

# Commonwealth Office of Technology

## Rated Service Description

eMail (5 GB storage, 10MB attachment)	Rate
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<b>ME10 Per Mailbox, per month</b> The ME10 service offers a single, Enhanced mailbox using the Commonwealth standard Microsoft Exchange system with LYNC 2010 for instant messaging, presence and conferencing.	<b>\$6</b>
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**ME10 Includes the following HARDWARE**  
5 GB of storage available per mailbox

**ME10 Includes the following SOFTWARE**  
LYNC 2010 desktop client software and license  
Entrust message encryption software and license  
Anti-virus protection software (does not reside on the desktop)  
IronMail anti-spam protection software (does not reside on the desktop)  
24 X 7 X 365 access to the Commonwealth Service Desk

**ME10 Includes the following SERVICES**  
Daily backups of e-mail mailbox. Backups are retained on a 12 day revolving cycle (only the prior 12 calendar days are available at any one time)  
Ability to send and receive encrypted messages  
10 MB attachment limit  
Outlook Web Access (access to the Outlook mailbox via the Internet)  
Retrieval of e-mail from a wireless device (that supports ActiveSync)  
Ability to send/receive instant messages, see presence and conduct online meetings  
Ability to create a secure connection from remote locations, using RPC/HTTP, to the Commonwealth's Microsoft Exchange System  
Mail relay (ability to direct messages from server application software to the Microsoft Exchange system)  
24 X 7 X 365 access to the Commonwealth Service Desk  
Support staff is available on-site Monday - Friday, 7:30am to 5:30pm. Personnel are on-call for after-hours, emergency support. All support is included in the cost of this service.

**ME10 To Initiate Service or Report a Problem with this service**

**Please contact the Commonwealth Service Desk:**

- 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434
- Via e-mail CommonwealthServiceDesk@ky.gov

You will also need to complete and submit the COT-F181 form to the Commonwealth Service Desk when you request to initiate this service. Please note that a valid COT Billing Number will be required on the COT-F181 Form. The COT-F181 form can be found here:

<http://technology.ky.gov/Pages/cotForms.aspx>

**ME10 Additional Service Clarifications**

For a mailbox recovery or investigation, services will be charged at the rate of \$75.00/hour, with a two hour minimum.