

## **Email**

The following terms and conditions apply to R2G Web Services email services.

### **Use of Microsoft Outlook 2003 Software**

R2G Web Services Exchange Mail accounts include licensing for Outlook Client Software. The license fee is included with the monthly R2G Web Services service fee. Mailbox owners are permitted to install the software once on one PC for each [Microsoft](#) Exchange 2003 mailbox. Sharing of a single mailbox is not permitted unless additional licenses are purchased on a monthly basis for each user. If you cancel your R2G Web Services Exchange Mail account you are responsible for uninstalling any Outlook client software that is licensed as part of the R2G Web Services service.

### **Size of mailbox**

Each mailbox has a 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 system server. It is the mailbox owner's responsibility to ensure that his/her mailbox does not reach its allocated level. R2G Web Services cannot be responsible for email lost due to full mailboxes.

### **Passwords**

It is the mailbox owner's responsibility to keep his/her password confidential, and to change the password on a regular basis. R2G Web Services is not responsible for any data losses or security issues due to stolen passwords. R2G Web Services recommends that you use passwords that contain numbers and symbols in order to prevent unauthorized users from guessing commonly-used choices (i.e. "12345", "password", etc.).

### **Service availability**

R2G Web Services monitors the server as a whole but does not monitor individual mailboxes. The Exchange server uses SMTP, a "store-and-forward" email protocol, to deliver outbound messages. This protocol does not guarantee immediate delivery of email messages. By default, the Exchange server makes a delivery attempt every ten minutes three times; after that the server will attempt message delivery every fifteen minutes. If there is no successful delivery attempt within twelve hours, a delay notification will be emailed to the sender. If there is no successful delivery attempt within two days, the message will be returned to the sender.

### **Limits for various mailbox types**

Standard mailboxes are limited to 20 MB, or 500 emails.

Advanced mailboxes are limited to 1 GB, or 5000 emails.

Exchange mailboxes are limited to 2 GB, unlimited emails.

Note: You can purchase additional mailbox space but this will not increase the number of emails that the mailbox can store, only the total size of those emails.

When a mailbox reaches either of these limits, all further email to the mailbox bounces back to the sender as "undeliverable". This can be changed in the Undeliverable mail handling options of your mailbox.

### **Sending and receiving file attachments**

There is a 5 MB limit on the size of file attachments that can be received by a mailbox hosted by Fasthosts. Any email with an attachment exceeding this 5 MB limit will be returned to the sender as undeliverable.

File attachments in outgoing mail - that is routed through Fasthosts SMTP servers - are also restricted to a 20 MB limit. This typically applies to customers using R2G Web Services web mail and customers with Advanced mailboxes, using Roaming STMP.

Customers using the STMP servers of other service providers will be restricted by the usage terms and conditions of those service providers.

### **Anti-virus checking**

R2G Web Services installs anti-virus software on its email servers for all Advanced and Exchange mailboxes. This software is configured to check messages coming into the email server. If a virus is detected, the message is deleted. No notification is sent to either recipient or sender of the message. Messages sent between mailboxes on the R2G Web Services platform are not checked.

### **Anti-SPAM message filtering**

R2G Web Services runs anti-SPAM software on its email servers for all Advanced and Exchange mailboxes. You can determine the levels of spam protection from within your control panel.

R2G Web Services also runs anti-SPAM software on outbound email from all mailboxes, and reserves the right to mark or delete any messages determined to be SPAM.

### **Ownership of data**

All data created or stored by you within R2G Web Services' applications and servers are your property. R2G Web Services shall allow access to such data by only authorized R2G Web Services personnel. R2G Web Services makes no claim of ownership of any web server content, email content, or any other type of data contained within the account holder's server space or within applications on R2G Web Services' servers.

Customers are responsible for backing up their email before upgrading or removing mailboxes.

### **Use of email account**

If R2G Web Services 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 details of what is not allowed by R2G Web Services and our spam/ illicit material policies please see our Acceptable Use Policy section of our terms of service.

### **Email retrieval and timescale**

R2G Web Services' policy on maintaining stable data-transfer levels includes a deletion process for email that has not been downloaded locally within 90 days of receipt (this process does not apply to Microsoft Exchange mailboxes).

It is the mailbox owner's responsibility to ensure his/her received email is retrieved and saved locally where necessary to ensure that important correspondence is not lost.

R2G Web Services cannot be held responsible for lost items that have exceeded this 90 day limit.

**Please note:** by signing up for any of our services you agree to be bound by all R2g Web Service's terms and conditions.

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