



MessageLabs Email Security Services – Service Level Agreements datasheet

Email Security Services

- Email Anti-Spam Protection

- Spam capture rate of 95% minimum and false positive rate of 0.0004% maximum or 1 in 250,000 emails (MessageLabs achieved the only five star rating throughout 2005 from Veritest independent Anti-Spam benchmarking, with over 99% spam capture and zero false positives)
- Credit is offered if MessageLabs does not meet this commitment (rates measured as a percentage of client's email)

- Email Anti-Virus Protection

- 100% protection from email viruses
- Credit is offered if a client's systems are infected by a virus which was not detected by the MessageLabs Anti-Virus service

Email Platform

- Service Availability

- 100% service uptime
- Credit is offered if service availability falls below 100%
- Client may terminate if service availability falls below 95%

- Email Latency

- Latency is the average roundtrip time of email sent every 5 minutes to and from every tower
- Credit is offered if latency exceeds 2 minutes
- Not applicable during virus or denial of service attacks

- Fault Response

- MessageLabs will respond immediately to Critical and Major issues affecting customer email (times vary by client and issue type)
- Credit is offered if MessageLabs does not meet stipulated support levels