



# Tech Alert

from the Customer Delivery Division  
"Your Gateway to OTech Services"

## TA 13-05: Change in Cost for Encryption Services

**ATTENTION:** CA.mail Service Customers  
**ACTION REQUESTED:** Information Only  
**START DATE:** Retroactive to April 1, 2013

### Who:

CA.mail Services customers subscribing to Encryption Services.

### What/Why:

CA.mail customers are no longer charged for email encryption and the change will be reflected on the April 2013 invoices.

On April 5, 2013, CA.mail customers were notified of a change to the email encryption service as a result of the move from the Microsoft Forefront Online Protection for Exchange (FOPE) hosted solution to Trend Micro, an on-premise solution. Active users of the encryption service also received direct notification of this change from the CA.mail support team.

CA.mail customers may request email encryption by contacting the OTech Service Desk at (916) 464-4311.

### When:

Retroactive to April 1, 2013.

### Contact:

If you have additional questions or need further clarification, please contact your OTech Account Lead. To determine who your Account Lead is, please use the [Account Lead Lookup](#), or contact the Customer Delivery Division at (916) 431-5477.