The Archiving Platform™ from Smarsh

The Archiving Platform ("Platform") archives supported electronic communications and other data from third party systems ("Content Types"). The Platform includes the following capabilities: search, policies, admin & reporting, and exports. Additional add-on modules or professional services may be added to enhance the capabilities of the Platform. Smarsh will enable the features of the Platform which are associated with the package Client purchases. Supported Content Types are listed below; Client must purchase each Content Type individually.

Client may purchase additional features or add on modules to enhance the standard Platform capabilities. Each feature and add on module is described below. The availability of certain features or add on modules may depend on the package purchased by Client.

Platform Packages

In order to access the Platform, Client must purchase a package. Client will have access to the features and other services which correspond with the purchased package:

	Starter	Professional	Enterprise
Archive Access to search and produce data in the Platform			
Core Platform Fee	Flat fee per Mo.	Flat fee per Mo.	Flat fee per Mo.
Users with Core Platform Access	Up to 10	Up to 50	Unlimited
Supported Content Types	All*	All*	All*
Search			
Universal Search	✓	✓	✓
Proximity Search	✓	✓	✓
Saved Search	✓	✓	✓
Advanced Search	✓	✓	✓
Policies			
Number of Lexicon Policies	2 active	10 active	Unlimited
Policy Assist™	$	$	$

SMARSH SERVICE DESCRIPTIONS

Admin & Reports			
Self-Service Exports	2 per User	10 per User	Unlimited
Standard Reporting	✓	✓	✓
Users & Roles	✓	✓	✓
Groups	✓	✓	✓
Data Access Rights	--	✓	✓
Retention Periods & Policies	$	$	✓
Enhanced Security	--	$	✓
Active Directory Sync	--	--	✓
External Archiving	--	--	✓
Custom & Scheduled Reports	--	--	$

each Content Type must be purchased separately from package

Add-on Modules

Customers may subscribe to any of the Add-on Modules to enhance their Platform.

Discovery Active management of cases, legal holds, custodians and exports	/ Month
Up to 10 Active Cases	**Tiered Pricing**
Up to 25 Active Cases	**Tiered Pricing**
Up to 100 Active Cases	**Tiered Pricing**
Unlimited Active Cases	**Tiered Pricing**

Supervision Active review workflow for team-based review	Pricing is Per Reviewer / Month
Supervision Policies	✓
Review & Escalation Queues	✓
Action Buttons and Shortcuts	✓
Reviewer Cards	✓

Supervision Reports	✓
Personal Access Employee access to their own messages	**Pricing is Per Employee / Month**
Tablet & Mobile Interfaces	✓
User Labels/Folders	✓
Outlook® Plug-in	✓

$ = Service is not included in the applicable package but is eligible for an additional fee. Speak to your Smarsh Sales Representative for a Quote.

Web Archiving

Web Archiving (General)	**/ Month**
Domain fee	Flat fee per month
Page fee	Per page
Additional crawls	Per crawl

Web Archiving (Video)	**/ Month**
Domain fee	Flat fee per month
Video fee	Per video
Additional crawls	Per crawl

$ = Service is not included in the applicable package but is eligible for an additional fee. Speak to your Smarsh Sales Representative for a Quote.

SMARSH SERVICE DESCRIPTIONS

Smarsh Hosted Services Powered by Intermedia

	Limited	Limited +	Standard	Standard +	Everything +
Exchange 2016					
Base Plan Price	**$5**	**$8**	**$8**	**$12**	**$18**
Limited Mailbox - OWA/IMAP/POP - **2GB included storage**	✓	✓	--	--	--
ActiveSync™ (Mobile Device Sync)	$4		✓	✓	✓
Standard Mailbox - Exchange MAPI - **Unlimited storage** - ActiveSync™ Included	$10	$10	✓	✓	✓
Resource Mailbox	$6				
Initial Public Folder 10GB	✓				
Additional Public Folder 10GB	$20				
Outlook Client*	$3				
Company Email Disclaimer	✓				
Outlook PST Backup 500 MB	✓				
Outlook PST Backup addt'l 5GB	$6				
Skype for Business 2016					
Standard	$5	✓	$5	✓	✓
Advanced	$8				✓
ShareSync					
2 GB (shared across all users)	✓				--
10 GB*	$7				✓
100 GB*	$12				
Unlimited*	$15				
Additional 1 GB	$1				
File Server Backup**	$50				

SMARSH SERVICE DESCRIPTIONS

	Limited	Limited +	Standard	Standard +	Everything +
SharePoint 2016 *feature applied on company account level independent of user accounts*					
1 GB	$20				✓
2 GB	$40				
10 GB	$100				
25 GB	$150				
50 GB	$200				
100 GB	$500				
200 GB	$1000				
Additional 1GB	$30				
Microsoft Office 2016					
Office Professional *300 users or less* - Outlook - Word - Excel - PowerPoint - OneNote - Publisher	$15				
Office Professional Plus *Customers of any size* - Access	$20				
App ID					
App ID - Basic	✓				
App ID – Enterprise 0-1000	$16				
App ID – Enterprise 1001-5000	$14				
App ID – Enterprise 5001-10000	$12				

SMARSH SERVICE DESCRIPTIONS

Hosted Services Powered by Intermedia

Extended Service Requests	One-Time Fee
Message Tracking for messages from the past 7 days Useful when troubleshooting messages not received or delivered	✓
Skype for Business Contact list population	✓
Copy Outlook backup content to a new account Copy all the PST files currently in PST Manager on a single customer account to another account with us	✓
Remove Duplicate items from user's mailbox Used as a clean-up process when migrating e-mail during the onboarding process	✓
Change account name Allows you to change your account name	$250
Export a list of all account items to an Excel file Exports a list of all items in a customer account into a Microsoft Excel (.xls) file	$120
Grant users "send as" permissions from a <u>single</u> distribution list Allows user(s) to send mail on-behalf of the distribution list	$30
Mail Enable a <u>single</u> Public Sub-Folder Enables sub-folders to receive e-mail	$200
Skype for Business Federation with external server Creates a connection between customers account and a 3rd party Skype for Business Server (excludes Skype Online)	$600
Outbound Email Routing via a 3rd party smart host Enable account to route all outbound e-mail thought a 3rd party Smarsh Host	$250
Point in time restore of mailbox data from the past 7 days Restore user's mailbox up to 7 days in the past	$500
Point in time restore of Public folder data from the past 7 days Restore public folder up to 7 days in the past	$500
Undelete a user's mailbox that was deleted in the last 30 days Restore a deleted user's mailbox in the event of accidental deletion	$200
Extended Services not listed above	Call for Quote

SMARSH SERVICE DESCRIPTIONS

Description of Hosted Services Powered by Intermedia

Limited Mailbox
Hosted on Exchange 2016 with IMAP/POP/OWA with a 2GB storage limit.

Standard Mailbox
Hosted on Exchange 2016 with IMAP/POP/**MAPI**/OWA and unlimited storage.

Resource Mailbox
Mailbox assigned to conference rooms and equipment vs. employee, intended to manage the resources calendar such as booking meetings in a room.

Public Folder
Shared folder that appears in Outlook as a directory of sub-folders that employees can add messages to for sharing and grouping. It's usually not encase to create more than one public folder per client because each can have many sub-folders created.

Skype for Business
Instant messaging account with access to message employees at the same company and public Skype contacts.

ShareSync (SecuriSync)
Cloud backup and file storage service that allows for file sharing and collaboration.

SharePoint 2016
Microsoft SharePoint hosted collaboration and sharing portal.

Microsoft Office 2016
Office licenses for Windows and MacOS includeing Outlook, Word, Excel, and PowerPoint

SMARSH SERVICE DESCRIPTIONS

Professional Services

	Starter	Professional	Enterprise
Professional Services			
Implementation Fees	One-time Fee	One-time Fee	One-time Fee
Import Fees (EML)	$/GB	$/GB	$/GB
Professional Services			
Audit Assist™	$	$	$
Monthly DVD Delivery	$	$	$
Assisted Review™	$	$	$
Custom Report Development	--	--	$
Training			
On-demand Webinars	✓	✓	✓
1:1 Training (web-conference)	--	One hour live session	Up to five
On-site Training	--	$	$
Admin Support			
Live Support During Standard Business Hours (7AM-12AM EST), plus:	24x7 access to Technical Support for Severity 1 issues	24x7 access to Technical Support for Severity 1 issues	24x7 access to Technical Support for any issue
Global Support: 24x7 Access for any Issue	$	$	✓

SMARSH SERVICE DESCRIPTIONS

Description of Platform Package Features

Search
Run e-discovery or compliance and supervision searches across supported/purchased content based on variables including message data, review data and advanced search features. Apply tags, retention policies, notes and other review information to individual messages or in bulk to a set of messages. The Platform has an audit trail that can track and log activity within Client's account, including searches, messages reviewed, and notations made. Client may export or download messages from the Platform for e-discovery, regulatory audit or other investigative purposes.

Policies
Policies allow Client to configure compliance rules for automated flagging and classification of messages based on Client selected criteria within the Platform, up to the number of policy rules specified in Client's package. Messages can be automatically tagged, flagged, scored or assigned to a specific reviewer. Policy Assist allows customers to access a master library of Smarsh-managed policies available in the application.

Admin & Reports
Authorized Users have the ability to add, manage and remove reviewers from within the Platform, set permissions, and access to specific features. The reporting center within the Platform allows Client to produce reports on message archive data and review activity. Hierarchy Groups feature allows Client put users into groups for easier search and review and to define access level permissions.

Users & Roles
Client may provide access to the Platform to as many users as Client requires. Client must appoint at least one Authorized User as the administrative user associated with the account. Reviewers are users who perform supervision

Groups
Allows Client to create groups of individual accounts and/ or group together different Content Types associated with a unique account.

Data Access Rights
Allows Client to set permissions regarding whose data each user can access in the Platform.

Enhanced Security
Allows Client to determine what IP addresses a user may access the Platform from. Allows for multi-factor authentication.

Active Directory Sync
Enables Client to integrate their Active Directory into the Platform.

External Archiving
Enables Client to send a copy of archived content via email to a 3rd party.

Reports
Clients will have access to standard reports within the Platform. Client may request custom reports as a professional service.

SMARSH SERVICE DESCRIPTIONS

Add-on Modules

Supervision
Allows for Reviewers to mark messages "Reviewed," "Escalate," or "Violation," as well as design and implement review and escalation queues that are based off policies and escalated messages. These queues enable formalized, streamlined workflows for small and large compliance teams. Includes access to advanced Supervision Reports.

Discovery
Allows for user access to Cases, the facet and filter panel, legal hold management, Case sharing, unlimited Case messages, and destination exports via FTP.

Personal Archive

Allows for end users to search their own archived messages via a web-based client or Outlook plugin.

Description of Professional Services

Setup and Support Services
Included in each package are set-up and configuration professional services. Smarsh will configure users' accounts for Smarsh Services.

Data Import
For clients with data from legacy systems, Smarsh will import messages into the Platform at an agreed upon rate. Additional charges may apply if the data is not provided in a supported format.

Audit Assist
Allows Client up to 5 hours of data export service, once per year, in response to a regulatory. Any hours in excess of 5 will be paid at the hourly rate specified in the ordering document, or if not specified, $250 per hour. Alternatively, Client may purchase assistance with data requests for audit or litigation purposes at an hourly rate. Audit Assist includes structuring a data export and responding to a data request.

Training
Standard training (via pre-recorded or webcast or via 1:1 training meetings) may be included in the package purchased by Client. Onsite training, or any other training may be provided for a professional service or course fee.

Customer Support
Customer support is described at www.smarsh.com/support. Smarsh will provide support to Client via phone, email, and web-based customer inquiries and requests. Authorized Users may contact Smarsh support via email at support@smarsh.com.

Smarsh Customer Success Manager

If included as part of Client's package, Smarsh will provide Client access to the Smarsh customer success management team that will assist Client with requests made from time to time.

Regulatory Notice

Upon completion of implementation of Services, Smarsh may provide Client a letter that Smarsh is providing third-party downloader service pursuant to rules and regulations (if applicable and at Client's request).

Custom Reporting

For a professional service fee Smarsh will develop Custom Reports, which are not included in the standard Reports available in the Platform. Custom Reports will be provided at an agreed upon rate and are subject to feasibility (as determined by Smarsh).

Additional Professional Services / Support

The following professional services may be purchased by Client for an additional fee: Technical Account Manager, customized sign-up forms, custom documentation, custom user communications, designated support agent, onsite training, policy tuning and customization, policy management workshops, web archiving maintenance (for changes in Client domains/pages), special handling of web archiving crawls.

Stand Alone Services

Encryption/DLP

If Client purchases Encryption / DLP Services, Client may create data-leak prevention or encryption rules based on a combination of Client-selected, Platform-supported criteria. Encryption services include the Web-based smarshEncrypt interface for end-customers to interact with encrypted messages.

Actiance Vantage

On-premise capture software that allows clients to capture on-premise enterprise instant message platforms such as Microsoft Lync, IBM Sametime, Cisco Unified Presence, and more.

Email Hosting & Collaboration

Email hosting and collaboration services. See below "Smarsh Hosted Services Powered by Intermedia" for plan details.

MobileGuard

MobileGuard service offers cloud and on-premise deployment methods to capture SMS / MMS messages from mobile devices and carriers. Carriers supported are AT&T and Verizon.

- **Cloud** – Hosted in an AWS or AWS Gov Cloud instance for public sector customers. Hosting and support managed by Smarsh.
- **On-Premise** – Client manages deployment, servers, and maintenance including software updates. Smarsh provides Client with support according to agreement.

CellTrust

Cloud-hosted telephony VoIP/SMS/MMS services accessed using a mobile device or web browser.

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Supported Content Types

For a full list of Supported Content Types:

http://www.smarsh.com/compliance-archiving-products/archiving-and-compliance/message-types/