



# Email Hosting Terms and Conditions

v201801

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### Preamble

This document may be augmented or replaced by relevant sections of other parts of our Agreement, and should be read in conjunction with other supporting documents, so please check regularly for updates. Please note, by contracting or using any of our services you agree to be bound by all Netnorth terms and conditions collectively, which can be viewed in our [Terms of Service](#).

If you have any concerns or queries, please contact us as per our [Support Policy](#).

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## 1. Size of mailbox

Each mailbox has an underlying storage quota. This is in place to protect Your account and others from potentially large volumes of email sent to a single address that could materially affect the email server. Extended storage quotas can be negotiated with Netnorth. It is the mailbox owner's responsibility to ensure that their mailbox does not reach its allocated storage limit. Netnorth cannot be held responsible for email lost or undelivered due to full mailboxes.

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## 2. Service availability

Netnorth monitors the servers and mailboxes as a whole but does not routinely monitor the content of individual mailboxes. The servers use SMTP, a "store-and-forward" email protocol, to deliver outbound

messages. This protocol does not guarantee immediate delivery of email messages. By default, the server makes a delivery attempt every ten minutes. If there is no successful delivery attempt within four hours, a delay notification will be emailed to the sender. If there is no successful delivery attempt within five days, the message will be returned to the sender with an appropriate NDR.

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### **3. Security**

Netnorth makes every reasonable effort to ensure mailbox security at all times. We achieve this through a combination of various network security policies and redundant systems. We make every reasonable effort to ensure the integrity of data on Netnorth systems. On the rare occasions where there may be a problem with specific mailbox data, it is the mailbox owner's responsibility to notify Netnorth. Best efforts notwithstanding, we cannot guarantee to restore data and we accept no liability for the loss of any such data.

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### **4. Server storage capacity**

Each mailbox account is allotted a notional storage capacity / quota. This aggregated storage capacity within a domain can be increased by negotiation with Netnorth. Netnorth are not responsible for degraded performance resulting from excessively large mailboxes and their associated indexing.

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### **5. Anti-VIRUS, Anti-SPAM, Anti-MALWARE message filtering**

Netnorth operates an AVS platform for the purposes of mitigating inbound email threats, this is a discrete service which must be contracted separately to any general email handling services.

Netnorth reserves the right to mark or modify or delete any messages processed by AVS Services subject to the determined message reputation score.

Any associated AVS portal services giving you direct administrative access are provided as is, they should only be considered as ad-hoc tools to be used casually as you see fit. Notwithstanding our best endeavours to enhance your Netnorth experience, those Portal facilities may be changed or withdrawn at any time. They do not form any part of a contracted service to you, and should not be incorporated into any business critical strategy that you employ.

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### **6. Use of email account**

If Netnorth identify a mailbox or domain that is causing problems; we will either remove the offending mailboxes or change their settings to resolve the issue. In extreme cases, we will disable email or suspend all Services to the domain as appropriate.

For examples of what is not allowed by Netnorth and illicit material policies please see Netnorth's [Acceptable Use Policy](#).

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### **7. Email retrieval and timescale**

Netnorth's policy on maintaining stable data-transfer levels includes a housekeeping deletion process for email. At Netnorth's sole discretion:

- if without prior arrangement a mailbox is not accessed for 3 months, by either POP or IMAP, all sent or received emails contained over 6 months old may be deleted;
- if without prior arrangement a mailbox is not accessed for 6 months, by either POP or IMAP, its quota may be reduced to 1GB (with any existing mail over this new quota being deleted).
- normal behaviours may be resumed once a mailbox is subsequently accessed.

Netnorth does not accept any responsibility whatsoever for any deleted mail.

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