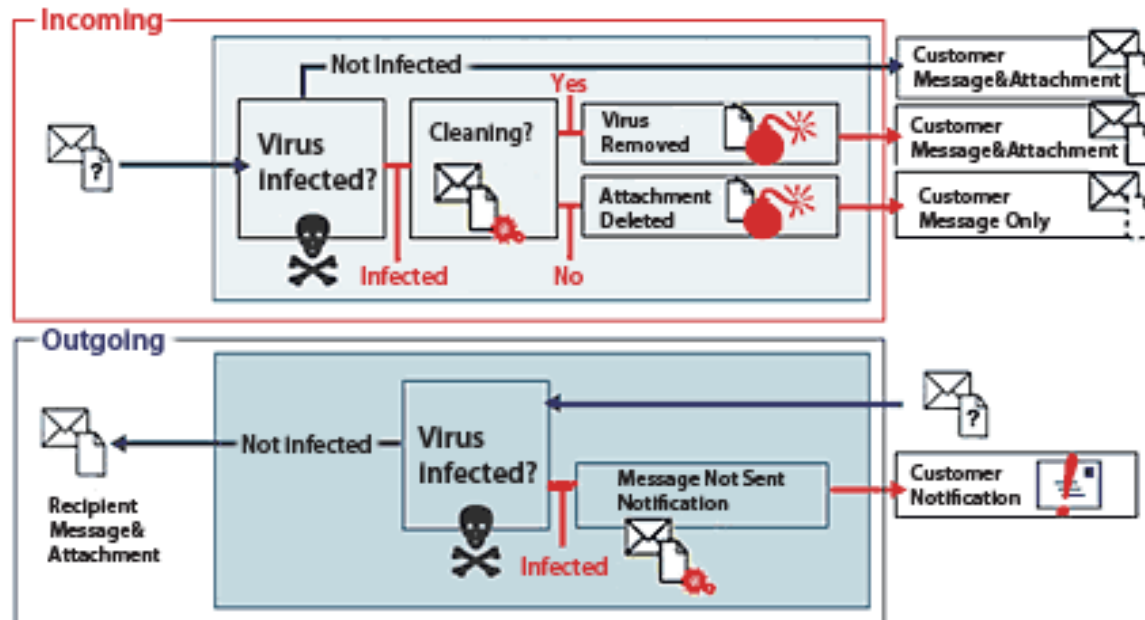
SMTP server authenticates the user each time the user sends the message. SMTP authentication prevents unauthorized users to use the SMTP service for open SPAM relay.

■Encrypted (SSL/HTTPS) Transmission

E-mail transmission between the server and client is encrypted using SSL (Secure Sockets Layer) method. User credentials are hidden to protect the privacy of the user. MailViewer also uses HTTPS for encryption.

■24x7x365 Technical Support

E-Mail servers are continuously monitored for quick response in case of a trouble.



IIJA's EXCHANGE E-MAIL lets corporate customers to outsource their e-mail operation. The service is available with MS Exchange feature for low cost.

Meeting the Customer's Needs with IIJA's Exchange Email Service

✓ **Limited Budget? Get More, Spend Less!**

- Affordable Price
 - > Avoids the cost of buying a server and having to purchase license fees for the Outlook client
 - > Not having the knowledgeable resources doesn't mean that the Exchange Email Service isn't for you!

✓ **Exchange Server is too complicated to handle internally? No Problem!**

- Outsource 24x7x365 Operation Management
 - > Operations are managed under stable system environment
 - > available advanced feature without any complicated setting or operation
- Bilingual Support
 - > IIJA will correspond its support to the customers' preferred language between English and Japanese

✓ **Need to Share Information Internally?**

- Various features from Outlook are available in order to improve communication within your company!
- > Shared Contact
 - > Calendar
 - > Public Folder

✓ **Working from Home? On the Road? Access Email from Anywhere!**

- Internet Access = Email Access!
 - > Access your email through Outlook Web Access (OWA) via Internet

✓ **Security Management**

- Our Service comes with the Ultimate Security!
 - > Anti-Virus
 - > Anti-Spam from MX Logic (w/ quarantine report features)
 - > SSL Encryption

✓ **User Management**

- Easily Manage User Accounts with the Web Portal Page
 - > Management and/or users will be able to adjust user settings
 - > Various service levels can be combined (consultation will be necessary)

Service Plan

Basic

POP with Basic Outlook Web Access

- 25/50/75/100MB per mailbox
- POP
- Outlook Web Access
- Advanced-Anti-Spam
- Anti-Virus
- Free Outlook 2003 for each Exchange Hosting user

Enhanced

POP/IMAP with Full Outlook Web Access

- 75MB per mailbox
- POP, IMAP4
- Outlook Web Access
- Calendar
- Advanced-Anti-Spam
- Anti-Virus
- Free Outlook 2003 for each Exchange Hosting user

Premium

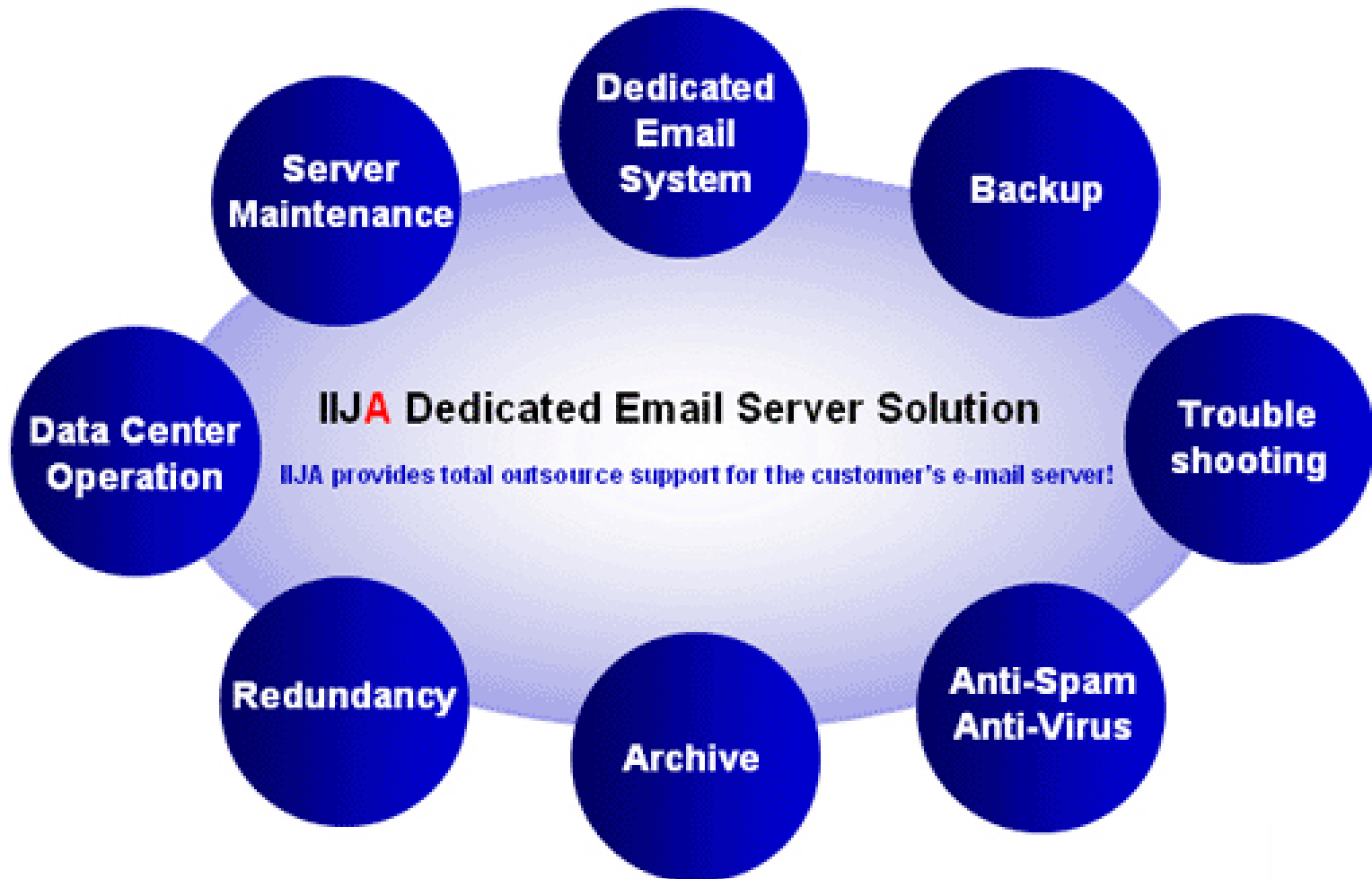
POP/IMAP/MAPI with Full Outlook Web Access

- 100/200/300/400/500MB per mailbox
- POP, MAPI, IMAP4
- Outlook Web Access
- Public Folders
- Calendar
- Shared Calendaring
- Advanced-Anti-Spam
- Anti-Virus
- Free Outlook 2003 for each Exchange Hosting user

Service Outline

Plan / Features	Basic	Enhanced	Premium
Storage per mailbox	25, 50MB	75MB	100,200,300 400,500MB
Microsoft License Includes	POP	POP, IMAP4	POP, MAPI, IMAP4
Outlook Web Access	✓	✓	✓
Calendar	N/A	✓	✓
Shared Calendaring	N/A	N/A	✓
Advanced Anti-Spam (Quarantine Report)	✓	✓	✓
Anti-Virus	✓	✓	✓
Public Folders	N/A	N/A	Optional
Active Sync	Optional	Optional	Optional

Have specific needs? IIJA will construct an e-mail system just for you!



Service Outline

- Dedicated Email System

IIJA will design, implement and maintain a dedicated email system based on the customer's specific requirements

- Managed Server and Network Devices

All servers and network devices (such as switches, firewall, etc) will be provided as a managed service by IIJA. If any problem arises, IIJA will narrow down the source of the problem, and will handle equipment replacement processes with manufacturers if necessary. Simply put, the customer will only have to report the problem, and IIJA will handle the rest!

- IIJA Data Center Operation

Servers are placed at the data center, assuring power, air ventilation and security.

- 24x7 Server Monitoring/Operation

E-mail servers are maintained at the IIJA data center for 24x7 monitoring. OS and server-related security patches are applied as they are discovered. Email data ranging up to the day before is backed up and available for recovery.

- Spam filtering/Anti Virus

In order to protect the customer's e-mail server, IIJA will provide its' Email Defense service (powered by MX Logic) in order to filter any spam, virus, and worm-related e-mails from reaching the server.

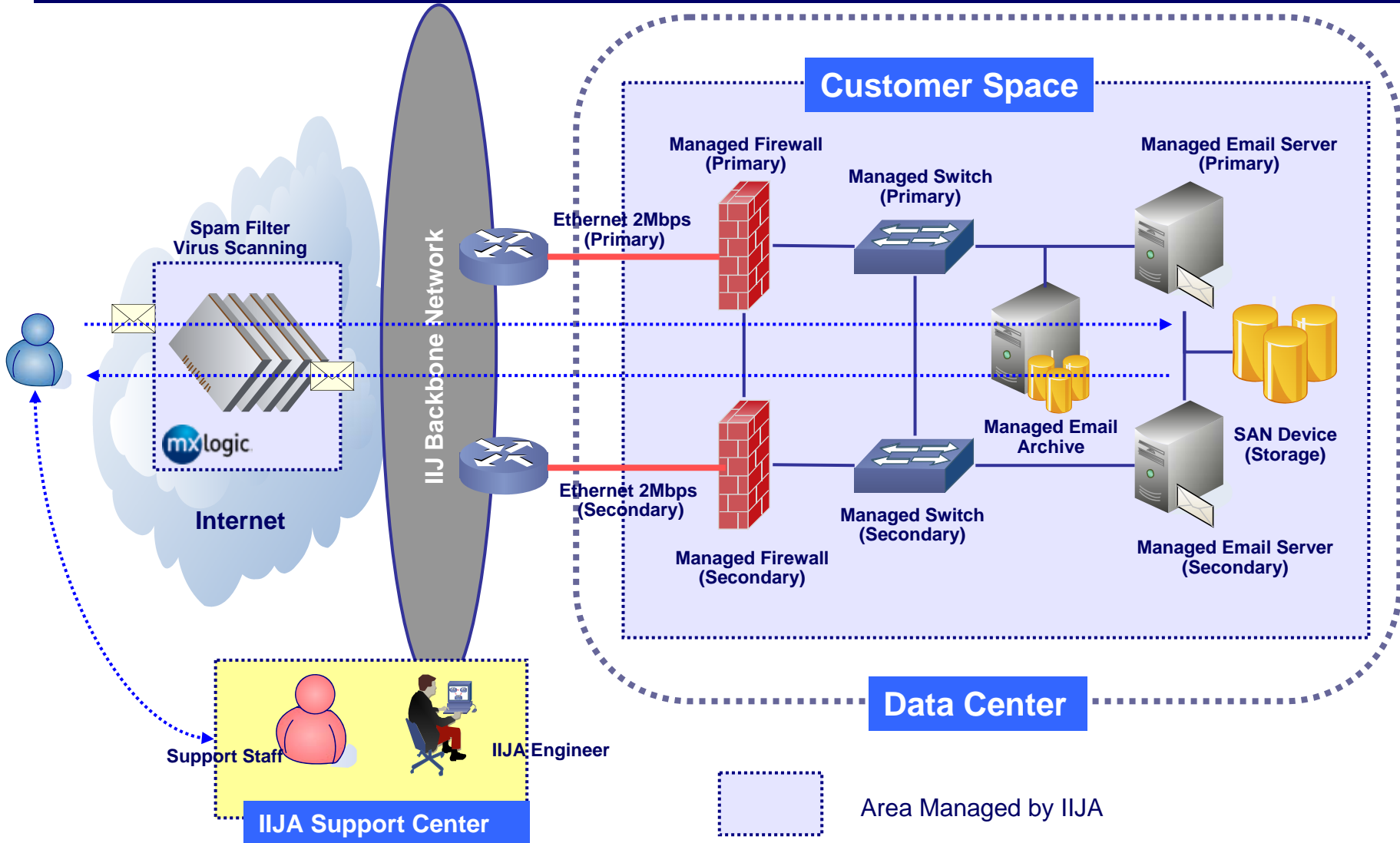
- Email Archive

IIJA will provide its Email Archive solution for the customer's e-mail server, which stores all inbound and outbound mail. The administrative user will be able to search and retrieve any email that is stored in the archive through WebUI.

- Troubleshooting

IJA provides bilingual support through its IIJA Customer Support Center. IIJA's support and engineering staff will be available in the customer's preferred language of either English or Japanese.

Solution Diagram- Image



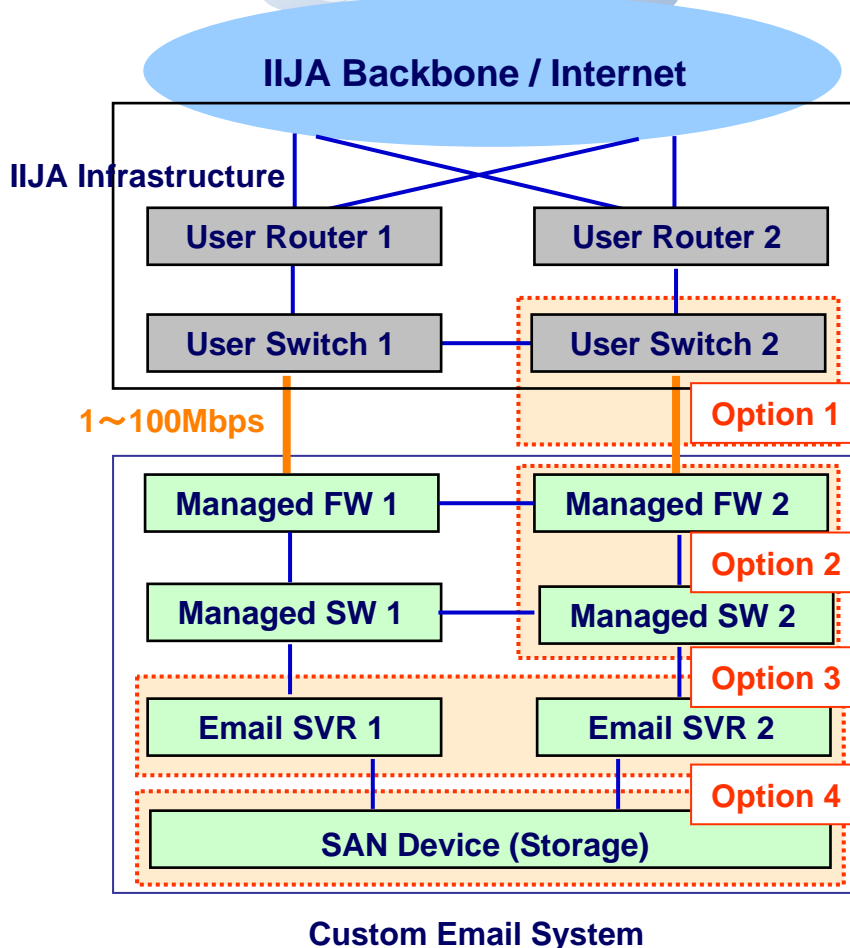
Option 5

Email Defense / MX Logic

Option 5: Fail Safe Function of IIJA's Email Defense

In a case where the Customer MTA server becomes unavailable to receive emails, the Fail Safe Disaster Recovery feature (from IIJA's Email Defense) can store your emails in the spam filter gateway until the inbound server becomes available.

*The Fail Safe function can hold emails up to 5 days with unlimited storage space.



No	Option	Estimated Recovery Time with option Plan	Estimated Recovery Time w/o Option Plan
1	Redundant Internet Access	Under 1 min	1 min ~ 4 hrs
2	Managed Firewall / Redundant Switch	Under 1 min	4 hrs~8 hrs (due to replacement of equipment)
3	Clustering	Under 1 min	4 hrs~8 hrs (requires manual failover process)
4	SAN Storage	Under 1 min	Several hrs (Involves the manual transport process of data)

※The recovery time for Email Defense vary depending on the situation.

※ The recovery times are for estimated purposes only. IIJA does not guarantee any of the data mentioned above.