

# Channel Partner Program

Reselling, Referral and Alliance Opportunities  
Hosted Microsoft® Exchange and 50+ Enhanced Services

**USA.NET**<sup>®</sup>  
You run your business.  
We'll run your email.<sup>®</sup>

Business messaging requirements are becoming increasingly sophisticated, going beyond basic mailbox availability to now include synchronized wireless mobile access, encryption, content hygiene, regulatory compliance and collaboration tools. The challenges of providing these features, maintaining the underlying infrastructure and meeting commonly expected high availability standards are overwhelming even for the largest enterprises. For the typical Small to Mid Size Business (SMB) with small IT staffs and limited budgets, these challenges are often insurmountable.

In response to these challenges, a growing number of companies are actively pursuing the hosted services/Software as a Service (SaaS) option as an alternative delivery method for their eMessaging needs. A hosted solution makes "big enterprise" messaging available to companies of all sizes at an affordable price and without the headaches associated with managing an in-house system.

Key industry indicators show that Hosted Exchange is a large and rapidly expanding market:

- Hosted Exchange is a rapidly growing business with 38% year-over-year seat growth
- A January, 2008 Forrester Research survey found that over 50% of companies would consider a Software-as-a-Service (SaaS) based software solution
- Radicati predicts 24% CAGR in installed hosted business mailboxes through 2010

With more and more businesses embracing hosting as a viable option to solve their email challenges, the USA.NET and Perimeter solutions offer an outstanding opportunity to launch a new services based business or to expand your current practice to include hosted services. Providing email services to your customers creates a recurring revenue stream retaining higher margins than traditional hardware and software licensing. By partnering with USA.NET, you can instantly begin offering high quality services to your customers, avoiding the large capital outlay for an email infrastructure, and long-term period of 18+ months before achieving a profit.

*"The recurring revenue we generate selling Hosted Exchange creates a revenue stream that we can count on month after month. I see the Hosted Exchange market as only growing and us growing along with it using USA.NET as our provider."*

—Greg Stocking, VP of Technology, Micro Medic

1.800.653.0179  
www.usa.net

- ▶ A Complete Portfolio of Messaging, Collaboration and Security Services
- ▶ Recurring Revenue Model
- ▶ 40%+ Margins
- ▶ Short Time to Revenue
- ▶ No Start-up Fees!
- ▶ Dedicated Channel Support Team
- ▶ High Customer Entanglement Services

## Experience the Difference by Partnering with USA.NET

USA.NET is the recognized leader in outsourced messaging, collaboration and security services provided on a SaaS subscription model to SMBs and large, multi-national organizations alike. USA.NET hosts more than 750,000 mailboxes in over 120 countries, processes over 12 million messages daily and manages over 80 Terabytes of data with USA.NET advanced technology architecture. USA.NET's credentials are extensive and include:

- 10+ years operating hosted email solutions consistently meeting 99.9% SLAs
- Microsoft Gold Certified Partner since 2002 and SAS 70 Type II audited since 2003
- Highest customer satisfaction rate in the industry with less than 0.6% customer churn
- Top Player in The Radicati Group's Hosted Business Email Market Quadrant <http://www.usa.net/radicati/>
- EBITDA cash-flow and income positive
- USA.NET maintains relationships with over 50 best-of-breed hardware & software vendors
- Member of the Microsoft Technology Adoption Program (TAP) for Exchange

At USA.NET we position our partners for success by providing on-going resources and tools including:

- Dedicated channel management team
- Sales and pre-sales support
- Extensive marketing resources
- Initial and ongoing provisioning and sales training
- Partner portal
- Technical and migration/integration support

**Microsoft**  
GOLD CERTIFIED  
Partner

Advanced Infrastructure Solutions  
Mobility Solutions  
Security Solutions

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**SAS 70**  
TYPE II

# USA.NET Offers a Variety of Partnering Options

## Partner Success Stories

USA.NET's partner roster includes industry leaders such as Cincinnati Bell Technology Solutions, PCCW Global, SYNEX, Metavante, Fiserv, and ADP. All of these partners look to USA.NET to be their hosted email experts and to drive additional revenue from existing and new customers.

USA.NET can help you realize the tremendous financial and productivity benefits associated with offering hosted Microsoft Exchange email services to your customers. USA.NET offers a low-risk solution for partners to immediately increase existing revenue per customer.

**Together we can improve your ability to service your customers without investing in email related infrastructure.**

*"Partnering with USA.NET gave me the instant capability to sell hosted exchange services without making large cash investments in hardware and software. Email is mission critical to my customers, and being their trusted email advisor strengthens and enhances my relationship with them."*

—Amy Rutt, President and CEO, Ciracom

## Channel Partner Program Highlights

### Commission Referral

Partner receives commission for all leads closed. USA.NET manages sales process. USA.NET owns relationship. USA.NET provides tier I and tier II support. Commission equals 15% to 20% of annual billings.

### Reseller

Partner receives recurring revenue and co-brands with USA.NET. Partner manages sales process and leverages USA.NET resources to win business. Partner owns relationship. Partner provides tier I support and USA.NET provides tier II support. Gross margin objectives are for the reseller to realize a 40%+ margin.

### Private/White Label

Partner receives recurring revenue and labels service as their own. Partner manages sales process and leverages USA.NET resources to win business. Partner owns relationship. Partner provides tier I support and USA.NET provides tier II support. Gross margin objectives are for the reseller to realize a 40%+ margin.

## NEXT STEPS – Contact Us!

USA.NET Channel Programs  
800.653.0179 (select option 1)  
[channels@corp.usa.net](mailto:channels@corp.usa.net)



## About USA.NET

Cited as the "Top Player" for the hosted business email market by The Radicati Group, Inc., USA.NET, The Global Secure eMessaging Service Provider®, is the only hosting provider that is SAS 70 Type II Audited, Microsoft Gold Certified, a member of the Microsoft Technology Adoption Program for Exchange 2007/E14, and winner of the 2006 Microsoft Excellence Award for Exchange Hosting Solutions. USA.NET eMessaging solutions are modular and infinitely scalable to ensure customers can grow their business without having to invest additional resources, time or capital into their mission-critical messaging infrastructure. USA.NET is a wholly-owned subsidiary of Perimeter eSecurity. Visit our website at [www.usa.net](http://www.usa.net) for more information.

**USA.NET**<sup>®</sup>  
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