



SMTP Anti-Spam Policy

This statement applies to the use of DNS Made Easy services for distribution of email. DNS Made Easy prohibits the use of any services for transmission, distribution, or delivery of any unsolicited commercial or unsolicited bulk email (“Spam”). Our services cannot be used for delivery of spam nor can they be used to cause spam to be delivered to any DNS Made Easy clients.

Email sent through DNS Made Easy or caused to be sent through DNS Made Easy may not:

- Use or contain invalid or forged headers;
- Use or contain invalid or non-existence domain names;
- Employ any technique to otherwise misrepresent, hide or obscure any information in identifying the point of origin or the transmission path of a message;
- Use other means of deceptive addressing;
- Use a third-party's internet domain name, or be relayed from or through a third party's equipment, without permission of the third party;
- Contain false or misleading information in the subject line or otherwise contain false or misleading content;
- Cause DNS Made Easy email servers to be blacklisted on industry RBL's;
- Interfere with reliable use and delivery of email using DNS Made Easy SMTP services for other DNS Made Easy clients;
- Fail to comply with additional technical standards described below, or;
- Fail to comply with local and federal law and regulations regarding email services;
- Otherwise violate the applicable Terms of Service of use of DNS Made Easy services;

DNS Made Easy does not authorize harvesting, mining, or collection of email addresses or other information through our services. DNS Made Easy does not authorize others to use services to collect, compile, or obtain any information about DNS Made Easy customers, including but not limited to subscriber email addresses, which are DNS Made Easy's confidential and proprietary information. Use of service through DNS Made Easy is subject to the our Privacy and Terms of Service agreement.

DNS Made Easy does not permit or authorize any attempt to use our services in a manner that could damage, disable, overburden, or impair any aspect of our services, or that could interfere with any other party's use of our service.

If DNS Made Easy believes that unauthorized or improper use is being of any service offered by DNS Made Easy, it may, without notice, take such action as it, in its sole discretion, deems appropriate, including blocking messages from a particular domain, mail server or IP address. DNS Made Easy may immediately terminate any account on any service which it determines, in



its sole discretion, is transmitting or is otherwise connected with any email that violates this policy.

Nothing in this policy is intended to grant any right to transmit or send e-mail to, or through, the Services. Failure to enforce this policy in every instance does not amount to a waiver of DNS Made Easy's rights.

Unauthorized use of the Services in connection with the transmission of unsolicited email, including the transmission of e-mail in violation of this policy, may result in civil, criminal, or administrative penalties against the sender and those assisting the sender.

SMTP Abuse:

DNS Made Easy SMTP accounts, by default (unless you purchase a customized plan), have the quota of 500 sent emails per day and 100 MB of email transfer per day. Based on the number of abuse complaints that we receive from actions made by a client account, we reserve the right to reduce daily quota accordingly.

SMTP quotas are reset at 7AM UTC the following day, DNS Made Easy cannot and will not reset quotas manually for any SMTP account under any circumstance.

If DNS Made Easy is financially impacted based on actions taken by a customer SMTP account, we will immediately close all SMTP accounts associated with your user profile. Any financial burden placed on DNS Made Easy by an abusive account will be passed to the company or individual maintaining that account and that individual or company will be liable for these charges including fees or penalties passed to DNS Made Easy by our upstream providers or fees incurred for delisting of DNS Made Easy IP addresses from industry RBL's or blacklists.

If DNS Made Easy receives "valid" complaints from an ISP regarding an SMTP account, we will act accordingly to resolve the problem. When spam complaints are received against a domain, we will provide two warnings to the client regarding the situation; after the third complaint is received the associated account will be terminated. DNS Made Easy does understand that some messages can be marked as spam in error and we do take this into account. We do understand that some end user complaints are not valid and DNS Made Easy will not consider "bogus" complaints as valid as both the content and title of the message are taken into account when determining abusive activity