Zomerlust Systems Design

(CK1997/001363/23) trading as ZSD

Unit D11,
Clareview Business Park
236 Lansdowne Rd

P.O. Box 46827
Glosderry, 7702
South Africa

info@zsd.co.za   ☎ +27-21-683-1388

Service Specification Sheet

Service Name:	**Hosted E-Mail Mailbox**
Date of issue:	30 April 2012
Description:	Hosted E-mail Mailbox supporting common e-mail protocols including POP3, IMAP, Authenticated SMTP and Webmail.
	This service is offered as an individual service, bundled with ADSL and dial-up accounts, or in bulk blocks of accounts.

Pricing:

ZSD Code	No off	Note	Cost per Period (Including VAT)				
			Monthly Debit Order	**Monthly on Invoice**	**Quarterly in advance**	**Half Yearly in advance**	**Annually in advance**
Postman	1	2	R35	n/a	R105	R210	R385
Pop1	1	1, 3	R30	R30	R90	R180	R330
Pop5	5	4	R100	R100	R300	R600	R1100

Notes:

1) No charge for this service when bundled with other service, like ADSL
2) These charges are applicable if only one E-mail box is the only service provided by ZSD.
3) These charges are applicable if other services in addition to this one are invoiced to the customer on the same account.
4) A free bundled web site is provided with a block of 5 e-mail boxes. This may be upgraded to a higher grade webpage, at ZSD's discretion, if 10 or more mailboxes are provided.
5) ZSD has a number of different mail servers. The level of service varies depending on which server is hosting the mail. New accounts will normally be provided on the server offering the best facilities. ZSD will move the customer's mailbox to a newer server when requested, if this is technically feasible. Note users will have to change their client configuration and all accounts for a given domain name must be moved at the same time.

Support Information:

Service	Port TCP	Notes	URL (see notes below)	
			South Africa Server	Cloud Server (USA)
pop3	110		pop3.zsd.co.za	pop3.zsdmail.com
imap	143		pop3.zsd.co.za	pop3.zsdmail.com
pop3s	995	Encrypted	pop3.zsd.co.za	pop3.zsdmail.com
imaps	993	Encrypted	pop3.zsd.co.za	pop3.zsdmail.com
webmail	80		webmail.zsd.co.za	webmail.zsdmail.com
smtp	25	Authenticated, optional encryption	smtp-auth.zsdmail.com	smtp-auth.zsdmail.com
smtps	465	Authenticated, encrypted	smtp-auth.zsdmail.com	smtp-auth.zsdmail.com
submission	587	Recommended. Authenticated, optional encryption	smtp-auth.zsdmail.com	smtp-auth.zsdmail.com
maximum message size			30MB	30MB
default mailbox size			100MB	100MB
maximum mailbox size			500MB	2GB

Notes:

1) For outgoing smtp, use smtp relay server provided with connectivity service. For ZSD provided servers see access service datasheet for details.
2) For mobile devices like laptop computers which use multiple connections, use authenticated smtp service as per above. It is recommended Best Practice to use to use the "submission" port, 587, for sending authenticated smtp. This is likely to be most widely supported by connectivity providers such as cell phone networks, and public wireless services.
3) Encrypted services use certificates, which are tied to domain names. You may have to accept warning messages regarding ZSD certificates. If necessary you can import root certificates as described in http://wiki.zsd.co.za/Office/Support/ZSDCertificationAuthority

Service Conditions:

1.   Service Requirements:
1.1.   An internet connection, provided by either ZSD or a 3rd party ISP, is required to use this service.
1.2.   ZSD cannot take responsibility for speed or stability of 3rd party services used to

connect to our mail servers. In particular services with "local only" bandwidth limitations will not be able to connect to our cloud based mail server.

2. Aliases

2.1. This account will support multiple "aliases". Ie multiple e-mail addresses being delivered into one mailbox.

2.2. Nominally, ZSD will support up to 3 aliases per mailbox.

2.3. Additional aliases may be supported if the client registers their own domain name.

2.4. ZSD does not support "multi drop" mailboxes. Ie mail to be delivered into a single mailbox for subsequent routing to multiple individuals by client software.

3. Acceptable Usage Policy:

3.1. Users of these services must adhere to ZSD's Acceptable Usage Policy. In particular the sending of bulk, unsolicited e-mails is not permitted.

3.2. ZSD will be entitled to take whatever steps it deems necessary to prevent the sending of bulk unsolicited commercial email using the ZSD System.

3.2.1. ZSD will be entitled to take whatever steps it deems necessary to prevent an IP address allocated to ZSD from being blocked as result of the transmission of unsolicited commercial email, which steps may include without limitation:

3.2.2. Suspension of the Customer's email account, and

3.2.3. Suspension of access to a domain name hosted on the ZSD System.

3.3. Limits may be placed on the quantity and/or rate that mail is accepted from a client system.

3.4. Should ZSD incur costs in unlocking any of its IP addresses as a result of a Customer sending bulk commercial email using the ZSD System, the Customer will be liable for such costs.

4. Spam and Virus Filtering:

4.1. ZSD filters incoming mail. Any mail that is determined as being bulk unsolicited mail (ie spam) or mail designed to negatively affect the recipient (ie malware) may be rejected.

4.2. This filtering is done on a best effort basis without any warranty of any kind.

4.3. The classification of e-mail will be done entirely automatically using technologies, tools, criteria and services selected, configured and programmed by ZSD at their sole discretion. Some of these technologies rely on information provided by outside parties, this information is used automatically without any additional verification by ZSD.

4.4. Messages which are rejected will be rejected in a manner that conforms with applicable Internet Standards, such that the sender of the mail should be notified of the non-acceptance of the e-mail – provided that the sender also adheres to these standards.

4.5. ZSD's filters are tuned to minimize "false positives" - ie bona fide messages which get rejected in error.

4.5.1. If a message sent to you by one of your correspondents is rejected incorrectly, please request your correspondents to forward the "bounce" message relating to that rejection to ZSD by e-mail to support@zsd.co.za, or by fax, so that we can investigate it.

4.6. As a result of our desire to minimize false positives, it is inevitable that some unwanted mail will be delivered.

4.6.1. Customers are welcome to forward samples of such unwanted mail, as an attachment

with full internet headers, to spam@zsd.co.za.

4.6.2. Note if messages are simply forwarded, most e-mail clients will strip off the internet headers. This greatly reduces the usefulness of spam reports. Please refer to our website for details on ways to forward messages with full internet headers intact.

4.6.3. These messages will be used by ZSD to help determine the nature of e-mail that our customers regard as unwanted and provide some feedback as to the volume of messages passing through our filters. This will enable us to improve our filters.

5. E-Mail Limitations

5.1. ZSD may delete emails stored in designated "Trash" folders for more than 90 days.

5.2. If the mailbox size specified in the relevant Service Order is exceeded, no further emails will be received into the Customer's account.

5.3. E-mails larger than the size specified will not be sent or received. Note this is the size of the total e-mail which will be larger than size of files attached to the e-mail.

5.4. Upon termination of the Service all email will be deleted and email addresses associated with the Customer's account will cease to function.

5.5. ZSD has no responsibility for backing up email stored on its servers.

5.6. "Webmail" is provided as a complimentary service and ZSD gives no warranty that it will be accessible by the Customer at any given time

5.7. The servers used to provide an email Service will be subject to the same level of security as the rest of the ZSD System.

6. Commercial Terms:

6.1. ZSD Standard Terms, including definitions and rules of interpretation contained in it will apply to this service, accept where stated otherwise in this document.