SILVERSKY – HOSTED EXCHANGE MIGRATION

SILVERSKY MIGRATION SUPPORT FOR CUSTOMERS WHO DISCONTINUE (OPT-OUT) SERVICES

SilverSky made the decision to shut down the Hosted Exchange platform in October 2025 due to changes in Microsoft licensing. Knowing that this change impacted hundreds of customers, our customers were offered several packages of Microsoft 365 licenses and services starting in December 2024. These packages included the migration from Hosted Exchange to the new platform.

Some customers opted out and will purchase Microsoft licenses and related services on their own. Customers who opt out of SilverSky services should plan to use their new email service provider or IT team to manage their email migration. This document outlines the services SilverSky can offer to these opt-out customers.

CHOICE 1: USE A SOFTWARE TOOL FOR SELF SERVICE MIGRATION

Customers may purchase a Self-Service Migration Package from SilverSky at a fee of $10 per mailbox, with a minimum purchase of $100. If interested, please send an email to hexmigration2025@silversky.com, and we will return a contract within 4 business days.

Migration Tools Require an "Impersonation Account"

Clients opting out of the SilverSky Hex Migration will be using a migration tool that typically requires an Administrator account. This admin account must have been granted "**application impersonation**" rights to their Organization Unit (OU). This will give the admin account read and full access permission to all users in the customers' domain.

Examples of migration tools that require this admin account:
- *CodeTwo* tool that is included with the SilverSky Self-Service Migration option
- *BitTitan MigrationWiz*

Action Required:
1. Select an existing email account or create a new account to be used for "**application impersonation**"
2. Open a support ticket (supportDB@SilverSky.com) notifying us of that account. Request that SilverSky update the account with the appropriate "**application impersonation**" permissions.
3. SilverSky will make the necessary permission changes and respond to the ticket with confirmation of successful completion.
4. Notify your IT Team or email service provider that the proper permissions have been granted and your organization is ready to start the email migration.

CHOICE 2: MIGRATION SUPPORT

SilverSky offers very limited support for customers migrating away from our email services. The limited support that can be provided can be requested by sending in a support ticket request to supportDB@SilverSky.com. If the support requested is outside the scope of what can be provided as part of your existing Hosted Exchange service, our Migration Team will provide you with an hourly-rate quote for migration support. Upon request, you will receive a contract for $250 per hour for migration support, along with an initial estimate of the required hours. Once signed and returned, you will be added to our migration queue for assistance.