

# Email Migration Service Terms and Conditions

These terms and conditions set out additional provisions with respect to the Customer's subscription to the Email Migration Service described herein. These terms and conditions are an attachment to and form an integral part of the Rogers Small Business Terms of Service, available at [www.rogers.com/terms](http://www.rogers.com/terms) (the "Agreement"), which the Customer entered into in order to use the Rogers Business App Market and any services sold thereunder. The Customer agrees to be bound by the terms and conditions set out in the Agreement, which include without limitation this attachment and any applicable software license terms. Capitalized terms used but not defined herein shall have the meanings ascribed to them in the Agreement.

Email Migration is a Service in which Rogers migrates the Customer's email messages from one email client to another email client. Depending on the Customer's current email client, Rogers may also provide Mailbox Migration, in which Rogers migrates the Customer's case records such as e-mails, appointments and contacts as well.

## 1. Requirements and description of Migration Services and deliverables:

### 1.1. In scope Services: Rogers agrees to provide the Customer with a dedicated resource to perform the following Services:

- Initial Configuration for the new email client, including:
  - User Account management
  - Assist with domain updates
  - Complete basic admin setup
- User Configuration on the new email client, including:
  - Setup individual user accounts and assign a license to each account.
- Migrate mailbox data from original email client to the selected email client
- Provide mobile device setup demonstration for one user as identified by the administrator
- Provide email client setup demonstration for one user as identified by the administrator

### 1.2 Solution Requirements: The Customer must comply with the following requirements in order to receive the Email Migration Services

- Customer just have their own registered and active domain name.
- The following email clients are supported as source clients by the Email Migration Services:
  - Microsoft Office 365
  - Exchange 2003+
  - G Suite/Gmail
  - IMAP
  - POP

The exact Customer data that will be migrated will differ based on the source and destination mail client, as set out in the table below.

## What items will be migrated?

Destination →	Microsoft Office 365					G Suite/Gmail				
Source ↓	Email	Calendar	Contacts	Notes	Tasks	Email	Calendar	Contacts	Notes	Tasks
Microsoft Office 365	✓	✓	✓	✓	✓	✓	✓	✓		
Microsoft Exchange	✓	✓	✓	✓	✓	✓	✓	✓		
G Suite / Gmail	✓	✓	✓			✓	✓	✓		
IMAP	✓					✓				
POP	✓									

### 1.3 Out of Scope - The following items are not included with the Email Migration Services:

- Items that do not match folder types (i.e. calendar responses within a mail folder)
- Custom items that do not inherit from the core system types *Example: items which are not true emails, calendars, contacts, journals, notes, rules, or tasks*
- Personal Distribution Lists
- Bounce notifications such as Non-Delivery Report/Receipt (NDR) or Delivery Status Notification (DSN)
- Calendar notifications such as invites, cancellations, etc.
- RSS feeds
- Mailbox settings, sharing settings, client settings (ex: default font)
- From Exchange 2003: BCC recipients (also resource attendees for appointments)
- Acceptance status for meeting participants (ex: accepted, declined, tentative)

### 1.4 Location: All Email Migration Services will be completed by Rogers remotely.

### 1.5 Customer responsibilities:

In addition to any other obligations under the Agreement, the following are the Customer's responsibilities in order to receive the Email Migration Service:

- The Customer shall designate a primary project contact. This person shall: handle and monitor all communications related to this project and have the authority to act on the Customer's behalf in matters regarding this project.
- The Customer will provide accurate information regarding network provisioning, TCP/IP settings, software versions, regulatory requirements, and any other information Rogers needs to successfully complete this project. If any of this information is not accurate, project timelines and cost will increase.
- The Customer shall grant Rogers adequate and reasonable access to its network, services and end-user PCs where necessary. If such access requires authorization and provisioning, the Customer shall inform Rogers in advance.
- The Customer shall provide Rogers staff adequate working space where they can work on-site if applicable.
- The Customer must perform all appropriate back-ups of data to be migrated.
- The Customer's employees shall answer Rogers' questions and provide important information concerning the project on a timely basis (e.g. network design, existing processes, IP addresses, usernames and passwords, etc.). Delays may increase the time and cost of the project.
- The Customer shall ensure that Rogers is notified of any issues that may affect the success of the Email Migration Services.

- The Customer will provide Rogers staff with resources as needed to perform designated tasks as jointly determined by the Customer and Rogers.
- The Customer will be responsible for configuring all email client software, with the exception of one user.
- The Customer will be responsible for terminating the existing email client services, if necessary.

1.6 Assumptions and Dependencies: Rogers has made the following assumptions while defining the scope of work, estimated effort and drawing up the work plan and schedules. Any variation in these assumptions may have a direct impact on the effort and cost of the project, and will be quoted to the Customer accordingly.

- Rogers' workday will be consistent with the Customer's workday (i.e. 8 hours, Monday through Friday, 8:00am to 5:00pm local Customer time (excluding statutory holidays).
- Rogers reserves the right to subcontract all or portions of the Services.
- Rogers is not responsible for project or service delays that are outside of Rogers' control.
- Rogers is not responsible for the manufacturers' features that do not work or third party software bugs in hardware, software, equipment or any other property utilized in the Customer's environment.
- Customer will provide Rogers with the necessary access to Customer Information, documentation, Internet, facilities, personnel and any other resources required to perform the Services. Such access will be given to Rogers in a timely manner.
- If the foregoing assumptions are not correct, it is the Customer's responsibility to notify Rogers in writing and make all reasonable efforts to correct these assumptions by working in good faith with Rogers.
- Except as otherwise set out in the Small Business Terms of Service regarding Rogers' right to access Customer information, Rogers' personnel will perform administrative activities on the Customer's data, but will not have access to readable Customer data.
- Customer data may be stored or retained outside of Canada.