

SharePoint Hosted Account Plan Frequently Asked Questions (FAQs)

1. What Account Plan Options Does Apptix Offer?

Currently, Apptix offers four options for a hosted SharePoint account: Bronze, Silver, Gold and Platinum. As shown in the diagram below, each plan is designed to accommodate different types, levels and sizes of organizations.

| Plan | BRONZE | SILVER | GOLD | PLATINUM |
|--|--------------------------|---------------------------|---------------------------|----------------------------|
| Included Users | 100 | 500 | 1000 | Unlimited |
| Included Storage | 500 MB | 1 GB | 2 GB | 5 GB |
| Monthly Contract Service Fee | \$39.95 | \$59.95 | \$99.95 | \$149.95 |
| Annual Contract Fee (with 20% Discount) | \$383.52 Save \$95.88 | \$575.52 Save \$143.88 | \$959.52 Save \$239.88 | \$1439.52 Save \$359.88 |

2. Once I select an account plan, can I change it at a later date?

YES! You can upgrade from one plan to another and/or add any additional options to your account at any time. You can do so online at any time, using the Account Management Center on the Sharepointsite.com website.

The Account Management Center is your online resource to manage your account with Apptix. To access the Account Management Center you can click on the Client Login link at the top of website or at www.sharepointsite.com/manage.

PLEASE NOTE: You may also downgrade to a lower plan, but only if the number of authenticated user accounts and the amount of disk storage that is currently being used is BELOW the quotas set in the plan you wish to downgrade to.

3. What is the advantage of an annual account plan, vs. a monthly plan?

For your convenience, each of our paid account plans is available for either month-to-month payment or an annual payment plan. Annual payment plans are convenient because they only require a single payment for an entire year's worth of access and support.

In addition, as a benefit to our customers, Apptix offers its annual account plans at a 20% discount. This allows you to lock in the cost of your SharePoint Service for a year and save money in the process.

4. Can I customize the URL for my SharePoint site(s) instead using the generic xyz.sharepointsite.com?

YES! For \$9.95 a month, per URL, you can have a custom URL for your SharePoint site(s). Apptix does not provide DNS registration or DNS hosting as part of this service so you must register your URL(s) (domain names) and then update the "A" record for the domain to point to our service. Ask your sales representative for the "How-To" document on setting up your Custom URL.

5. Once I register for a plan, do I need to input my credit card information each month in order to make a payment?

No. You only have to provide your credit card information once. Each month thereafter, Apptix will automatically bill your credit card for the monthly recurring amount. You can see your current monthly recurring amount by clicking on the "Account Plan" link in the Account Management Center at the SharePointSite.com website.

6. Who can I contact, should I have any questions or need support?

Upon registration, each trial customer is assigned a sales representative. Your sales representative will help you get started and get the most out of your SharePoint Service. You should receive an email from your assigned sales representative within a couple days of your registration.

Thereafter, should you need assistance any time during your trial you can contact your sales representative directly, via our toll free number at 1-877-277-9773 (international customers please dial +1-703-890-2860) or via email at SharePointSales@apptix.com.

For support questions, please refer to the SharePoint Support Page at www.sharepointsite.com/support. There you will find FAQs, Discussion Groups and other valuable support resources. In addition, you can submit any questions or issue to our technical support using the forms found there.

Once you upgrade your account to a paid account, you will have access to our knowledgeable support team. Apptix provides comprehensive, customer support at 1-800-962-9560, 24/7!