

Critical Information Summary



Email

1. Service information

Vicbar mailboxes are offered by BCL as an internally managed, onsite service. Victorian Bar email addresses promote credibility and integrity in communication.

Term

There is no minimum term for the service and it is delivered on a month to month basis.

What's included

- A 10GB mailbox + set up
- Managed enterprise security, spam and virus protection of the email service
- 24/7 Service Desk support for email (7am-7pm onsite)
- Managed back-ups

What's not included

- Client software for email usage (Outlook/Apple Mail)
- Archiving solutions*
- Support for non-email related issues

2. Pricing information

Monthly Charge

Charge for your mail access is \$16/month (ex GST).

Service Desk support is included in this charge and any additional services will be billed on a standard charge rate – please see Critical Information Summary for Service Desk Support – IT.

3. Connection information

BCL email is supported by multiple on-site servers, promoting high availability, increased coverage and reduced lag times. Mail can be setup and accessed on a wide range of supported devices.

4. Other information

The speed of your email service may vary due to a number of factors such as your distance from the BCL network hub, location of your floor or your equipment and software and internet traffic

Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

5. For more information please contact the BCL Service Desk

 03 9225 8888

 servicedesk@vicbar.com.au

 www.bcl.net.au