



Email Services. Service Level Agreement.

1. Mailbox Provision

In conjunction with our suppliers and partners/ we will provide the following:

- email/mailbox services
- Webmail service
- Technical support limited to the mailbox function/operation only

2. Service Provision

We provide a web based email facility. This is a web based interface to allow the client to view email on any device via a web browser. This acts somewhat like Gmail or Yahoo mail. To view email the client should visit a web address and view mail in a web browser.

The client does not need to configure email software (eg Outlook or similar) to connect to mailboxes

3. Features

Our mailboxes include the following features

- Web based interface
- Spam Filter
- Address Book

4. Mailbox Sizes

We provide a range of mailbox sizes which can be scaled up according to the client's future needs. Despite being scalable the client still has an obligation to manage the mailbox and contents. Like all digital data the client has a responsibility to manage the day to day operation.

5. email Troubleshooting

If the client has any issues with sending, receiving, or managing email Toltech will provide assistance limited to checking the functionality of the mailbox. Toltech will check the functionality of the mailbox using webmail and other techniques.

If the mailbox is proven to be operational via our testing, Toltech will refer the client to their IT supplier to test and check the clients local systems, devices, networks passwords and configurations. If we are required to provide further assistance to the client or their IT supplier, we reserve the right to charge additional support costs.

6. IT Support

Toltech does **not** provide support for installation, management, maintenance or troubleshooting of the local devices used i.e. users computers, iPads, iPhones etc. Toltech will provide the relevant account data such as email, send and receive details but the clients are responsible for the setup configuration, operation and maintenance of all devices, email clients, networks and connectivity required.

If the client does not have the skills or resources to manage the clients local IT systems, they should consider engaging an IT specialist.

7. Email Settings and Password Storage

It is important that the client stores all email configuration data safely and in a safe place where they can access it. Toltech do not store email passwords, so it is important that the client stores these secure, safest and responsibly.

8. Email Backup

Toltech does not provide any back up of email services. We would suggest the client arranges for back up mail systems.

9. email Service Failure

Toltech shall have no liability for non-receipt or misrouting of e-mail or any other failure of e-mail and is under no obligation to ensure the Services are compatible with remote devices.

10. Alternative email

We recommend that the client sets up an alternative email service which can be used in circumstances where the primary email is not available or operational for whatever reason. We suggest a free email service such as Gmail, Yahoo or one of the many other free email services available.

We suggest that the client keeps a master list of contacts (e.g. customers, suppliers) who need to be contacted at short notice using the above service.

11. Limits of Service

Similar to the traditional postal service email is not guaranteed to arrive. There are many factors why an email may fail to deliver. From misspellings, email address no longer in use, network issues, spam filters, email rules, network managers controlling flow and more. They all contribute. We suggest that the client checks with recipient by phone or other means of communication especially when the email carries mission critical information.

12. Additional Email Services

Desktop Email Boxes

If the client requires desktop email services (eg for Outlook etc) we can provide all relevant Technical/Configuration information to allow the clients to configure POP3/IMAP email services on the clients devices.

We suggest that the clients enlist the services of the clients IT provider to assist in the set up and configuration of the clients local email services. The information we provide is enough to allow them to configure the clients devices/software.

Due to the wide range of devices, software, configurations, security implications, we are unable to provide configuration services for the client devices.

Technical Support

We provide technical support for the service we provide: ie the actual mailbox on our hosting providers mail server, but not the configuration on the clients devices.

If the clients encounter an issue with the clients mailbox we can check the clients mailbox functionality and status. This will help identify if the issue lies with the mail (mailbox/mail service or with the clients devices/ network etc

Our Test Procedure

Our tests consist of logging into Webmail using the mailbox settings (username and password). This will establish that the mailbox is accessible and working as intended.

As soon as we determine this any further issue will required to be delegated to the clients IT or Security provider to check the clients local systems.

If we are required to provide any further support to the clients or the clients IT provider we will issue our fee based on standard technical services.

Email Security

If the client chooses to operate desktop email services we suggest that the client investigate email specific security services which increase email security. These are installed and maintained at device level so are available from the clients Cyber Security Provider.

We strongly recommend that the client consider additional email security services to fit the clients business requirements. We recommend the clients discuss this with their clients IT/Security provider. If the clients don't have a cyber security provider we are happy to recommend a cyber security service provider.

Email Management/Strategy

We recommend that the client deploys a proper email strategy and management regime and plan in place to ensure the clients manage the clients email in a way that suits the clients business. This would typically include, but not be limited to mailboxes, devices, storage, configuration, security, archival, backups etc

We would suggest the clients discuss this with their IT Provider and Cyber Security Provider. Toltech do NOT provide these services.

POP3/IMAP

We provide mailboxes on our server which can operate as either POP3 or IMAP.

How they operate is defined by **the client** when the clients set up email on the clients computer. If the clients chose IMAP the clients mailbox (the mailbox on the server) will eventually fill up, no matter how large it is and will not send or receive any more email.

13. Client Responsibilities

It is the clients responsibility to manage the following:

Manage passwords

Mailbox passwords are provided for the clients security. Please take note of them in a secure location. There are many services and resources available to allow the clients to store/manage passwords.

Set up devices

The client needs to configure their email on their computer/network devices. If the client is unclear about how to do this they should speak to the clients IT Provider. Toltech are not authorised to provide IT support for the clients network/devices/systems (eg PC's, Macs, Tablets, Mobile Phones etc)

Email Software

There are many email software packages available. The clients should choose the one that fits their needs.

Handling of email messages

Like any software email systems are very configurable by users. The client needs to determine how they want to handle the clients email systems in terms of reading/filing/responding to messages, storage, backup, security and the size of their mail storage)

Manage IT network

The client should satisfy themselves that their email software, configuration and security is handled within the realms of the clients own network and security regime.

Cyber Security

Cyber Security across the clients whole business is the clients responsibility. If the clients need a cyber security specialist we are happy to introduce to one.

Alternative email Service

The internet and email services are not 100% guaranteed: its just a fact of life on the internet. So we always suggest that the client has an alternative emergency email address separate to their own. This would typically be a major service provider such as Gmail, Hotmail/Livemail. This allows the client to send and receive important email if their primary services are interrupted for any reason.

14. Some Guidance on email Services

Please note that the advice provided here is without prejudice and should not be considered as official or legal guidance. For comprehensive advice, the clients should seek input from qualified professionals."

Management Regime

Email Systems are complex by nature. The clients should ensure that they have an email strategy and management regime in place to govern their email services and operations. Things to consider include, but are not limited to:

- Which/How many devices they want to send/receive email on
- Who else has access to these mailboxes
- How to file/manage emails if others have access (eg two people see an email asking the clients for a product/price. How to respond and how does the other person know etc)
- Where do the clients store the clients messages (on the clients computer or online. If its only one day the clients mailbox will fill up and stop receiving email)

- What the clients use email for (the clients really shouldn't send large files via email - see below)
- The actual file size (MB) of any one email including attachments
- Backing up the clients email
- Archiving the clients email
- Troubleshooting problems
- Updating the clients email software
- Dealing with a breach/loss of data

Sending Large Files by email

We recommend that the client does not send large email files (nominally over 20MB) in size, though specifics vary by provider. We suggest the client considers using email systems such as We Transfer, Send Big Files or similar who have 'freemium' models.