
Email

Acceptable Use Policy

**EMAIL Business Case
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EMAIL Policy Document

Service Description

The following policies apply to Deltacom customers utilizing our POP eMAIL service.

Guidelines and Constraints

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

POP Constraints

- Customer must create all user accounts except the initial administrator
 - Note:** Domains are setup with a 30 User Limit for qualified T-1 customers and 10 User limits for ADSL unless additional mailboxes are purchased. Each user account will be given 25MB by default.
- Additional users may be added based on the pricing defined in the “Email product description”.
- Additional mailbox storage pricing options are defined in the “Email product description”
- 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.

Use Policy

In addition to limiting the risk of impacting performance due to bulk emails or excessive attachment sizes, 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 DeltaCom will reserve 25MB of disk space for each mailbox associated with your domain at the time of initial installation. Disk space allotments are created with 25 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 option 1 then 3. When adding new users, if you reach the limit of allotted mailboxes, then you can increase your allotment by calling the helpdesk and requesting an increase for additional users at the rates defined in the "Email Product Description".

Disk Space Allotment example:

Domain: xyz.com

of Users: 30 (T1 customer)

Mailbox Allotment: Up to 30 users with 25 MB each

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 (per user).

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
- Deltacom has the final determination on the use/abuse of smart hosting

Bulk Email Constraints:

- If our anti-spam solution detects more than 40 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
- Deltacom does not authorize the use of the relay for mass bulk emailing ($\geq 7,500$ messages per 24 hour period)