Adams Email Services

All Adams NetWorks personal and business dial-up customers include one email account with their service. The email account address is the same as the user login for dial-up access. Non-dialup accounts such as DSL and wireless may have an email account assigned, and any matching login will be 'reserved' to prevent assignment to another customer. Use of email accounts is subject to the policies set forth below, as they may be amended from time to time.

Mailbox Size
Standard Adams NetWorks email accounts include 100 MB of mail storage space.

Spam/Virus Filtering
All 'adams.net' email accounts include the Adams EBlocker spam and virus filtering service for the primary mailbox and any associated alias accounts. This service, powered by EdgeWave, minimizes the effect of unwanted email and virus traffic. Messages that contain viruses are quarantined before delivery; messages containing viruses will not be delivered.

Please note that the EdgeWave service will not be disabled or removed from any active Adams account. All active 'adams.net' accounts are subject to inbound message filtering.

Port 25 (SMTP) Access
To prevent the spread of viruses, worms and/or trojans, Adams may restrict, as needed, the access to port 25 on remote servers and only allow outbound mail to be processed by Adams' servers. The increase in virus traffic as well as the use of compromised PCs by spammers has made restrictions on port 25 traffic necessary.

Dormant / Unused Accounts
Customers may choose not to use their Adams NetWorks email account. Upon notice to Adams NetWorks of a customer's choice not to use their account, the account will be designated as inactive, but will be reserved for the Customer so long as an associated dial-up account remains active.

Existing customers who do not log on to their accounts for a period of 90 days will be automatically designated inactive and incoming mail will be returned to the sender. The customer will be notified by a message in their email account that will be viewable upon their login. Stored mail will be retained for an additional 30 days after an account is designated inactive, and then discarded. A successful login to the EBlocker (EdgeWave) system for an inactive account will reactivate the account for new mail deliveries.

Mail Storage
Mail residing on Adams NetWorks servers is backed up nightly as part of normal system backup routines. This includes new (unread) mail as well as any opened mail remaining on the server.

Typically when users retrieve new mail from Adams servers their mail program deletes the mail from the server. However, it is possible to configure an email program to leave retrieved mail on the server for a specified period of time or indefinitely.

Users who retrieve email from Adams NetWorks servers but who (accidentally or intentionally) have their email program configured to leave retrieved mail on Adams servers, will be notified of previously read mail stored on the server for 90 days. Any mail over 105 days old that has been opened will be deleted to allow the servers to operate more efficiently and to reduce resources required to retain stored data. Messages that are in a 'Trash' folder created by the Adams WebMail system (or thorough an IMAP mail client) will be automatically purged after 14 days. Messages in any 'Sent Items' folders on the Adams server will be deleted after 30 days. Customers requiring old messages to be stored for more than 90 days must notify Adams NetWorks and purchase additional mail storage.

Attachments to undeliverable messages will be "truncated" (all but 50K removed) to prevent the Adams NetWorks customer from having to download large "bounce" messages including a full attachment.

Additional Policies
In addition to the standard "Terms and Conditions" which are found at www.adams.net/home/terms-conditions.html, email users should note the following:

- **Viruses** - due to the nature with which current viruses spread, users may be sending viruses without their knowledge. In the event that an Adams NetWorks customer is sending viruses, the Customer will be notified and given an opportunity to correct the situation. Failure to correct the situation may result in disabling Internet access to prevent the further transmission of viruses.

- **High-Volume Mail Lists** - some mailing lists and "groups" may send messages to users at a high volume. In some cases these mailings cause customers' accounts to go over-quota repeatedly. Customers whose accounts go over quota are notified by letter. If a customer's account remains over quota for more than 10 business days, or goes over quota more than 3 times in 10 business days, the customer will receive a second letter and will have their quota increased to the next available level and the account will be charged the additional storage rate.

- **High-Volume Mail Submissions** – customers should exercise good judgment and limit sending of messages to groups of 20-25 at a maximum per message. Customers that need to send large volumes of messages for business or other purposes (clubs, church groups, etc.) should contact Adams NetWorks to make arrangements to use secondary servers for more efficient processing of these messages. Customers that frequently send messages with attachments should make certain that the recipients will not be adversely affected by receiving them (mailbox size limits, etc.).

- **High-Traffic Accounts** – customers that receive high volumes of mail each day (either in number of messages - over 200 per day or in total size of messages - more than double the mailbox allocation) may be assessed additional charges based on the impact of the email traffic being accepted.