

Plan Type	Plan Name in the Web Portal	Description	Where the plan is managed	How to initiate this plan
File backup	Basic	<ul style="list-style-type: none"> <li>• Can keep up to 30 days of the most recent historical versions and deleted files</li> <li>• On desktops and laptops running a non-server operating system (desktop OS), can backup open files, such as Outlook or QuickBooks files, using VSS snapshots</li> <li>• On servers, cannot backup files that are open for exclusive access, such as Microsoft Exchange or SQL Server files, but it can backup other files, such as Excel and Word files</li> </ul>	Web Portal and the Backup Manager	<ul style="list-style-type: none"> <li>• Create an account</li> <li>• Assign it this plan</li> </ul>
File backup	Select	<ul style="list-style-type: none"> <li>• Allows any length of retention of historical versions and deleted items</li> <li>• Can backup open files on servers and desktops, including Exchange and SQL server files, using Microsoft VSS snapshots</li> </ul>	Web Portal and the Backup Manager	<ul style="list-style-type: none"> <li>• Create an account</li> <li>• Assign it this plan</li> </ul>
File backup	Trial (Basic)	<p>Identical to the <i>Basic</i> plan except:</p> <ul style="list-style-type: none"> <li>• By default, the account expires after 30 days, if it was created using the Create Account menu option and the <i>Num of Trial Days</i> field was left blank. If it was created using the New Account wizard, you must enter a number of days for the trial—we recommend 30 for most trials and no more than 60 days. The partner can extend the expiration to 60 days, if desired, after the account is created.</li> <li>• By default, the account is limited to 10 gigabytes of storage in the eFolder cloud (but this can be increased by the partner—see the next bullet point), if it was created using the Create Account menu option and the <i>Hard Quota</i> field was left blank. If it was created using the New Account wizard, you must enter a limit or it will default to unlimited, but we recommend 10 gigabytes.</li> <li>• Partners are limited to a total of 1 terabyte across all of their file backup trial accounts</li> <li>• Partners are not charged for the storage space trial accounts use in the cloud</li> </ul>	Web Portal and the Backup Manager	<ul style="list-style-type: none"> <li>• Create an account</li> <li>• Assign it this plan</li> </ul>
File backup	Trial (Select)	<p>Identical to the <i>Select</i> plan except:</p> <ul style="list-style-type: none"> <li>• By default, the account expires after 30 days, if it was created using the <i>Create Account</i> menu option and the <i>Num of Trial Days</i> field was left blank. If it was created using the New Account wizard, you must enter a number of days for the trial—we recommend 30 for most trials and no more than 60 days. The partner can extend the expiration to 60 days, if desired, after the account is created.</li> <li>• By default, the account is limited to 10 gigabytes of storage in the eFolder cloud (but this can be increased by the partner—see the next bullet point), if it was created using the Create Account menu option and the <i>Hard Quota</i> field was left blank. If it was created using the New Account wizard, you must enter a limit or it will default to unlimited, but we recommend 10 gigabytes.</li> <li>• Partners are limited to a total of 1 terabyte across all of their file backup trial accounts</li> <li>• Partners are not charged for the storage space trial accounts use in the cloud</li> </ul>	Web Portal and the Backup Manager	<ul style="list-style-type: none"> <li>• Create an account</li> <li>• Assign it this plan</li> </ul>
BDR	BDR for ShadowProtect	<ul style="list-style-type: none"> <li>• Requires that you purchase a BDR appliance from eFolder that is preconfigured with all of the software you need to quickly become operational</li> <li>• Uses Storage Craft's ShadowProtect backup and imaging software along with eFolder's proprietary technology for online backup to the cloud and global monitoring</li> <li>• BDR can be configured to do cloud backup and recovery, site-to-site backup and recovery, and on-site backup and recovery, replication, and virtualization of server images on the BDR, remote server, or in the cloud</li> </ul>	Web Portal and the Backup Manager	<ul style="list-style-type: none"> <li>• Create an account</li> <li>• Assign it this plan</li> </ul>

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BDR	Trial (ShadowProtect)	<p>Identical to the <i>ShadowProtect Standalone</i> plan except:</p> <ul style="list-style-type: none"> <li>• By default, the account expires after 30 days, if it was created using the <i>Create Account</i> menu option and the <i>Num of Trial Days</i> field was left blank. If it was created using the New Account wizard, you must enter a number of days for the trial—we recommend 30 for most trials and no more than 60 days. The partner can extend the expiration to 60 days, if desired, after the account is created.</li> <li>• We recommend that each account be limited to less than 500 GB of storage space per trial. Note that if the account was created using the New Account wizard, the default is unlimited, so you will want to enter an amount when you create the account. If you create the account using the Create Account menu option and leave the <i>Hard Quota</i> field blank, it will default to 100 gigabytes. You can change the storage space later to any amount you want, but we recommend that you limit it to less than 500 GB of storage space.</li> <li>• eFolder will provide an eFolder BDR appliance for your very first trial, if desired</li> <li>• Partners are not charged for the storage space trial accounts use in the cloud</li> <li>• Partners can have up to 8 ShadowProtect trial accounts of up to 500 GB each</li> </ul>	Web Portal and the Backup Manager	<ul style="list-style-type: none"> <li>• Create an account</li> <li>• Assign it this plan</li> </ul>
BDR	ShadowProtect Standalone	<ul style="list-style-type: none"> <li>• This is a software-only option intended for partners or customers who want to use existing equipment or build their own BDR hardware</li> <li>• Licenses the same ShadowProtect software and eFolder technology for online backup to the cloud and global monitoring that is provided with the <i>BDR for ShadowProtect</i> service plan</li> <li>• Choose this option only if you are comfortable taking total responsibility for providing, maintaining, securing, and servicing your own BDR hardware yourself</li> </ul>	Web Portal and the Backup Manager	<ul style="list-style-type: none"> <li>• Create an account</li> <li>• Assign it this plan</li> </ul>
BDR	AppAssure CORE	<ul style="list-style-type: none"> <li>• This plan does <i>not</i> require a BDR appliance, but <i>does</i> require a dedicated server for the AppAssure software; a Source Core runs at the customer site and the Target Core runs in the eFolder Cloud. Servers can be restored and virtualized in the eFolder Continuity Cloud in case of an emergency.</li> <li>• Uses Dell's AppAssure replication and imaging software</li> <li>• An AppAssure agent is installed on each server that you want to image which transfers images to a local Source CORE</li> <li>• Can optionally configure the AppAssure CORE with the eFolder Backup Manager for global monitoring of storage utilization in the cloud from the Web Portal and to monitor and report on the status of each AppAssure CORE</li> </ul>	AppAssure Core Console and (optionally) the Web Portal	<ul style="list-style-type: none"> <li>• Contact your Account Manager if this is your first AppAssure CORE or contact eFolder Technical Support for subsequent CORES</li> <li>• To monitor the eFolder Cloud storage through the Web Portal, contact eFolder Technical Support; to monitor storage of your source CORE(s), create an account and assign it the AppAssure CORE plan and install and configure the Backup Manager on that server for integration to the Web Portal</li> </ul>

Plan Type	Plan Name in the Web Portal	Description	Where the plan is managed	How to initiate this plan
BDR	Trial (AppAssure CORE)	<p>Identical to the <i>AppAssure CORE</i> plan except:</p> <ul style="list-style-type: none"> <li>• By default, the account expires after 30 days</li> <li>• Each target CORE is initially allocated 500 GB of storage space per trial</li> <li>• Partners are not charged for the storage space trial accounts use in the cloud</li> </ul>	AppAssure Core Console and (optionally) the Web Portal	Contact your Account Manager
BDR	BDR for Acronis	<ul style="list-style-type: none"> <li>• Used to provision license keys for the Acronis Backup Advanced Agent, Acronis Add-on Agents, and Acronis Hypervisor or Virtual Host Agent</li> <li>• Uses Acronis Backup Advanced imaging software</li> <li>• This is a software-only option intended for partners or customers who want to build their own BDR hardware or who do not want to use BDR hardware</li> <li>• Choose this option only if you are comfortable taking total responsibility for providing, maintaining, securing, and servicing your own BDR hardware yourself</li> </ul>	Acronis Management Server	For you to manually provision Acronis licenses from the eFolder Web Portal, you must place your first order with your Account Manager and agree to, sign, and return the Acronis Agreement(s)
BDR	BDR Rescue Program	<ul style="list-style-type: none"> <li>• This plan is for customers who are currently backing up their BDR data to another provider's data center or cloud and want instead to backup their BDR data to the eFolder cloud at specially reduced rates so that they can enjoy all of the technological and business benefits that storage in the eFolder cloud offers. This service is only applicable if the current ShadowProtect software being used on the previous BDR remains the same. Upgrading to a more recent version of the ShadowProtect software will result in the Standalone service with the appropriate pricing being applied.</li> <li>• The service allows the customer to reconfigure their BDR to stop sending backups to their current destination and start sending them to the eFolder cloud using the Backup Manager</li> <li>• Because customers who participate in this program receive a special rate for storing their BDR data in the cloud, you can easily approach your customers about making the switch to your branded service for BDR backups</li> <li>• Note that with this plan, the customer is still responsible for all of their hardware, software, and licensing issues for their BDR</li> </ul>	Web Portal	<ul style="list-style-type: none"> <li>• Create the account on the Web Portal and assign it this plan</li> <li>• Download, install, and configure the Backup Manager on the BDR</li> <li>• End the prior backup service with the third-party provider</li> </ul>
BDR and File Backup	Multitenant Network Server	<ul style="list-style-type: none"> <li>• This plan is for customers who want to backup their data to their own destination, such as their own data center, server, BDR, or cloud, instead of, or in addition to, the eFolder cloud</li> <li>• Uses the StorageCraft ShadowProtect software to backup the images from the local servers to the BDRs, and the eFolder Backup Manager and Backup Server Manager software to backup the multiple BDRs to the designated storage location</li> <li>• With this plan, you can also use the Backup Manager to copy files and folders to the target server</li> <li>• You must install the Backup Manager on all of the BDRs</li> <li>• In addition, you must install the Backup Server Manager on the machine at the final storage location.</li> <li>• You will be charged an additional charge for using the Multitenant Network Server service plan</li> </ul>	Web Portal	<ul style="list-style-type: none"> <li>• Create the account on the Web Portal and assign it this plan</li> <li>• Install and configure the Backup Manager and the Backup Server Manager on the target "local server"</li> <li>• Configure the Backup Manager on <i>each</i> of the source machines to be backed up to point to the target "local server" in the <i>Local Server</i> field of the My Account panel</li> </ul>

Plan Type	Plan Name in the Web Portal	Description	Where the plan is managed	How to initiate this plan
BDR	Trial (Multitenant Network Server)	Identical to the Multitenant Network Server service plan except: <ul style="list-style-type: none"> <li>• By default, the account expires after 30 days (partner can extend the expiration to 60 days, if desired)</li> <li>• Because the data is being backed up to your own server, you set the storage limit for this trial account. The default is 1 GB of cloud backup since you are not copying data to the cloud with this account; rather, you are only sending reporting information.</li> </ul>	Web Portal	<ul style="list-style-type: none"> <li>• Create the account on the Web Portal and assign it this plan</li> <li>• Install and configure the Backup Manager and the Backup Server Manager on the target "local server"</li> <li>• Configure the Backup Manager on <i>each</i> of the source machines to be backed up to point to the target "local server" in the <i>Local Server</i> field of the My Account panel.</li> </ul>
Email Security	DoubleCheck	<ul style="list-style-type: none"> <li>• This is a cloud email security service that requires no on-site hardware or software</li> <li>• Leveraging the eFolder Security Cloud, eFolder DoubleCheck delivers comprehensive inbound and outbound protection from spam, viruses, spyware, and phishing attacks, while ensuring email visibility and control for administrators and dynamic, per-user filtering for employees</li> <li>• Subscribers point their Mail Exchange (MX) records to the eFolder Security Cloud</li> <li>• All inbound and outbound emails are filtered and scanned in the cloud</li> <li>• The vast majority of spam will be blocked and logged based upon results from eFolder's real-time threat analysis networks</li> <li>• Messages requiring additional filtering are scanned for viruses, phishing attacks, or content violations, and are put through additional statistical analysis</li> <li>• Dangerous messages and confirmed spam are blocked, while other unwanted email is placed in the message quarantine</li> <li>• Administrators and users can access the message quarantine to release messages, which automatically updates their user-approved and user-blocked lists.</li> <li>• Offers an email continuity feature allowing access to email when the local mail server is unreachable.</li> <li>• We offer a "Not For Resale" account, if they sign up using this form: <a href="https://filter.emailportal.com/nfr/signup">https://filter.emailportal.com/nfr/signup</a></li> </ul>	Has its own administration and management web site	Contact technical support or your Account Manager to request the service

## KEY TO eFOLDER SERVICE PLANS:

Plan Name in the Web Portal	Plan Type
AppAssure CORE	BDR
Basic	File Backup
BDR for Acronis	BDR
BDR for ShadowProtect	BDR
BDR Rescue Program	BDR
Multitenant Network Server	BDR and File Backup
Select	File Backup
ShadowProtect Standalone	BDR
Trial	File Backup
Trial (AppAssure CORE)	BDR
Trial (Basic)	File Backup
Trial (Multitenant Network Server)	BDR and File Backup
Trial (ShadowProtect)	BDR