



## EMAIL – Acceptable use policy

Subscribers or users are explicitly prohibited from:

Sending unsolicited bulk-mail messages ("junk mail" or "spam"). This includes, but is not limited to, bulk-mailing of commercial advertising and political tracts. Such material may only be sent to those who have explicitly requested it.

Sending unsolicited mass or commercial e-mail ("spamming") for any purpose whatsoever. If a recipient asks a subscriber or user to stop sending e-mail, the subscriber or user must stop sending that person e-mail immediately. NetFortris reserves the right to take all legal and technical steps available to prevent unsolicited bulk e-mail or other unauthorized e-mail from entering, utilizing or remaining within the NetFortris Network. NetFortris is not liable for any errors or omissions in e-mail content or delivery or for any form of loss or damage (including any consequential, indirect, incidental, special or exemplary damages, even if known to NetFortris) that may result from use.

Having third parties send out commercial emails on any user's behalf. Using NetFortris facilities to receive replies from unsolicited emails (commonly referred to as "drop-box" accounts).

Configuring any email server in such a way that it will accept third party emails for forwarding (an "open relay").

Subscribers or users may not advertise a NetFortris-hosted website or domain in unsolicited bulk-mail messages, even if such messages are not originated from NetFortris's network.

Malicious e-mail, including but not limited to, Denial of Service (DOS) attacks, is prohibited. Forging of message header information is prohibited.

Mass or commercial email may be sent only to recipients who have expressly requested receipt of such e-mails, by the sending of an email request to the person performing the mass or commercial mailings. This exchanging of requests, acknowledgements, and final confirmations (commonly referred to as a "double opt-in" process) must be adhered to in their entirety for any mass or commercial email to be considered "solicited."

Users that send mass or commercial e-mail are required to maintain complete and accurate records of all e-mail subscription requests, specifically including the email and associated headers sent by every subscriber, and to immediately provide NetFortris with such records upon request of NetFortris. Subscriptions that do not have a specific recipient generated email request associated with them are invalid, and are strictly prohibited.

In the absence of positive, verifiable proof to the contrary, NetFortris considers complaints by recipients of e-mails to be de-facto proof that the recipient did not subscribe or otherwise request the e-mail(s) about which a complaint was generated.

Customers using NetFortris email accounts with their own domain names must have a "drop box" where mail for unknown addresses can be directed. This "drop box" can be configured to bounce the mail as unknown user.

Unauthenticated SMTP relay services are available to all hosts which are assigned NetFortris allocated IP addresses. This service is intended for a reasonable volume of outbound mail delivery. This service is not intended to be used for delivery of bulk mailing lists, large message distribution or other nonstandard SMTP services. NetFortris may selectively deny or otherwise limit access to SMTP relay services should the amount of mail from a particular host impact the performance of the service.

Nothing in this policy is intended to grant any right to transmit or send e-mail to, or through, the NetFortris Network. NetFortris's failure to enforce this policy in every instance in which it might have application does not amount to a waiver of NetFortris's rights.