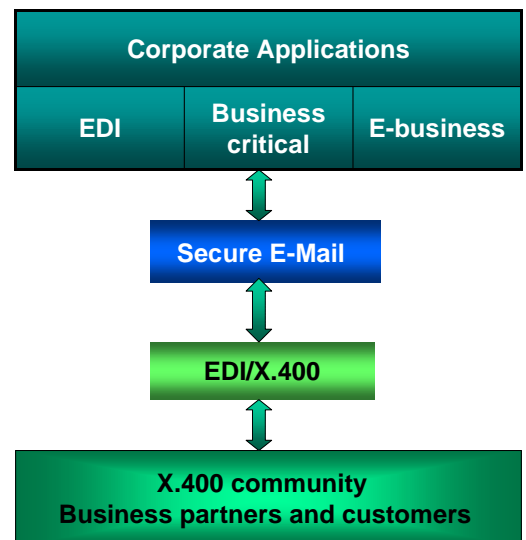


The BT Infonet IP Mail EDI service provides the ability for customers with a mail server on the Internet to exchange EDI messages with the X.400 community. The service will function as a real PRMD on X.400 and will be perceived by X.400 relations as a normal PRMD. It is available for both organizations that have their own private mail systems and organizations that want to use the BT Infonet Managed email service (IP Mail).

INTRODUCTION

BT INFONET IP MAIL EDI OFFERS:

- **Availability** – The redundant configuration of the IP Mail EDI service is in place to deliver the high availability as offered in the service levels.
- **Security** – Maximum security is ensured by using one single network connection between your private computer system and the fully protected 400Net service.
- **Reach ability** – X.400 business partners can still address the original PRMD X.400 address.
- **Single Point Of Contact** – BT Infonet Operations Centre acts as the single point of Contact (24/7) for IP Mail EDI customers.

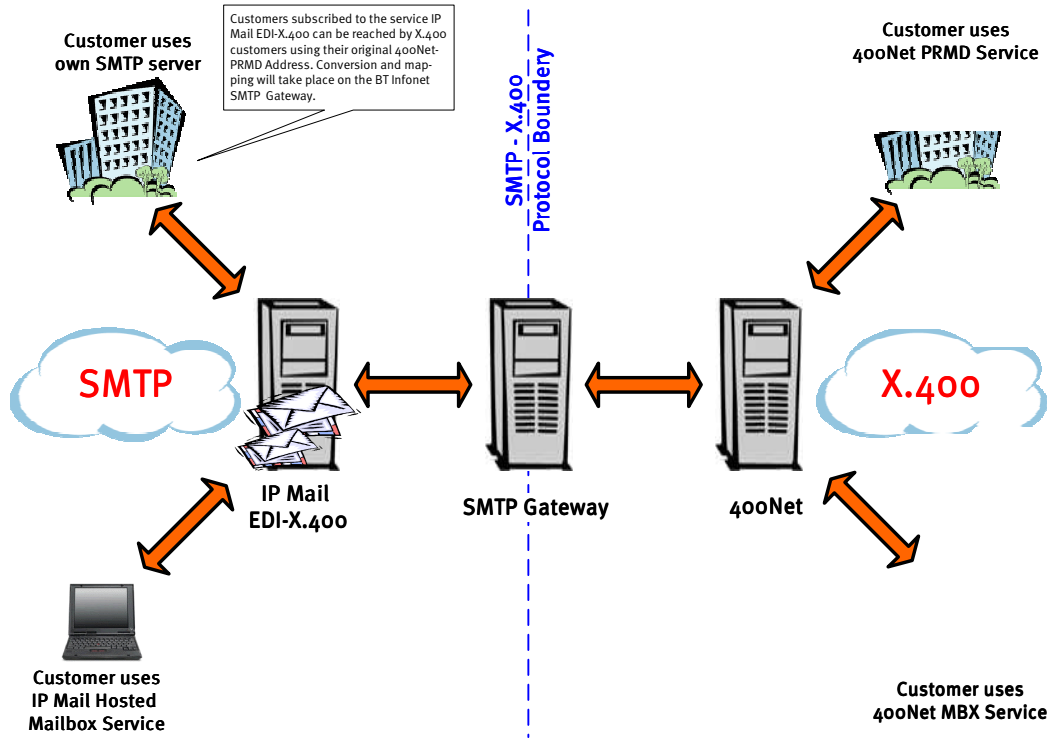


The BT Infonet EDI Messaging service is provided via secure networks that enable message exchange with the X.400 community. Using one single network connection between your private computer system and the fully protected 400Net network ensures maximum security. This resilient protocol ensures error-free reliability in message transfer with delivery confirmation on request, making IP Mail EDI Messaging ideal for mission-critical applications.

Customers may subscribe to the IP Mail EDI service for the amount of traffic they require. Full trace ability of the message flow is available and can be requested additionally.

ADDRESSING

A unique x.400 address within the 400Net domain will be linked to your IP Mail EDI domain.



Connectivity to the IP Mail EDI Service is available via two different methods:

1. Connectivity through BT Infonet Managed Mailbox Service (IP Mail)
2. Connectivity through customer's private SMTP mail server

The <customer domain> must be unique within the 400Net domain. Business partners and customers within the X.400 environment can use the X.400 address to send messages to the IP Mail EDI customer. The messages will be received in the BT Infonet Managed Mailbox. The IP Mail EDI subscriber has to include the full X.400 address between double quotes to reach the users on X.400. The SMTP messages are routed via the IP Mail EDI server to a gateway that converts the SMTP message into an X.400 message. The X.400 addressing between the double quotes is used to map the message to the correct X.400 recipient on 400NET. Example:

A message to the X.400 address: C=US; ADMD=400NET; PRMD=PRMACME; O=ACME
 Should be addressed as: "/C=US/A=400NET/P=PRMACME/O=ACME"@xgateprod.400net.nl

Connectivity through BT Infonet Managed Mailbox Service (IP Mail)

For customers using the BT Infonet Managed Mailbox Service, the following address mappings apply:

- IP Mail EDI address: <surname>@<customer domain>.400net.com
- X.400 address: S=<surname>; PRMD=<customer domain>; ADMD=400NET; C=NL

Connectivity through customer private SMTP mail server

For customers using their private SMTP mail server, the following address mappings apply:

- IP Mail EDI address: <surname>@<customer domain>
- X.400 address: S=<surname>; PRMD=<customer domain>; ADMD=400NET; C=NL

NOTIFICATIONS

Delivery Notifications

Customers can request Delivery or Non-Delivery Notifications.

Requesting a Delivery Notification automatically means that when a message cannot be delivered a Non-Delivery Notification will not be received.

Non-Delivery Notifications

The service will automatically attempt to deliver a message several times before a Non-Delivery Notification is generated. A Non-Delivery Notification is created for urgent messages after 2 hours. For other messages after 6 hours.

Receipt / Non-Receipt Notifications

Receipt and Non-Receipt Notifications are not supported by the service.

QUALITY OF SERVICE

Availability:

Service availability is set at 99.7% measured over a 3-month period (excluding outages for planned maintenance and down time caused by access networks).

Throughput

In 95% of all cases, a first attempt at message delivery will commence within two minutes after the message have been submitted completely. Message delivery measurement is at customer's mailbox within 400Net, customer's PRMD within 400Net or gateway in case of delivery through a gateway or third party. In 99.9 % of all cases the delivery will commence as described above within 15 minutes.

In case the destination cannot be reached at first attempt, the following retry schemes apply:

The default retry scheme within IP MAIL EDI (SMTP) is:

- 12 times every 20 minutes;
- 4 times every 30 minutes;
- Then every 30 minutes up to a total time of 8 hours.

The default retry scheme within 400Net (X.400) is:

- The first retry after 60 seconds;
- The second retry 60 seconds after the first;
- The third retry 300 seconds after the second;
- The fourth retry 1800 seconds after the third;
- The fifth through ninth retries are one hour after each other.

Maintenance:

Service maintenance is scheduled as follows:

Once every 2 months on a Sunday from 6:00 AM to 4:00 PM CET for hardware maintenance and from 8:00 AM to 12:00 PM for software maintenance.