



ENTERPRISE ACCOUNT CONSOLIDATED OVERVIEW:

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1. Enterprise Overview:

In the Enterprise scenario, all incoming email messages are first routed to Spam Arrest Data Center servers. Messages to unprotected accounts remain unprocessed and are immediately forwarded to your organization's SMTP server. Messages addressed to protected accounts are processed through the Spam Arrest filters, and only those messages from verified senders are then forwarded to your SMTP server.

**Things you should know before you begin:*

1. You need to know the current SMTP and POP servers for your domains.
2. You will need to change the MX records for the domains you wish Spam Arrest to protect.
3. You will need to enter valid credit card information to be utilized for monthly billing.

Once you have signed up to the Enterprise Program, you will need to have your ISP, Domain Host or Network Administrator update the MX records for your domain. This information will be provided during the sign-up procedure. The account information you create during sign-up will be for your Spam Arrest Administrative Account. With this account, you can log into the website and add or remove users, add or remove domains you would like Spam Arrest to filter, and more.

2. Enterprise Administrator FAQ

**How does the Enterprise Solution work?*

In the Enterprise scenario, all incoming email messages are first routed to Spam Arrest Data Center servers. Messages to unprotected accounts are immediately forwarded to your organization's SMTP server. Messages addressed to protected accounts are processed through the Spam Arrest filters, and only those messages from verified senders are forwarded to your SMTP server.

**How does Spam Arrest harvest the email?*

After the initial sign-up to the Enterprise Program, you or your Network Administrator will update your MX records to match Spam Arrest's MX records. This allows your email to be routed to our Spam Arrest servers for processing, where we then forward the email on to you.

**What are MX Records?*

MX Records are an entry in a domain name database that identifies the mail server responsible for handling the email for that particular domain name.

**How does Spam Arrest know where to relay my email?*

When you sign-up for the Enterprise Solution, you provide your domain(s) POP and SMTP server information. We relay email back to these servers based on the information you provide, without looking up host information on the Internet.

**Will my users know about Spam Arrest?*

Most business that use the Enterprise Solution inform their users of Spam Arrest, and how Spam Arrest filters spam (as outlined here):

<http://www.spamarrest.com/howitworks2/>

**What do I need to tell my users?*

You might suggest to your users that they read the Spam Arrest FAQ and Support Page:

<http://www.spamarrest.com/help/>

Not all of this information will apply to your users, but it will be helpful for them to familiarize themselves with the overview of how Spam Arrest works, nonetheless.

**How do I add or remove users from my account(s)?*

When you sign-up, you create an Administrator Account. You may add or remove users in this account.

**Can I filter more than one domain?*

Yes. You can filter as many domains as you like. You can add/remove domains and specify their POP and SMTP server names in your Administrator Account.

**What is the cost of Spam Arrest's Enterprise Solution?*

The setup fee is a one-time charge of \$49.95, regardless of the number of domains. Please see the price structure below.

**What is the Enterprise Solution Billing Schedule?*

The Enterprise Solution's Billing Period is the 16th of the month through the 15th of the following month. Billing occurs on the 15th for the preceding billing period. Billing is calculated based upon your account's average number of users per billing cycle.

**What is my Administrator Account, and how does it work?*

The Administrator Account is how you oversee your Enterprise Account information. With your Administrator Account, you can log into the website and add or remove users, add or remove domains you would like filtered by Spam Arrest, and more.

**Can I authorize or block email for all my users?*

Not at this time, though there are future plans to implement global controls in the Administrator Account. We will keep all our Enterprise Users aware of additional functionality as it is implemented.

**Will my users have to use the Spam Arrest website?*

Your users can use Spam Arrest transparently (indirectly) if they wish, though they may also directly visit the website to check Unverified Mail folders and to personally manage their list of senders.

**What about users in domains that aren't signed up for Spam Arrest?*

Email accounts that you choose to keep unfiltered will simply have their email SMTP relayed directly to the server you specify. The user will download the email as usual.

**Will internal users need to authorize one another?*

This depends upon your own server's configuration. If your incoming and outgoing servers are the same, then, normally, your users would not have to authorize one another since the email remains internal.

3. Administrator Account Overview

When you login to your Spam Arrest Administrator Account, you will find four tabs at the top of the webpage. These tabs are: Domains, Users, Options and Help.

**Domains tab*

In the Domains page, you can add and remove domains which you are using Spam Arrest to filter. When you add a domain to be filtered, you will be asked to confirm & enter certain information, such as:

1. The POP and SMTP server for the domain.
2. Whether the domain employs POP Authentication* and/or a customized Verification Request.
3. Deletion of email for unknown recipients.
3. A test for your MX records, and a test for SMTP relay.

You can view or update this information at any time.

**Users tab*

The Users Tab lists all of your account's users (filtered addresses) and aliases (aliases are

bulleted, for differentiation). When you select one of your current users in your account, you can control the aliases, edit user account information and view Spam Arrest statistics for that specific user account.

**Options Tab*

The Options Tab contains the contact information for your Administrator Account, as well as your Billing information.

**Help Tab*

The Help Tab is the standard "Help" tab for all accounts.

4. Enterprise Price Structure

Number of Active Spam Arrest Users	Cost Per Month
1-10 Users	\$29.95 a month (about \$3.00/user/month)
11-25 Users	\$64.95 a month (about \$2.60/user/month)
26-50 Users	\$124.95 a month (about \$2.50/user/month)
51-100 Users	\$219.95 a month (about \$2.20/user/month)

Above 100 users Spam Arrest charges per user per month

101-499 Users	\$2.15 per user a month
500-1999 Users	\$1.90 per user a month
2000-4999 Users	\$1.80 per user a month
5000 Users or above	Please contact us

In addition to the monthly fees above, there is a one-time setup fee of \$49.95, which is billed after your first month of service.

5. Contact Information

Please email: isp@spamarrest.com for any additional information concerning the Spam Arrest Enterprise Solution.