

CruzMail Performance Measures

Quarterly Report

October - December 2008

SLA Reporting: Performance Measures are part of the Service Level Agreement for CruzMail.

These measures are defined in Section Seven of the SLA.

These performance measures are: System Performance, System Availability and Support Responsiveness.

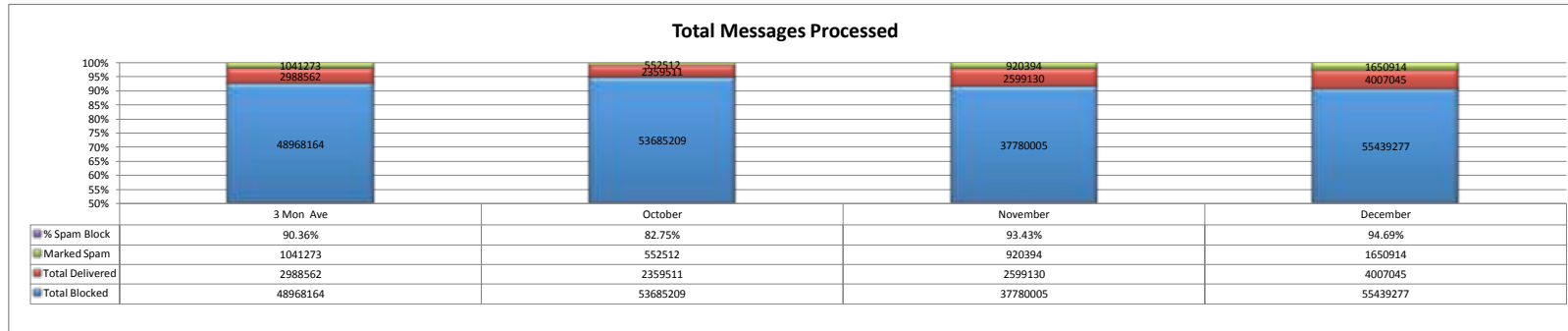
1. Performance Indicators: Email and Spam as trend indicators of general processing performance

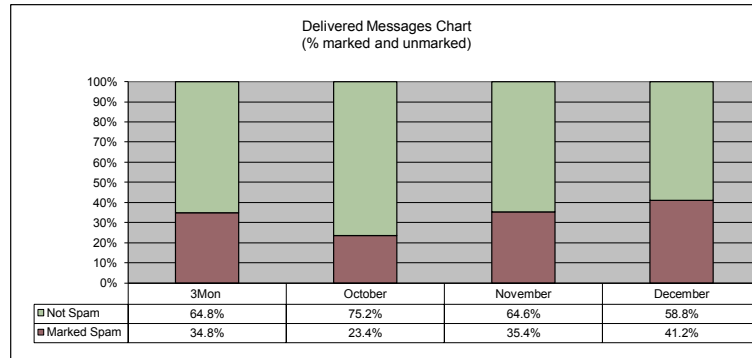
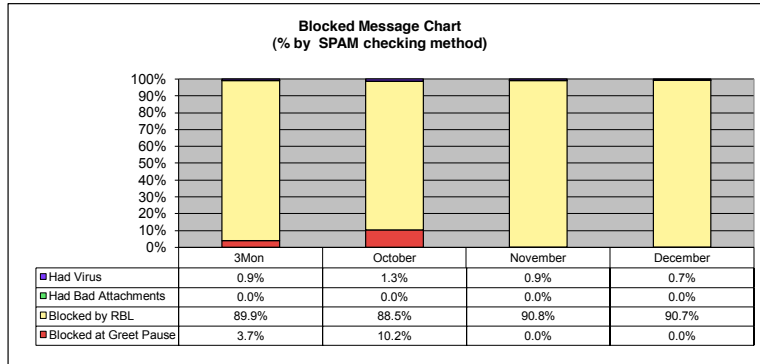
What are these graphs? Messages process reporting graphs report the quantity of processing, blocking and marking of email.

Where does the information come from? This information is retrieved from our email scanning statistics.

How do we use this information? This information is used to track the trends of email and spam.

Goal: Using commercially available block lists we will block 85% of spam.





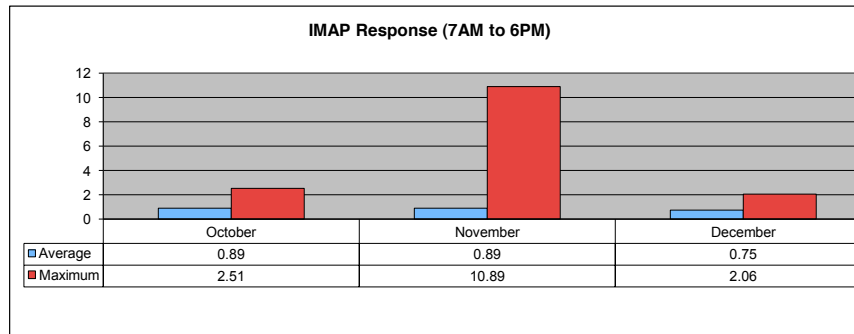
2. Performance Indicators: System Responsiveness

What is this graphs? The IMAP Response reporting graphs track the timeliness and responsiveness of the email system.

Where does the information come from? This information is retrieved from our mail statistics scanning.

How do we use this information? This information is used to track the speed of CruzMail response time and identify slow periods.

Goal: IMAP Response is to be under 4 seconds 95% of the time for optimal performance.



Note: Out of a total 132,480 minutes in October, November and December, IMAP response times of more than 4 seconds were noted for approximately 120 minutes in November. This calculates to 99.9% of IMAP response under 4 seconds.

3. Performance Indicators: Measures and Metrics Not Yet Available (in development)

Goal: Web Client Response is to be under 4 seconds on average.

Goal: CruzMail Availability Goal is 99.1%+ on an annual basis.

4. Support Response time separately reported as part of the Global Metrics

Goal: First response within 8 business hours