

FAQs

- **When are you launching Business Email**
We will be launching Business Email on 2nd February, 2015.
- **What is the price point? Will there be bands just like Personal Email or is it on a per account basis?**
You will be charged on a per account basis. Cost per account per month is USD 0.30.
- **What is the size per mailbox?**
5 GB.
- **Can I choose to have a variable size mailbox?**
No.
- **What is the mail sending limit per account per hour? Is there a limit per domain?**
It is 100 emails per account per hour. There is no mail sending limit on the domain.
- **What is the difference between the existing email solution and Business Email?**

Feature	Enterprise Email	Business Email	Personal Email
Latest Version of OX	Yes	Yes	No
Social Integration	Yes	Yes	No
Info Store	Yes	No	No
Shared Address Book	Yes	No	No
Address Book	Yes	Yes	Yes
Shared Calendar	Yes	No	No
Personal Calendar	Yes	Yes	No
Add another account	Yes	Yes	No
Tasks	Yes	Yes	No

- **Can I move my existing email package to Business Email?**

We will undertake a mass migration where Personal Email package will be moved to Business Email.

- **When will you migrate my Personal Email solution to Business Email?**
The migration will begin on 2nd of February and will go on until 15th May. Your accounts can be migrated anytime within this window.
- **Will there be any downtime during migration?**
No.
- **Will I lose my old emails?**
No. They will be migrated to the new product that will be powered by the OX7 Platform.
- **How can I take a backup on my emails?**
You will need to download the mails on your local machine using the POP Server option under mailbox preferences.
- **Post migration, how will the DNS changes be handled**
If your DNS is with us then we will make the required changes. If your DNS is being managed elsewhere then we will share the DNS changes to be made.
- **Can I upgrade from Business Email to Enterprise Email or downgrade from Enterprise Email to Business Email?**
No.
- **Can I have few accounts on Business Email and few on Enterprise Email as they now use the same infrastructure?**
No. They are two different products and hence a one click upgrade/downgrade is not possible.
- **Will old SDH and Website builder emails also be switched to OX7?**
Yes.
- **How will billing be handled in Orderbox for the existing Email hosting packages?**
We will set a new expiry date for all the existing packages to 15th of May. Your first renewal post migration will be on a per account basis. A pro-rata refund will be issued for the remaining tenure of the package extending beyond 15th May.