



ONE reserves the right to change this Email Policy at any time and notify you by posting an updated version of the Policy on our website. The amended Policy will apply between us whether or not we have given you specific notice of any change. We encourage you to review this Policy periodically because it may change from time to time.

Did you know that we have a policy to only store email on our servers for 90 days? This policy is in place to ensure our servers are optimised, enabling us to manage your email as quickly and efficiently as possible.

1. ABOUT THE POLICY

- 1.1. This policy is in place to ensure our servers are optimised, enabling us to manage your email as quickly and efficiently as possible.
- 1.2. This policy ensures our servers do not become overloaded with spam and virus emails, preventing a degraded email service.

2. MAILBOX LIMITS

- 2.1. The mailbox size limit for ONE customer's is 25MB and you are expected to delete mail after you retrieve it from the server within reason.
- 2.2. We will reject any email message sent by you or addressed to you using your ONE email account if:
 - 2.2.1. the size of the mail message addressed to you (including attachments) exceeds 20MB;
 - 2.2.2. the size of the mail message sent by you (including attachments) exceeds 20MB;
 - 2.2.3. the total size of your undeleted messages (including attachments) and the new incoming message exceeds 25MB;
- 2.3. We will delete any email message in your ONE email account where the message has been stored in the Filtered (Spam) folder 21 days after the message is delivered. We recommend checking over the Filtered folder via Webmail every couple of weeks.
- 2.4. We will suspend your mailbox if it has not been checked within a 180 day period. We will delete your mailbox if it has not been requested to be reactivated within the following 30 day period.
- 2.5. You must not send any email message via SMTP that is sent using a server other than the ONE SMTP server. Please note this does not restrict your use of email services accessed solely via a web browser such as Hotmail, Yahoo, Gmail etc.
- 2.6. If we delete any email messages in your ONE email account under these terms we do not have to tell you or the sender of the mail message(s).
- 2.7. We recommend that you use a POP3 email client to download and store your emails from our server. Such email clients might be Windows live mail, Microsoft outlook etc.

3. EMAIL ADDRESS LIMITS

- 3.1. We will provide you with one email address free of charge.
- 3.2. If your service is cancelled, and you do not have any active services associated with your email address, we will delete your mailbox after 30 days. When you cancel your service, you can transfer your mailbox to another active service on your account.
- 3.3. We reserve the right to withdraw or change your email address at anytime.