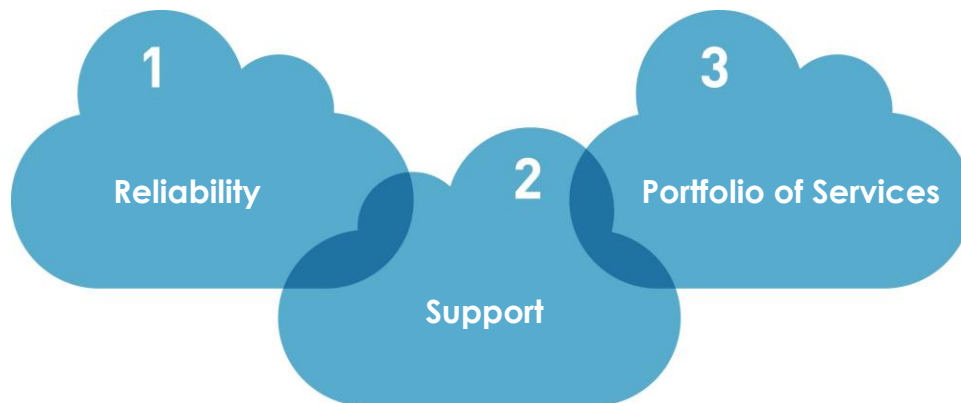


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HOW ETRN COMPARES TO OFFICE 365

We know that choosing a cloud service provider is an important decision. Understanding the facts about your provider is essential to setting expectations on reliability, support and services offered to help make your business successful. It is important that you understand why ETRN's industry leading offering has been the solution of choice for your peers.

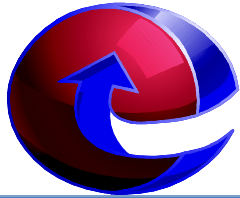


- **We offer an unmatched, financially backed SLA of 99.999% to ensure you are consistently up and running.**
- **Our highly skilled support and migration staff will ensure that your transition to the cloud is as smooth as possible. We'll handle the entire migration process for you - other providers lack this type of hands on support.**
- **Our robust portfolio of cloud services expands beyond Microsoft products – including VoIP telephone services, Online Backup and more.**
- **We enable full administrative control over our cloud services through an easy-to-use web-based control panel.**

Given how critical email and other communication/collaboration services are to business, reliability is always a crucial aspect of the cloud service provider selection process. Uptime and data replication are only as good as a provider's infrastructure and experience – as well as the capabilities of the service itself. Our state-of-the-art infrastructure, proven industry experience and unmatched 99.999% SLA are unbeatable.

Before you decide on a cloud service provider, make sure you get the facts. Below you will find detailed information on how our offering compares to the competition.

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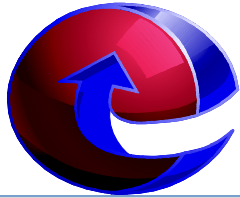
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Item	ETRN	Office 365
SUPPORT		
Migration Support	<p>Free migration support for any account with 25+ seats.</p> <p>Custom migration tools.</p> <p>24/7 email and phone support</p>	<p>Online migration toolkit, discussion forum and 24/7 phone support</p>
Tech Support	<p>24/7 email and phone support on all plans.</p> <p>Online Knowledge Base</p>	<p>24/7 email and phone support (higher-end plans only)</p> <p>Built in support ticketing system in control panel</p> <p>Online forum</p>

CONTROL		
Management Control Panel	<p>Customers able to provision users and manage settings for ETRN's proprietary services as well as Microsoft-based and third-party services</p> <p>Supports all browsers</p>	<p>Does not support Chrome browser</p>
End-user Controls	<p>My Services available in Outlook to change common settings for users' services and update passwords, reducing administration load</p> <p>Granular set of permissions controlled by the administrator; ability to manage all services enabled and request additional ones</p>	<p>Controls available through Outlook Web App interface. Functions are Exchange- oriented and do not include BlackBerry</p>

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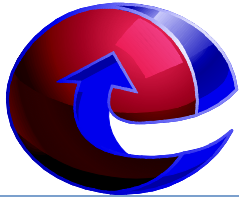
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RELIABILITY AND INFRASTRUCTURE		
Security	<p>Policy-based Encryption add-on available; includes templates for HIPAA compliance</p> <p>Wipe ActiveSync and BlackBerry mobile devices in case of lost or theft; supports multiple BB policies</p>	<p>Policy-based Encryption add-on available; not preconfigured for compliance needs</p> <p>Wipe ActiveSync devices only</p>
Operations: SLA and Location of Data	<p>7 datacenters (6 US-based, 1 UK-based)</p> <p>SaaS 70 Type II Audited, 99.999% uptime SLA</p>	<p>Uses several independent datacenters located in different parts of the world</p> <p>99.9% uptime SLA</p>
SERVICES OFFERED		
Mobility Support	<p>Support for full range of smartphones and tablets, including ActiveSync (iPhone, iPad, Android, Windows 7) and BlackBerry</p>	<p>Support for ActiveSync devices; BlackBerry support limited to BIS</p>
Supported Mail Platforms	<p>Unlimited storage; message size limit 50 MB</p> <p>Enterprise version of Exchange 2010 (latest version); Outlook 2010 available</p>	<p>Storage max 25 GB; message size limit 25 MB</p> <p>Hosted version of Exchange 2010 (latest version); Outlook 2010 available on higher-end plans</p>
Public Folders	<p>Public folders available</p>	<p>Public folders not available</p>
Support for Outlook	<p>Exchange 2010 enables full support of Microsoft Outlook® 2010 features such as improved calendaring and conversation view</p> <p>Outlook Web App (enhanced web access available with Exchange 2010, supports all browsers)</p> <p>Microsoft Outlook® 2011 for MAC</p>	<p>Exchange 2010 enables full support of Microsoft Outlook® 2010 features such as improved calendaring and conversation view</p> <p>Outlook Web App (enhanced web access available with Exchange 2010, supports all browsers)</p> <p>Microsoft Outlook® 2011 for MAC</p>

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Outlook Licenses	Available with any plan	Only available with top tier plans
Collaboration and File Management	Secure instant messaging, SharePoint document management and online backup	Secure instant messaging, SharePoint
Archiving	Archiving available (basic and compliant); supports all third party cloud archivers	Archiving available
Voice/Unified Communications Offering	Hosted PBX VoIP-based telephone offering with full Unified Communications option Conference Bridges	No voice offering

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