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# Email

## **Service Option Description**

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# **EMAIL**

## **Service Option Description**

### **Service Description**

The POP eMAIL service is a managed service provided to customers to allow POP and SMTP communications over public networks. Utilizing USA.NET's Commercial Messaging Service, customers are provided with a reliable and stable email platform that allows them to send and receive their email from anywhere in the world.

### **Webmail/POP mail**

ITC^DeltaCom's email offering allows for both webmail and POP access. Webmail allows for customers to access their email from any Internet connection through a web browser. This allows customers to check their email from home or while on the road on whatever Internet connection is available. POP mail allows customers to utilize email clients such as Outlook or Eudora to download their email from the server to their computer. POP mail with email clients also allows users to create new and review downloaded email without being connected to the Internet. The combination allows for a powerful and flexible email offering. Customers using webmail need to consider the potential impact to their disk space. When a customer reads and writes their email using webmail, the actual email is stored on our email server vs. their email client software. This increases the utilization of the disk space available for their domain. Customers should delete unneeded email to conserve disk space. This is not usually an issue for customers POPing their email to an email client since the email is removed from our server each time they retrieve their email. Please see the "POP Constraints" section in this document for details on disk space limitations.

### **Standard Webmail Features**

**Web Access** – Access your email account through an Internet browser (like Internet Explorer) from everywhere in the world.

**Personal Address Book** - Use your personal address book to store contacts and contact groups. Your contact list is closely integrated with all email functions, so it is easy to address emails using your contact list. You can view, edit, and delete contacts and contact group, print contacts, and import and export contacts to synchronize with other email clients.

**Auto-completion of Email Addresses from Address Book** – The handy auto-completion function is available when sending emails, inviting attendees to meetings or assigning tasks.

**Folder Filtering** - You can create filters that will route your email to a specified folder. Folder Storage helps organize all incoming email for easy reference and retrieval at a later time.

**Forward Filtering** - You can create filters that will forward your email to another email address.

**POP-based Email Collecting** - The Collecting option allows you to collect messages from other POP3-compliant email accounts and consolidate them in your mailbox. This means that you can check all of your messages from one place. You can collect email from up to five other accounts. Please note that the Collecting feature is not possible if your email host is not compliant with Post Office Protocol version 3 (POP3) or does not allow "POPping" from outside servers.

**Language Selection** - Select the radio button next to the default language of choice for viewing the USA.NET Webmail client. This setting will not affect the language in which your messages are sent or received.

**Auto-responders** - The Auto-responders option allows you to create a message that is automatically sent in response to incoming email. You can set the responses up based on sender, subject, or time of receipt.

**Signatures** - The Signatures option allows you to create customized signatures that can be attached to outgoing email. You can choose a signature to attach to all outgoing messages or choose a signature each time that you send a message. You may want to set up different signatures for the different types of email that you send.

**Scheduling** - Schedule messages to be sent to yourself or others on a one-time, daily, weekly, or even yearly basis to remind you of important dates, such as birthdays, wedding anniversaries, and meetings.

**Spell Check** - When composing a message, check for spelling errors before it is sent.

**Stationery** - Use Stationery to customize your outgoing messages.

**Vacation Reply** - With Vacation Reply you can create a message that will be sent automatically in response to all incoming email received while you're away.

**Restore Deleted Emails for up to 14 Days** - You have the option to self-restore messages that were emptied from your "Trash Folder." This option is available for up to 14 days after the messages were moved to the "Trash Folder." This feature also allows you to restore deleted contacts, events, notes and tasks.

**Searches** - With Search, you can search for a specific email message by sender, recipient, or subject. You can conduct your search on specific folders or all folders.

### **Standard Anti-Virus Services**

USA.NET's basic anti-virus protection leverages the standard anti-spam service and blocks potentially infected emails based on the sender and sending behavior patterns. The USA.NET postmaster actively monitors activity in/out of the CMS environment and if an outbreak is detected, can take appropriate action as needed to remove the infected email(s) from our service and your mailboxes.

### **Standard Anti-Spam Services**

#### **Blocking by Host**

The first layer of protection is to reject email from any email servers that are either known to be a source of spam or that are improperly secured and can be used by spammers, unbeknownst to the server's owners. Blocking at this level rejects any attempted email connections from email servers that are identified as unsafe. USA.NET subscribes to several well known Internet databases of unsafe hosts including the Real-Time Block List (RBL) and Symantec's Zombie Block List (ZBL) among others.

### **Blocking by Behavior**

USA.NET has developed proprietary tools that monitor inbound email traffic in real-time and when a pattern of behavior that is typical of spammers is detected, then the sending email server is temporarily blocked from 30 minutes to up to 24 hours depending on the behavior. The exact behavior patterns that are checked are proprietary, but many of the patterns involve detecting servers sending to multiple recipients with some subset of invalid recipients.

## **Administration Features:**

**User Management** - Create and update Web mail user information such as User ID, password, and administrative privileges.

**Group List Management** - Create, modify, and delete group mailing lists.

### **Web interface**

Allows individual email users to access their email from the public internet and modify password and forwarding information as well as other useful features. The web interface also allows for the customer appointed contact or “administrator” to add, deletes and modify users email boxes and passwords related to a customer’s domain(s). The help section located on the left side of the user web mail page provides guidance on all of the features.

The URL for accessing the web interface is <http://<customerdomain>.deltacom.net>

Alternatively, all users can go to: [http://www.deltacom.com/usanet\\_loginpage.asp](http://www.deltacom.com/usanet_loginpage.asp)

Note: Deleted email or email boxes cannot be recovered; users and administrators must exercise caution when deleting email and email boxes.

### **Email Support**

Client settings and configuration information as well as “how to” files, related to client configurations, mail server information, and frequently asked questions, are located in the “my email” link at: <http://www.deltacom.com/default2.asp>

Use of the administrator functions help section are available once logged into <http://<customerdomain>.deltacom.net>.

Alternatively, all users can go to: [http://www.deltacom.com/usanet\\_loginpage.asp](http://www.deltacom.com/usanet_loginpage.asp)

Support is also available by phone for:

- Initial setup of Domain mailbox
- Initial setup of Administrator mailbox for Domain

Phone assistance for email problems through our customer care line at 800-239-3000 and provide your account number.

## **Email Platform Capabilities**

- Full support for POP3 clients (Outlook, Outlook Express, Netscape, Eudora)
- SMTP Authentication Port 25/2525 -
- 24x7x365 Monitoring
- =Availability per year – 99.9%
- Availability is defined as the mail system being up and running and able to send and receive mail. An individual user's or office's inability to access email due to network connectivity or client workstation configuration does not constitute an outage.

## **Email Guidelines and Upgrade Options**

### **Email Naming Guidelines**

A customer's email box must meet certain naming rules in order to process mail on our systems. Neither the domain name nor MX pointers can contain the character “\_” (underscore).

- Email name restrictions include:
  - Email User ID length is from 3 to 30 characters, not including domain name
  - Legal characters include letters, numerals 0-9, and special characters (listed below).
  - The email domain name must be a valid domain name owned by Client.
  - Email User ID must start and end with an alphanumeric character (letters or numbers)
  - Email User ID can contain hyphens (-), periods (.), and underscores (\_)
  - Email User ID cannot contain a SPACE
  - Other special characters such as \$, %, and # are not allowed in the User ID

### **Email and POP specifications**

- Customer must create all user accounts except the initial administrator
  - Note: Domains are setup with a 30 User Limit per qualified product (see below for list of qualified products) and 10 User limits for ADSL unless additional mailboxes are purchased. Each user mailbox will be given 10MB by default unless upgrade options are purchased.
  - Qualified products include: All Simplici-T, Simpli-Business and Simpli-IP products as well as IVP and INET products.
- Additional users may be added with a 10MB limit for each mailbox. Refer to “upgrade options” section in this document for information on other options.
- Retention period for deleted mail is 14 days after the mail is moved to the Trash folder. After 14 days deleted mail items are not recoverable
- There is no retention period for deleted mailboxes, and deleted mailboxes cannot be recovered. It is the client's responsibility to ensure that any mail is retrieved and downloaded to a local file before requesting that a mailbox be deleted
- Customer is responsible for client workstation configuration and for providing network connectivity to client workstations.

## Upgrade Options

Additional Mailboxes – Email boxes above the standard quantities provided with qualified products may be purchased for \$2 per mailbox per month. (Note: if your account has multiple qualified products on the same account the number of mailboxes will be multiplied by the number of qualified products)

The USOC for this upgrade is:

Email Storage - Customers currently have two options as it pertains to upgrading the storage.

1. Administrators can upgrade the storage on individual mailboxes from 10Mb to 25Mb for a fee of \$1 per mailbox per month.
2. Administrators can upgrade to a pooled(shared) configuration which allows for the following:
  - The customer appointed mail administrator can parse it out by user so that no one user eats up all the space or power users are assigned more than others. This is all done through the administrators web mail interface located at:

[http://www.deltacom.com/usanet\\_loginpage.asp](http://www.deltacom.com/usanet_loginpage.asp)

The admin will have an extra link on the left side of their webmail page called “administration”. The “help” link is also really good on this page.

(NOTE: Deltacom support also has the capability of setting this up for the user through our admin interface)

The Pooled option described above is sold in blocks of 500Mbps at the domain level. The charges are \$20 per 500 Mbps block. Customers may purchase multiple blocks per domain to give them a higher aggregate of storage.

Example: Customer purchases 2 blocks of pooled storage \$20 each = \$40 MRC for 1Gb of pooled storage.

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## Use Policy

In addition to limiting the risk of impacting performance due to bulk emails or excessive attachment sizes, ITC^DeltaCom has implemented safety measures to ensure that you and your users will have ample disk space for your messages. As part of a customer’s email service ITC^DeltaCom will reserve 10MB of disk space for each mailbox associated with your domain at the time of initial installation. Disk space allotments are created with 10 MB per user, and are available at the user level. If users are downloading their email versus leaving their email on the server, disk space should not be a factor. If customers need information or assistance related to downloading emails versus leaving them on the server the customer care portal provides “how to” assistance or they can contact the Data Support Group at 1-800-239-3000 and enter your account number. When adding new users, should you reach the maximum allotted number of mailboxes for your domain, then you can increase your allotment by calling the helpdesk and requesting an increase for additional users.

Disk Space Allotment example:

**Domain:** xyz.com

**# Of Users:** 30 (T1 customer)

**Mailbox Allotment:** Up to 30 users with 10 MB each per qualified T-1.

**SMTP Constraints:**

- Attachments are limited to 50MB per email
  - Maximum of 2500 characters in the Recipient TO: field per email
  - Maximum of 1500 characters in the Recipient CC: field per email
  - Maximum of 300 Characters in the Recipient BCC: field per email
- Authenticated SMTP will allow at most 200 recipients on a single message

**Smart Hosting Constraints:**

- Available for applications that will send less than 500 messages per 24 hour period – This total includes Non Delivery Reports (NDRs) as well as legitimate outbound email
- **NO** email solutions may smart host due to security and liability issues
- ITC Deltacom has the final determination on the use/abuse of smart hosting

**Bulk Email Constraints** (less than 1,000 messages per 24 hour period):

- May be sent anytime
- Must employ a rate-limited delivery mechanism – Mail Bombing the infrastructure with multiple concurrent SMTP connections will be considered hostile and an abuse of the relay
- Must conform to guidelines set forth in the Acceptable Use Policy

**Bulk Email Constraints**

- If our anti-spam solution detects more than 40 spam messages sent from a single mailbox, our Operations team is notified. If the account is a newly created account (less than 30 days old), it will automatically be suspended.
- Must conform to guidelines set forth in the Acceptable Use Policy
- ITC Deltacom does not authorize the use of the relay for mass bulk emailing ( $\geq 7,500$  messages per 24 hour period).