
Email

Acceptable Use Policy

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CHANGE HISTORY

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**EMAIL Business Case
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EMAIL

Service Option Description

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. A customer may create email with the letters A-Z and a-z, numerals 0-9 and special characters " " (space), "_" (underscore), "=" (equals), ":" (colon), and "," (comma). Names cannot have dots except before .com, .net, etc. Neither the domain name nor MX pointers can contain the character "_" (underscore).

- Email name restrictions include:
 - Legal characters include letters, numerals 0-9, and special characters <list>. Names cannot have dots except before .com, .net, etc.
 - Name length is limited to 80 characters, including domain name
 - The email domain name must be a valid domain name owned by Client

POP Constraints

- Customer must create all user accounts except the initial administrator
- Domains are setup with a 300MB/30 User Limit for T-1 customers and 100MB/10 User limits for ADSL unless additional mailboxes are purchased.
- Additional users may be added with a 10MB limit per user
- There is no retention period for deleted mail, and 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 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 domain level; this allows the additional space not utilized by those

with smaller requirements to be available for heavy users. If users are downloading their email verses leaving their email on the server, disk space should never be a factor. If customers need information or assistance related to downloading emails verses 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. If necessary, as you add mailboxes to your domain you can increase your domain’s disk space allotment by calling the helpdesk and requesting an increase in your allotment to match the new number of users.

Disk Space Allotment example:

Domain: xyz.com

of Users: 30

Domain Allotment: 30 users x 10 MB each = 300 MB

SMTP Constraints:

- Attachments are limited to 20MB Binary format or 28MB ASCII format per email
- Maximum of 250 Recipients per email
- Maximum of 25 Emails per single SMTP connection
- Maximum of 10 Delivery Status Notifications will be sent per addresses per 24 hours
- Maximum of 6 Hours to deliver any single email 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
- 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 ($\geq 1,000$ messages but $< 7,500$ messages per 24 hour period):

- Must be sent during non-business hours (Business hours are defined as Monday thru Friday 7am - 7pm EST)
- 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 ($\geq 7,500$ messages per 24 hour period):

- Deltacom does not authorize the use of the relay for mass bulk emailing