

Email Terms and Conditions

1. Use of Microsoft Outlook Software

1.1 Organic Solutions Exchange Mail accounts include licensing for Outlook Client Software. The license fee is included in the monthly Organic Solutions Service fee. Mailbox owners are permitted to install the software once on one PC for each Microsoft Exchange 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 Organic Solutions Exchange Mail account you are responsible for uninstalling any Outlook software that is licensed to you as part of the Organic Solutions Service.

2. Size of mailbox

2.1 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. Additional storage can be purchased through your control panel. It is the mailbox owner's responsibility to ensure that his/her mailbox does not reach its allocated level. Organic Solutions cannot be responsible for email lost due to full mailboxes. You can check your mailbox size from your control panel.

3. Service availability

3.1 Organic Solutions 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.

4. Security

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

5. Server storage capacity

5.1 Each Exchange account is allotted an aggregated storage capacity initially equal to the total storage capacity of each mailbox. This storage capacity is shared among all mailboxes and public folders within your account; the quota cannot be

exceeded. For an additional fee, you may increase your account storage capacity at any time from within the control panel.

6. Mailbox and Public Folder storage capacity

6.1 In addition to the aggregate account storage capacity, each mailbox and public folder also has its own storage limit. When the storage capacity is reached on an individual mailbox or folder, the Exchange servers shall stop sending or receiving messages. Organic Solutions is not responsible for Service unavailability or data loss caused by any mailbox or folder exceeding its storage capacity. To prevent such occurrences, you can manage mailbox and public folder storage limits at any time from within the control panel.

7. Anti-virus checking

7.1 Organic Solutions 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 Organic Solutions platform are not checked.

8. Anti-SPAM message filtering

8.1 Organic Solutions 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.

8.2 Organic Solutions 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.

9. Use of email account

9.1 If Organic Solutions 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.

9.2 For details of what is not allowed by Organic Solutions and Organic Solutions spam/ illicit material policies please see Organic Solutions Acceptable Use Policy.

10. Email retrieval and timescale

10.1 Organic Solutions' policy on maintaining stable data-transfer levels includes a deletion process for email as follows: (i) all mail in IMAP "Trash" folders will be deleted automatically after 7 days. Such mail is checked daily; (ii) if a mailbox is not accessed for 60 days, either by POP or IMAP, all mail over 90 days old will be deleted automatically. This process will be repeated daily until the mailbox is accessed again; (iii) Root mailboxes that are not accessed for 90 days will have their quota reduced to 1MB automatically (with any existing mail over this new

quota deleted). If the Root mailbox is accessed again, its quota will be increased back to the original allocation (Root mailboxes being Standard mailboxes). Note that after 90 days, the Root mailbox will have already undergone a cleanup after 60 days of inactivity. Organic Solutions does not accept any responsibility whatsoever for any deleted mail.

Guidelines

You agree to be bound by the Organic Solutions General Terms and Conditions, as amended from time to time, which is hereby, incorporated and made a part of this Agreement by reference. The General Terms and Conditions can be found at <http://www.organicsolutions.eu/?p=legal/index>.

Policy Changes and Updates

Organic Solutions reserves the right to update or change any of the policy's made available on this site at any time without warning.

We reserve the right to update or amend these Terms and Conditions at any time and your continued use of the Website/Services following any changes shall be deemed to be your acceptance of such change. It is therefore your responsibility to check the Terms and Conditions regularly for any changes.

Please Note: by Signing up for or using any of our services you agree to be bound by all Organic Solutions terms and conditions. These can be viewed at our corporate site <http://www.organicsolutions.eu/?p=legal/index>