

**CruzMail Performance Measures**

**Quarterly Report**

**July - September 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.**

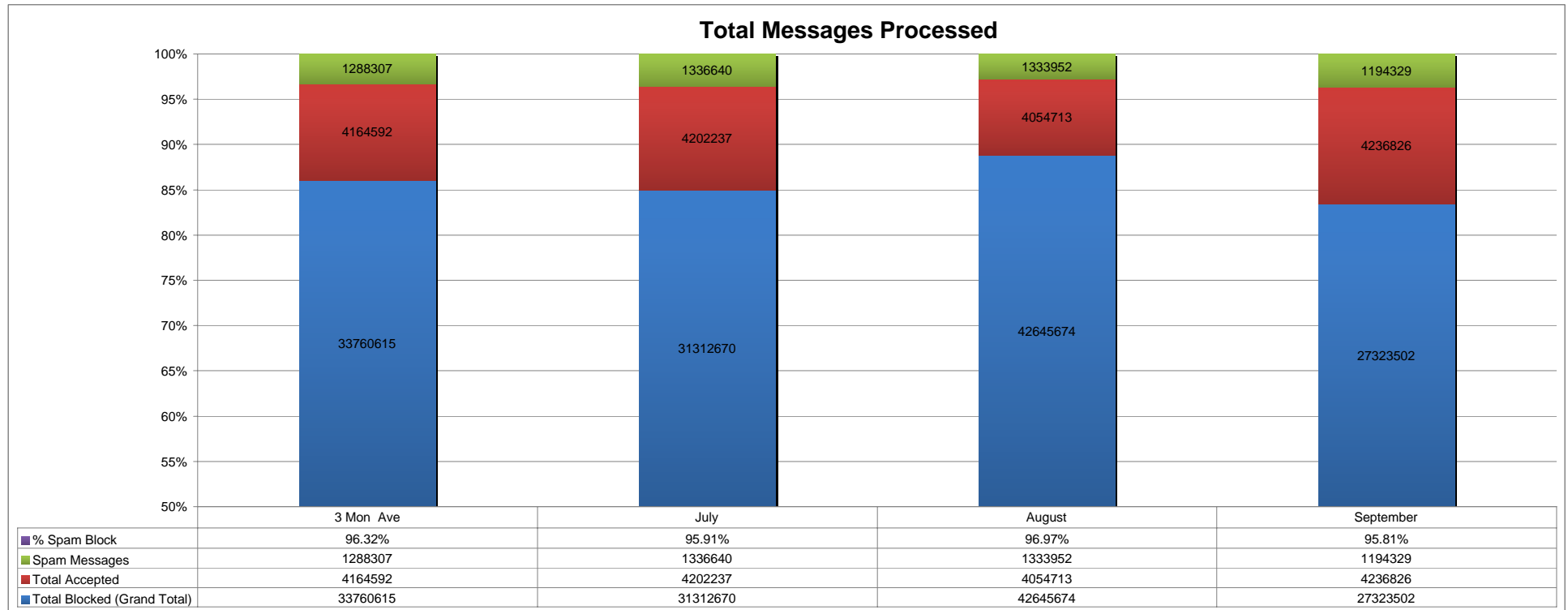
**1. Performance Indicators: Email and Spam as trend indicators of general processing performance**

**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.

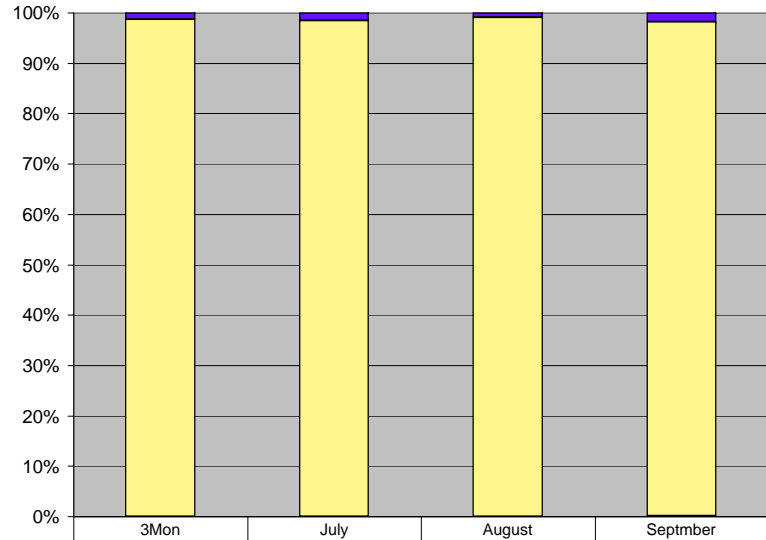
**How do we use this information?** This information is used to track the trends of email and spam.

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



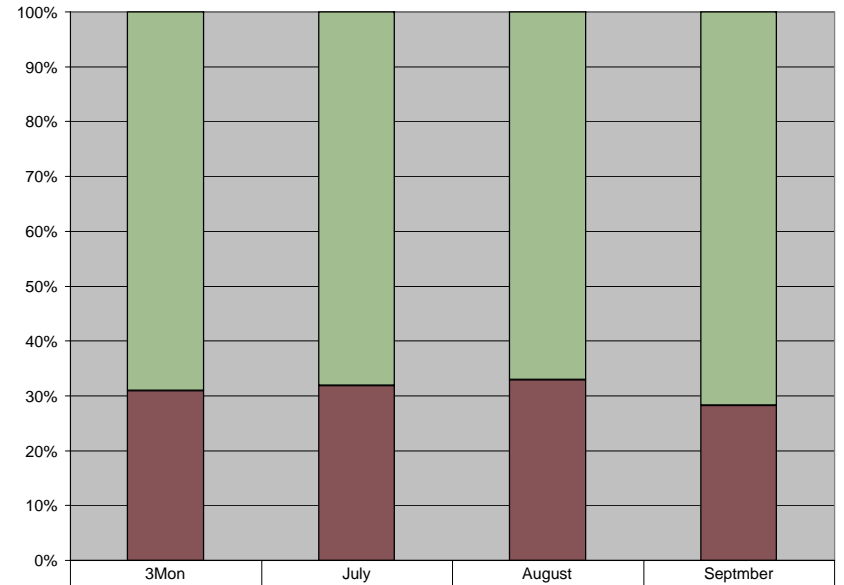
CruzMail Quarterly Report

**Blocked Message Chart**  
(% by SPAM checking method)



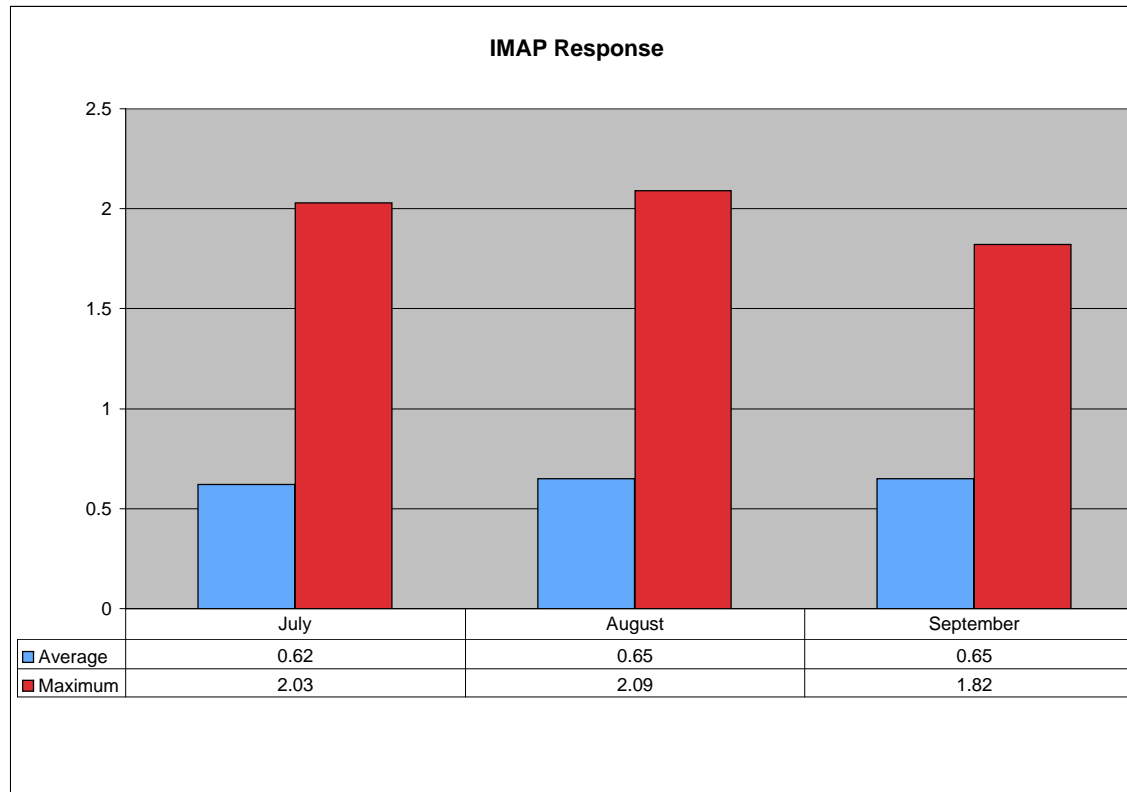
Method	3Mon	July	August	September
Had Virus	1.1%	1.3%	0.8%	1.4%
Had Bad Attachments	0.0%	0.0%	0.0%	0.0%
Blocked by RBL	85.3%	83.8%	88.8%	81.7%
Blocked at Greet Pause	0.0%	0.0%	0.0%	0.1%

**Delivered Messages Chart**  
(% marked and unmarked)



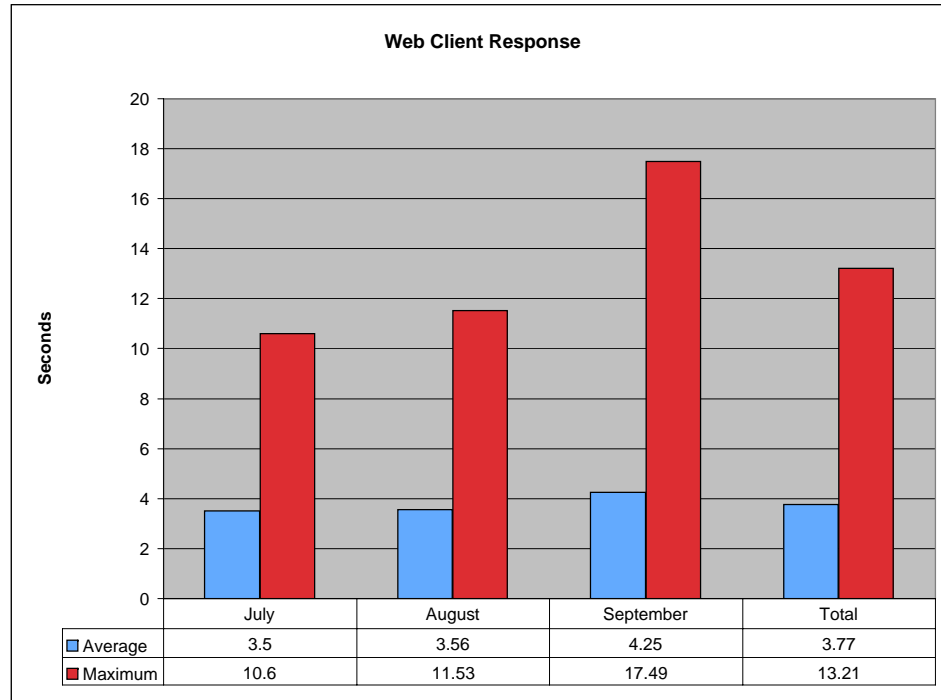
Category	3Mon	July	August	September
Not Spam	69.1%	68.2%	67.1%	71.8%
Marked Spam	30.9%	31.8%	32.9%	28.2%

**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 131,040 minutes in April, May and June, IMAP response times of more than 4 seconds were not seen. This calculates to 100% of IMAP response under 4 seconds.

**Web Client Response**



**4. Support Response time separately reported as part of the Global Metrics**  
**Goal: First response within 8 business hours**