



# Hosted Email Service Level Agreement

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This Hosted Email Service Level Agreement (“SLA”) is incorporated into the Quote executed by C Spire Business and Customer for Hosted Email Services and sets forth the specific terms and conditions under which C Spire Business shall supply the Hosted Email Services described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions (“MTC”) and the Master Service Level Agreement (“MSLA”) incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

## Terminology

These are service specific definitions. Common definitions are already defined in our Master Service Level Agreement.

**Email** – The worldwide system of sending Email messages to people across the Internet.

**Email Archiving** – The act of preserving and making searchable all email to/from an individual.

**Hosted** – Services where C Spire Business or another party provides the infrastructure (hardware, power, cooling, and connectivity). The customer has full access to manage the environment and is responsible for maintaining every aspect of the environment.

**Malware** – Software designed to interfere with a computer's normal functioning.

**Phishing** – A scam by which an email user is duped into revealing personal or confidential information which the scammer can use illicitly.

**PST** – The Personal Folders File, which is the format used by Microsoft Outlook to store data locally.

**SPAM** – Email that is not wanted; email that is sent to large numbers of people and that consists mostly of advertising.

**Spoofing** – Tricking or deceiving computer systems or other computer users. This is typically done by hiding one's identity or faking the identity of another user on the Internet. Email spoofing involves sending messages from a bogus email address or faking the email address of another user.

## Service Description

C Spire Business offers a variety of reliable email solutions designed to fit your unique business needs, including the Office 365 suite, hosted exchange, email filtering, archiving, and encryption.

## Service Offerings

### Office 365

Office 365 will allow users to work with email and MS Office applications from anywhere on any device. C Spire Business will provide customers with Hosted Exchange through Office 365 so that they can access their Exchange environment from any internet connection.

## Office 365 Services

See Microsoft's product descriptions for Office 365 options at Microsoft.com.

## Office 365 Availability Dependencies

The availability of Office 365 Service is dependent on the following:  
Service can be provisioned and used over the Internet.

## Office 365 Service Level Metric & Support Options

For Office 365 Customers, Microsoft's SLA applies.

C Spire Business will use commercially reasonable efforts to assist Customer through Customer's authorized contact(s) with resolving issues related to Office 365. Only Customer's authorized account contact(s) may request technical support.

C Spire Business will provide support for Microsoft/Office 365 services at the following Tiers:

### *Basic Support (Included)*

- Initial tenant account creation
- Microsoft 365 Tenant A Record and MX Record configuration (as applicable)
- User Adds/Removes and Password Resets
- License Assignment/Changes
- Billing Change Requests
- Tier 1 Troubleshooting

### *Expanded Support & Management*

#### **Requires additional Management Fee as quoted by C Spire Business.**

C Spire Business's Expanded Support Tier requires Office 365 Management, which is a flat-rate monthly fee determined by C Spire Business. C Spire Business reserves the right to re-evaluate the Management Fee annually, and to adjust the fee. C Spire Business Expanded support requires Multi-Factor Authentication for all users.

- Basic Support Plus:
  - Basic Exchange Configuration and Management
    - As defined by C Spire Business
  - Basic EntraID/Azure AD Configuration and Management
    - As defined by C Spire Business
  - Logs and Message Tracing
  - Tier 2 and Tier 3 Troubleshooting by C Spire Engineering
  - Other functions as C Spire Business deems appropriate.

In addition to the above support Tiers, C Spire Business may provide additional services through a Scoped Project or via C Spire's standard hourly rates:

### *Scoped Project and Hourly Rates*

- SharePoint Configuration, Management, and Projects
- Power Automate Configuration, Management, and Projects

- Intune Configuration, Management, and Projects
- Teams Calling/MS Phone System Configuration, Management, and Projects
- Advanced EntraID/Azure AD Configuration, Management, and Projects
- Advanced Exchange Configuration and Management, and Projects
- MFA Projects
- Other functions as C Spire Business deems appropriate.

C Spire Business' technical support response time depends on the complexity of the inquiry and support request volume. For more information visit the [C Spire Business technical support page](#). C Spire Business' obligation to provide technical support does not apply to any service-impacting events related to Office 365.

C Spire Business reserves the right to redirect or escalate support requests to Microsoft in its sole and absolute discretion. C Spire Business does not guarantee compatibility of Office 365 with any specific configuration of hardware or software.

C Spire Business encourages Customer to discuss any technical and compatibility issues with C Spire Business' technical support personnel.

### Service Disruption

For Office 365 Customers, Microsoft's availability SLA and Service Restoration guidelines apply.

### Cyber Security and Breaches

**C Spire requires the use of Multi-Factor Authentication for all users of the service.**

In the case of service disruption or a cyber security event, C Spire's investigation and response is limited to Service Restoration of provided services. C Spire will revoke and reset user access and credentials.

C Spire is not responsible for preserving forensic artifacts in the course of such investigation and response, and C Spire expressly disclaims all related liability. C Spire Business does not provide or perform (a) identification, collection, examination, and analysis of data for purposes other than restoration of Services ("Digital Forensic Services") or (b) containment and recovery from an incident outside of the work necessary to restore Services ("Incident Response Services"). As such, and notwithstanding anything to the contrary, Digital Forensic Services and Incident Response Services are specifically excluded from Microsoft or Office 365 licensing and any support or management services purchased by Customer. Incident Remediation is not a service included through any of C Spire Business's management or support frameworks.

Any incident remediation provided by C Spire Business will be scoped through a Statement of Work with associated pricing, through Professional Services block hours, or billed through Time, Travel, and Materials at standard market rates.

### Office 365 Limitations

**Microsoft service limitations apply.**

C Spire Business does not provide management for this service unless the customer has additionally purchased the C Spire Office 365 Management service as outlined in the Office

365 Service Level Metric above. Customers can purchase End User Support for management or support for Office 365 for end users.

Microsoft frequently releases new product options and refreshes existing options; therefore, C Spire Business cannot guarantee the ability to support all new product options, continued availability of any product options, or the current user-pricing upon subscription renewal or auto-renewal.

### Office 365 SaaS Alerting

Office 365 SaaS Alerting is provided by C Spire Business for Office 365 Customers. SaaS Alerting provides the following services for C Spire Business Customers:

- Monitor client Microsoft 365 environments in real-time for security threats and unusual activities
- Provide automated remediation for compromised accounts
- Track user logins with geo-location monitoring
- Offer expanded data loss prevention capabilities
- Detect insider threats through user behavior analysis
- Maintain 365 days of log data
- Deliver monthly executive reports to clients
- Automatically identify and help eliminate unnecessary guest user accounts

The SaaS Alerting service is applied and charged on a per user basis and will be automatically adjusted monthly by C Spire Business based on the monthly count of users with login access to the Customer's Office 365 environment.

**Per-user Basis:** You are billed for each user in a tenant that has a Microsoft 365 login (not just any user in Azure AD, and not all licenses).

**Relevant Licenses:** SaaS Alerts monitors users with Microsoft 365 logins that include access to key services (like Exchange Online, SharePoint, OneDrive, etc.). Users without those services or without a license assigned are generally not counted for billing.

**Inactive or Unlicensed users:** These are not billed.

C Spire Business requires execution of an opt-out form for a customer to not receive the SaaS Alerting Service. Customer acknowledges and understands that by opting out of the service, Customer is responsible for all security aspects of their Microsoft or Office 365 services, tenant, and usage. C Spire Business will not be responsible for triage, response, or remediation of any security event related to Microsoft or Office 365 services experienced by the Customer.

### Email Protection

Email Protection is our spam filtering service that can be used in conjunction with C Spire Business email products. Email protection provides many security features across several available packages.

- **Advanced Threat Detection:** Protects against phishing, ransomware, business email compromise (BEC), and malicious attachments or links.

- **Email Security:** Blocks spam, viruses, and other malicious content.
- **Email Continuity:** Provides up to 30 days of email continuity during outages.
- **Data Loss Prevention (DLP):** Monitors and prevents sensitive data (e.g., credit card numbers) from leaving the organization via email.

C Spire Business will provide the following support for this Service:

- C Spire Business will work with Customers to ensure firewalls are configured to accept email only from the filtering service.
- Implementation of full recipient validation.
- C Spire Business will work with Customer to ensure no dangerous file types are allowed to transit.
- Blocking or holding of encrypted zip files or email components.

### Email Protection Availability Dependencies

The availability of Email Protection Service is dependent on the following:

- Office 365
- Suitable network transport from SaaS platform to mail systems.

### Email Protection Add-On Options

The following options may be added to the Email Protection Service. Description of these options in no way entitles Customer to the feature, unless specified by C Spire Business and Customer in the signed Quote or signed evaluation of a Service Change request. A separate Order or Statement of Work may apply to such options and may have additional costs associated with them. The options below may not be compatible with all variants of Email Protection Service.

#### *Email Archiving*

Email Archiving will provide archival of all incoming, outgoing, and internal emails to a separate server and provide eDiscovery, allowing easy retrieval for legal discovery. Archive is not intended to be a backup solution for email, but a retrieval system in cases of litigation or business need.

- Hosted Exchange Shared – For Customers using a C Spire Business Hosted Exchange Shared environment, emails are archived automatically. To retrieve emails, users can submit a request through the C Spire Business Help Desk.
- Office 365 – For Customers using C Spire Business Office 365 Service, email archiving is an add-on option.
- Standalone Service – For Customers who purchase Email Archiving apart from C Spire Business' email offerings, the designated Customer administrator has an interface login where they can search the archive and export searches to a PST file.

#### Email Archiving Availability Dependencies

The availability of Email Archiving Service is dependent on the following:

Access to journaling, LDAP, IMAP/POP3, and EWS (HTTPS) for full functionality.

## Email Archiving Limitations

Email Archiving Service has the following limitations:

- Email archive does not include troubleshooting, restoration, or backup of email data.
- Service does not include export of all email (available as a block of hours). If Customer has a court order or a legal audit for data, C Spire Business will work with Customer on a case-by-case basis to provide the necessary export of data.

## Email Encryption

This option provides the ability to encrypt outbound email. Customer must purchase this Service for all individuals sending outbound email. Outbound encrypted email sent to any other recipient will be replaced with a pointer to a secure portal whereby recipient can retrieve contents of original encrypted email. Encryption can be automatically triggered when email contains sensitive information, such as but not limited to, PHI, NPI, or any information that could be reasonably matched with keyword or pattern matching.

For Office 365, this option requires Azure Rights Management if you are not using the E3 or E5 plan.

## Office 365 Backup

This option protects key components including Email, OneDrive, SharePoint, Teams, Calendars etc. and allows customers quick data access in case of a recovery event. Helps customers navigate complex regulatory environments with additional tools and options like audit logs, retention policies, and eDiscovery.

## Data Migration Services

The customer may elect to have C Spire Business migrate existing end user data for an additional setup fee. Any requests for C Spire Business support will incur standard billing rates for engineering resources.

If additional configuration work is required due to limitations of the Customer Network, then C Spire Business reserves the right to bill Customer at current hourly rates for additional configuration time. C Spire Business is NOT responsible for and will not be obligated to provide any support or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of such customer equipment or integration of such customer equipment into Customer's internal network. C Spire Business is NOT responsible for and will not be obligated to provide any support or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of any software or network application or integration of such software or hardware application into the Customer Network. Customer shall be responsible for any travel expenses incurred by C Spire Business in the course of providing onsite installation service.

## Hosted Email Availability Dependencies

The availability of Hosted Email Service is dependent on the following:

- Space, power, hardware and network connectivity are available.
- Adequate Internet connectivity and bandwidth sufficient to support proper functionality of this service.
- It is the Customer's responsibility to ensure that all Users are able to connect to the Service and are configured properly. This includes, but is not limited to, Ethernet switches, Ethernet cabling, workstations, servers, operating systems, and software.
- Customer shall be fully responsible for providing C Spire Business at Customer's own expense and in a timely manner the following:
  - a. All security for its Services and systems used or accessible in connection with Service. Customer is responsible for notifying C Spire Business of all access changes, terminations, or related events. C Spire Business is not responsible for the unexpected use of Services on the part of the Customer or its agents.
  - b. Cooperative testing of all Customer-provided hardware, software, and Services for compatibility with Service.
  - c. Administrative access to DNS tool.
  - d. Designating an Authorized Contact(s) to be the point of contact to interface with C Spire Business Technical Support.
  - e. All cabling necessary to support Service.
  - f. Vendor support contract, contact information or any other such service required to access patches, support information, manuals, or other information related to Customer Operating System and applications.
  - g. Evidence of valid and current software licenses if not using C Spire Business-Provided Service Provider License Agreement (SPLA) licenses.
  - h. Customer shall be solely responsible for its connection to the Internet and shall maintain a valid IP address to enable Customer to use the Service. Customer shall conform to the protocols and standards published on the Internet from time to time and adopted by the majority of Internet users.
  - i. Customer shall be solely responsible for its activities (and the activities of anyone else who obtained access to Customer's password due to actions or inactions by Customer) in using the Service including the activities of its employees and contractors.
  - j. Customer's use of the Service is subject to all applicable local, state, national, and foreign laws and regulations. Customer agrees to comply with such laws and regulations.
  - k. Customer shall be responsible for ensuring that Customer's email is directed through the Service by making and maintaining the appropriate configuration settings.

## Service Delivery

Upon receipt of the signed Quote, C Spire Business will provision one or more of the following for the Hosted Email Service as required:

- Exchange domain
- Exchange mailboxes for end users
- Distribution groups
- Public folders
- Migration tool
- Office 365 tenant

## Email Protection

C Spire Business will contact Customer and coordinate redirection of Customer messaging domain MX record. Unless C Spire Business has been contracted to manage domain name services ("DNS") on behalf of Customer, Customer is responsible for coordinating updates to the Customer domain MX record. Customer is also responsible for providing C Spire Business with the appropriate Internet protocol ("IP") address to which email shall be directed. Once C Spire Business has provisioned the resources and confirmed mail flow, the Service will be considered active and billing will commence.

## Email Archiving

- Configure email environment so that the mail server communicates with the archive server.
- Configure backend storage.
- Install software and validate installation.
- Configure archival and create policies.
- Validate that the archival is working properly.

If additional configuration work is required due to limitations of the Customer network, C Spire Business reserves the right to bill Customer at current hourly rates for additional configuration time.

C Spire Business is not responsible for, and will not be obligated to provide, any support or assistance in configuration, installation, administration, troubleshooting, maintenance, repair, or integration of customer equipment, software, or network application into the Customer's internal network.

## Hosted Email Limits

### Office 365

Email limits are defined by Microsoft and are listed at the following URL:  
<https://docs.microsoft.com/en-us/office365/servicedescriptions/exchange-online-service-description/exchange-online-limits>