



Wholesale Market

Wholesale OT MAIL

Mail, Calendar, Messaging & Collaboration, Antispam, Antivirus, File Sharing



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Besides Mail, Wholesale OT MAIL offers Antispam, Antivirus, messaging & collaboration, appointments, contacts, task management, file sharing, mobile and Outlook synchronisation...

Service features

- Message queue for server unavailability : Seven days
- Maximum size of attachments: 50Mega
- Contemporary Recipient Limits: 50
- Virus elimination percentage: 99%
- Spam reduction: 92%
- Mail filtering levels: Seven

Who is it for?

The services are for all operators wishing to include value-added and low-cost services in their connectivity offers.

Description of the service

Wholesale OT MAIL provides a complete suite ranging from messaging & collaboration solutions to inbound and outbound mail protection. The services offered are:

- OT MAIL service;
- Archive Service;
- Mail Migration Service;
- Mail Relay;
- Mail Filtering.

Wholesale OT MAIL is the messaging & collaboration solution offered on the Cloud as Software as a Service, delivered in Italian Cloud (Internet Data Center Telecom Italia SpA).

The platform is implemented with a fully web-based architecture, maintaining compatibility with the common POP and IMAP protocols, focusing on security.

Wholesale OT MAIL is a communication suite with Mail, Address Books, Calendars, Tasks, Files and Folders, and collaboration with the ability to share each item with other users with granular rights.

Features of the Wholesale OT MAIL service

- Advanced, effective and natural web interface for:
 - ✓ Full access from any PC or device;
 - ✓ Interface for Touch devices;
 - ✓ Attach a file to an email by simply dragging it;
 - ✓ Move messages, appointments by moving the mouse;
 - ✓ Instant searches also in contents of attachments.
- Support of secure protocols: POPs, IMAPs, SMTPs, ActiveSync and Outlook connector all with certificate;
- Synchronisation of emails, contacts, calendars, tasks and address books with the most popular smartphones and tablets (Android, iOS, Windows);



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- Possibility of expanding the space quota;
- Security: Secure connections (with public certificate), protection policies thanks to antispam (seven levels) and antivirus, authenticated outgoing SMTPs;
- Four Available profiles: Basic, Gold, Diamond, Platinum;
- Mail archiving can also be for individual accounts (optional).

Main functionalities of Wholesale OT MAIL profiles

Features	<u>BASIC</u>	<u>GOLD</u>	<u>DIAMOND</u>	<u>PLATINUM</u>
Space quota per 10GB box	X	X	X	X
Quota expandable space + 10GB	X	X	X	X
POPs, IMAPs, SMTPs (authenticated)	X	X	X	X
CardDAV / iCal / CalDAV Clients			X	X
Windows Outlook Sync (MAPI)				X
Antispam	X	X	X	
Antivirus	X	X	X	X
SSL access	X	X	X	X

Advanced Functions	<u>BASIC</u>	<u>GOLD</u>	<u>DIAMOND</u>	<u>PLATINUM</u>
Advanced Web Mail	X	X	X	X
Conversation View			X	X
Task			X	X
TAG Messages			X	X
Basic search	X	X	X	X
Advanced search (visual editor)			X	X
Search in annexes			X	X
Preview in browser attachments			X	X



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Address Books	<u>BASIC</u>	<u>GOLD</u>	<u>DIAMOND</u>	<u>PLATINUM</u>
Personal distribution lists	X	X	X	X
Global Domain Address Book (GAL)		X	X	X

Calendars	<u>BASIC</u>	<u>GOLD</u>	<u>DIAMOND</u>	<u>PLATINUM</u>
Calendars		X	X	X
Reservation of resources			X	X

Folders and Files	<u>BASIC</u>	<u>GOLD</u>	<u>DIAMOND</u>	<u>PLATINUM</u>
Sharing folders and files			X	X
Personal and group file case			X	X

Mobility	<u>BASIC</u>	<u>GOLD</u>	<u>DIAMOND</u>	<u>PLATINUM</u>
Mobile Web Client	X	X	X	X
Offline WebMail (Chrome, Firefox)			X	X
POPs and Imaps access	X	X	X	X
Touch Client			X	X

Activesync: Push synchronisation for IOS, Android, Windows	<u>BASIC</u>	<u>GOLD</u>	<u>DIAMOND</u>	<u>PLATINUM</u>
Mail				X
Calendars				X
Address Books				X
Task				X
Remote data deletion				X

For all licence types, a 10 GB box space quota is included in the fee



Learn more at www.wholesale.telecomitalia.com

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Technical Specifications

The Service is subscribed for individual mailboxes;
Possibility of receiving attachments of up to 50 Mb;
Recipient contemporary maximums 50;
Space quota per box 10 GB optionally expandable with an additional quota;
The use of the Wholesale OT MAIL Service is subject to the correct configuration of the DNS points of the domain, according to the instructions sent during activation;
Any emails identified as spam are stored in the user's Junk folder and are accessible via webmail.

Standard offer profiles

Mail Base: Mailboxes, POP/S IMAP/S Webmail access, size 10 GB.

Mail Gold: Mailboxes with business tools (calendars, address books), POP/S IMAP/S WebMail access, size 10 GB.

Mail Diamond: Mailboxes with online collaboration (calendars, address books, folders), POP/S IMAP/S WebMail access, size 10 GB.

Mail Platinum: Mailboxes with online collaboration (calendars, address books, folders), iOS and Android and Outlook support, POP/S IMAP/S WebMail and ActiveSync access, 10 GB size.

Optional Services

Disc Space - 10GB increments: at any time if it is necessary to increase/decrease the server's processing capacity and performance.

Archive Service

This is a mail archiving service in which sent or received mails are automatically stored in the Italian Cloud, without interfering with mail flows.

It uses flexible storage policies to adapt to the technologies used by the customer to:

Protect the information transferred in the email with a 1:1 copy, identical to the original.

Download the main mail server or cloud service from the history management.

The archiving Service protects against more or less accidental loss of emails, consolidates the email archive over time (also by switching to different mail services), and provides a quick and effective search for information, without time or space limits.

Compatible with the most popular mail servers and cloud services, such as OT-MAIL, Office 365 or Google Apps.

Users access the email archive directly without any synchronisation with their PC; they will be able to independently search for their own incoming, outgoing messages even if deleted, via web or Windows client or on the move.



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It allows different logics and archiving strategies to provide the best solution in each context of mail use in line with company policies. Management is also simplified thanks to the 'MyArchive' web application for the administrator.

Single mailbox archiving

With this archiving method, emails are archived from individual user mailboxes, maintaining consistency in, for example, folder structure and allowing time-based deletion of emails from the server. It applies to all mail services using the IMAP protocol and Office 365, Exchange or Google APP, thanks to Service Accounts (specific users who can access IMAP on different user accounts).

Automatic Global Archiving

Applicable, for example, to a dedicated Exchange server thanks to the Journal functions or the Maildrop boxes (applicable for most servers where all mails in transit are 'copied'). All mail flow is collected by ARCHIVE and stored for each user without any possibility of manipulation or modification by the user.

Customer history import

Enabling of mail history archiving feature in archiving environment.

The activity involves the temporary enabling of the import function from the relevant app to allow the Customer to transfer, independently, the emails to the archiving environment. When the activity is over, the feature will be disabled. The Customer will receive an operating manual detailing the operations to be carried out.

Please note that this activity can only be carried out if the mail client, installed on the WS (workstation), provides for the export of emails in the following formats (pst, eml, msg, mbox).

Operator history import

The activity involves remote access to each customer WS to configure the app needed to transfer the mail to the archiving environment.

This activity can only be carried out if the mail client, installed on the WS, allows the export of emails in the following formats (pst, eml, msg, mbox).

Importing IMAP history

This involves accessing the Customer's mailboxes directly in IMAP mode to import mail into the archiving environment.

Mail migration

Import of online mail using a migration tool that uses the IMAP protocol, which must be enabled on the Customer's provider/Server side.

It will only be possible to import calendars and address books if the relevant conditions are met. To proceed with mail migration, the Customer will need to issue administrative credentials for their mail environment and/or individual users.



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The migration activity cannot be 100% guaranteed under the following conditions:

- ✓ Presence of viruses in emails
- ✓ Presence of particular email tags/classifications
- ✓ Latency on the connectivity where the Customer's mail environment resides
- ✓ Presence of Time Out set on the Customer's mail environment.

Mail Relay

Mail Relay is an email delivery service based on a Cloud platform hosted in Data Centers in Italy, which offers continuity and security in sending outgoing emails from the Customer's mail servers. The Service allows outgoing company emails to be sent through external SMTP servers configured with antivirus and antispam systems, thus avoiding the inclusion of company servers in third-party blacklists with related mail system inefficiencies.

The Service's use is subject to the correct configuration by the Customer of its mail servers to establish the connection with the Service in SMTP or SMTPS protocol.

Once the Service has been activated, you can change the number of mailboxes and how these mailboxes are distributed within the domain(s). You can Increase or decrease the number of mailboxes managed in each domain, always respecting the constraint imposed by the maximum number of mailboxes purchased.

The Service allows a maximum peak of 250 (two hundred and fifty) emails to be sent every 30 minutes with a maximum daily limit of 5,000 (five thousand) emails.

The Service does not allow mass email transmissions above these peaks.

The service includes:

- Enabling via the public IP of the mail server or via authentication (login and password); the configuration can be changed by the customer via the CCP/Control Panel
- Access via mailboxes
- The possibility of sending attachments of up to 50 Mb to 50 recipients simultaneously
- Antivirus control of email flow, with blocking of potentially dangerous attachments
- Antispam check of outgoing flow
- Availability of secure communication with public certificate
- Statistics on the use of the Service, with a monthly report sent to the Customer
- Maximum 250 emails every 30 minutes (per mailbox)
- Maximum 5,000 emails per day (per mailbox)

In the Control Panel, the Customer can choose how to enable the service, using:

- Public IP: indicating the public IP of your mail server to be enabled to send emails
- Authentication (login and password), if selected the customer will receive an email with the credentials for use

It is also possible via the same Control Panel:

- Varying the enabling mode
- Requesting a change of credentials



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In the Control Panel, the Customer can configure the distribution of subscribed mailboxes to different mail domains.

Mail Filtering

Mail Filtering is an optimal tool for protecting your email server from viruses and spam.

The Service is designed to meet incoming mail's security and protection needs for customers with an internal mail server. Mail Filtering blocks both junk mail and viruses and protects against attacks that exploit bugs in mail services.

The solution is ideal for companies that want both to protect and optimise the performance of their mail server.

Strengths:

- Solves problems caused by SPAM and VIRUSES
- Ensures better continuity in the incoming mail flow
- Increases the security of your server, protecting it from cyber attacks
- Does not require configuration of the customer mail server, but only a DNS change
- It is delivered in the Cloud from Italy (Telecom Italia Data Center)

The Service implements rules and protocols for antispam and antivirus filtering, thus preventing unwanted mail from being collected by the mail server.

The additional Copy option allows copying of the mail flow transiting the Service for consultation and recovery in case of deletion or unavailability of the Customer mail server.

The use of the Mail Filtering service is subject to the correct configuration of the domain's DNS points, according to the indications sent during activation, the activity being the Customer's sole responsibility, as is any configuration of equipment or software.

The Service provides for the security of the mail flow thanks to:

- Antivirus control of email flow, with blocking of potentially dangerous attachments
- Anti-spam check of the mail flow

The Service receives incoming direct mail, filters it and forwards it to the Customer's Server.

If the Customer server is unavailable, the Service keeps the received mail stream queued for seven days and delivers it to the Customer server as soon as it is available again.

All incoming mail is subjected to anti-virus and anti-spam filtering: the virus elimination rate is on average around 99% while spam is reduced by approximately 92%.



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Each email received is checked and analysed with seven levels of filtering:

Grey-listing: a spam filter that intervenes in the email reception process (it is possible to exclude this filtering for individual sender host/IP or recipient email addresses)

Blacklisting: checks the sender server if blacklisted for probable spam activity

Header: the email header is analysed for anomalies

Syntactic check: analyses the construction of the email for anomalies in syntax that could indicate that the message is spam

Content: special software checks the content for traces of spam

Antivirus: the system scans the message and attachments, even if compressed, for viruses. The antivirus module is updated daily

Attachments: the system blocks all attachments that are potentially dangerous for spreading viruses, for example: ".cab", ".dat", ".lnk", ".exe", ".dll", ".jar", ".pif". The check is also carried out if the attachment is compressed (in zip, gz, tar, etc. format).

Technical Specifications

The Service comprises the number of mailboxes used by the End User's server, where mailboxes are considered to be the email address that can be deduced from the email stream in transit through the Service

Possibility of receiving attachments of up to 50 Mb

The use of the Service is subject to the correct configuration of the domain's DNS points, following the instructions sent during activation

Any emails identified as spam or containing viruses are not delivered but are archived by the Service and can be consulted by the End User, following the instructions sent during activation

If an email cannot be delivered, the Service sends an error message to the sender, who is only notified if the destination server fails definitively or if it is unavailable or undeliverable after five days.

The Company will produce monthly usage statistics to verify compliance with the terms of use.

You can upgrade to the **Mail Filtering+COPY** profile at any time. In addition to the filtering function, incoming emails are copied to a mailbox in the Cloud. They are stored for seven days. Each individual user can access the cloud mailbox via a web interface.

The function allows access to the incoming mail flow even if the Client-server is unavailable and allows a copy of the incoming flow in case of accidental deletion. For the Copy Service to function correctly the email addresses managed by the destination server need to be created on the platform.

The Service is provided in the Cloud through servers located in TIM's Italian Data Centers.



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Through the portal, the Customer can change the number of mailboxes for which the Service is provided.

As an additional option, the Copy feature can be activated for the same number of users as the basic option.

In the Control Panel, the Customer can finalise the Service's configuration by indicating the Public IP of its mail server to be enabled to receive emails.

You can also request a change of credentials via the same Control Panel.

Regulatory conditions

The service is exclusively for:

- Operators with an individual license or a general authorisation for telecommunications networks and services for public use which existed before the entry into force of Italian Legislative Decree no. 259 of 1 August 2003, containing the 'Electronic Communications Code' (referred to in Article 38 of the Code), as last amended by Italian Legislative Decree no. 70 of 28 May 2012;
- Companies with a general authorisation for electronic communications networks and services pursuant to Art. 25 of Italian Legislative Decree no. 259 of 1 August 2003, as last amended by Italian Legislative Decree no. 70 of 28 May 2012.

Buy your Service online!

If you want to buy the service for yourself or become a reseller:

- access the [WholesaleDigitalStore](#) site
- fill in the [form online](#)

If you are already our customer, you can easily purchase the service by accessing the Wholesale Cloud Automation platform.





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Entry in the Register of Producers of Electrical and Electronic
Equipment (AEE) IT080200000799
Share Capital €11,677,002,855.10 fully paid-up

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The communication suite with Mail, Address Books, Calendars, Tasks, Files and Folders and Collaboration is secure and effective because it is delivered in the Cloud in TIM Data Centers

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