

List of Chargeable Events

A) TASKS REQUIRING ASSISTANCE FROM OPERATIONS—NOT STANDARD CUSTOMER SUPPORT:

NOTE: Any requests that require Operations handling and scheduling require 7 days notice and Billing authorization. Support processed requests will require authorization by administrator prior to work being performed. Support representatives will apply the fees to the customer account directly.

Exchange Email:

- Bulk load of Users, Contacts, and Groups – minimum 1 hour at \$100.00 per hour
- Off boarding assistance – \$150.00 per hour
- PST Data imports migration – \$150.00 per hour

SharePoint Collaboration Services:

- SharePoint Migration (External) – \$150.00 per hour
- SharePoint Backup – \$150.00 per hour (Formats provided: STSADM and SQL Content backup)
- SharePoint SSL – \$49.00 setup fee plus \$9.95 monthly fee

Other Services—Setup & Configuration:

- Global Relay Legacy data imports - \$85.00/per GB - Requests processed by implementation for Operations scheduling

B) BASIC TASKS – DOCUMENTED SETUP ISSUES

Support assistance for setting up Outlook (PC) or Entourage/Mac Mail (Macintosh) client connections to Exchange mailboxes

- Charge: \$50.00 minimum for up to 5 mailboxes // Additional mailbox setup configuration beyond 5 mailboxes: \$10.00/mailbox (30 day expiration)

Support Documentation: [Outlook 2007 / Outlook 2010 – Setup Guide](#)

Support Documentation: [Exchange – Apple Macintosh Setup Guide](#)

Any Exchange Control Panel administration request (new mailboxes, contacts, distribution lists, etc.; mailbox permissions, send as, send on behalf of, etc.)

- Charge: Minimum 1 hour at \$100.00 per hour for each occurrence

Support Documentation: [Exchange Control Panel – Admin Guide](#)

Any SharePoint Control Panel administration request (new users, setting permissions/passwords, etc.)

- Charge: Minimum 1 hour at \$100.00 per hour for each occurrence

Support Documentation: [SharePoint Control Panel – Admin Guide](#)

Non-BlackBerry Mobile Device Setup and Support (iOS, Android, Windows Mobile 7, etc.)

- Charge: \$50.00 per half-hour for each occurrence

Support Documentation: [SmartPhone ActiveSync Setup—iPhone, Android, WP7](#)

C) PURCHASING SUPPORT

Customers may purchase mobile device support in that same way that other professional services are purchased – from the customer **Control Panel | Billing | Upgrade Wizard | Buy Additional Resource**. Support can be purchased in \$50 increments

MailStreet Live Support: **866-461-0851** Email Support: ClientSupport@MailStreet.com

Resource	Status	Included	Additional	Used	Ordered	UOM	Click Here To Buy
Technical Support Services including custom configurations and custom migrations.	Optional	0.00	0.00	0.00	0.00	unit	Upgrade