



## Reliance Connects Email Policy

Each Reliance Connects broadband internet customer is entitled to 3 Email accounts on the @rconnects.com domain. Each additional email **mailbox** is \$4.95. If you move out of our area and wish to keep your email address, you will be charged \$4.95 per email **mailbox**, per month.

### Supported Mail Clients

Reliance Connects recommends you access your account from the web portal, located at <https://mail.rconnects.com/>

We strongly recommend one of the following products is used:

1. Microsoft Outlook 2010 or newer
2. Latest version of Mozilla Thunderbird
3. Android OS
4. MacMail
5. Iphone

Due to security, usability and manageability concerns, we cannot guarantee functionality with any other 3<sup>rd</sup> party programs, especially those programs that are beyond their support lifecycle. Some examples of these are Eudora and Outlook Express. If you need assistance transitioning from one of these to one of our recommended products please contact our help desk.

Visit <http://relianceconnects.com/broadband/support/>

### Retention Policy

Our retention policy for general email messages is only limited by size. The maximum size of a single mailbox may not exceed 5GB of data. For example, if a mailbox never exceeds 5GB in size, messages will be kept indefinitely for all folders, except for Spam and Deleted Item folders. If your mailbox does exceed the 5GB size limit, the oldest message or messages will be deleted first.

Messages that are classified as Spam (and exist in in the Spam folder) and those messages that are marked as Deleted (and exist into the Deleted email folder) will be retained for 30 days. That is, after a message becomes 30 days old from the date it is put into one of these folders, it will be deleted from our system on the 31<sup>st</sup> day.

As a reminder, The Reliance Email system is meant to be used as a messaging platform for digital communication and not intended to be used as means to permanently store important data, such as documents and pictures or files. Best practice is to move these items to your hard drive (PC or laptop) or other storage system.

### Security and Systems Configuration

Security is of top concern at Reliance Connects and we require certain security parameters to be followed in order to ensure service availability and network security. Any email account accessing our email services using 3<sup>rd</sup> party email programs must meet these minimum security

requirements. All accounts require authentication to our email system - username and password is required. For example, you will need to provide your full email address as the username and then enter your password to gain access to Reliance Connects Webmail.

Reliance Connects shall not be held financially liable for loss of data, email account security breaches, or unauthorized account access.

### Server Configuration Settings

Reliance Connects recommends that local email clients are configured using IMAP.

*POP configuration is not recommended.*

### IMAP Settings

Incoming: mail.rconnects.com

Port 993

Requires STARTTLS – SSL

*IMAP default port is 143, but 993 is required for SSL/TLS Encryption*

Outgoing: mail.rconnects.com

Port 587

Requires SSL

Requires Authentication

Authentication is required and must be enabled (checked) on most mail clients.

Maximum email message size (attachment size) is 25MB.

To ensure security and to adhere to industry standard security best practices, Reliance Connects requires complex and unique passwords be assigned to each email account.

All passwords must meet the following criteria:

1. Minimum of 8 alphanumeric characters of which that must include 1 uppercase character, 1 lowercase character and 1 number.

The user of the Reliance Connects E-mail system is solely responsible for securing their login credentials for the mail system. Reliance Connects will not be held liable for stolen or misused credentials and any impact of such actions may include as a result of an account becoming compromised. Do not post your email credentials online to any social media network or internet based messenger service. Do not tell anyone your email password either verbally or by electronic means. Reliance Connects strongly recommends you do not re-use passwords that you may have already in use on other internet-based accounts.

### **Inactive Accounts**

If a Reliance Connect Email account becomes inactive for 365 concurrent days, it will be purged from the system. An account will become inactive when it is not logged into from either the Reliance Connects Webmail portal or from a 3<sup>rd</sup> party client for 365 consecutive days.

### **Disabled Accounts**

A Reliance Connects Email account will become disabled after services disconnect order is received by our customer service team where an email account is bundled with the customer agreement or

contract. Email account data will not be deleted during this time, until it becomes inactive for 365 days. A disabled account will not be accessible by the customer.

### **Spam and Bulk Mail**

Don't use your Reliance Connects email account to distribute spam or unsolicited commercial mail. Using Reliance Connects email to send emails that are in direct violation of the CAN-SPAM Act or other anti-spam laws; to send unauthorized email via open, third-party servers; or to distribute the email addresses of any person without their consent is monitored and is strictly prohibited.

We prohibit the use of Reliance Connects Webmail to automate the Reliance Connects Webmail interface, whether to send, delete, or filter emails, in a manner that misleads or deceives users.

Please keep in mind that the definition of "unsolicited" or "unwanted" mail may differ from your email recipients' perception. Exercise judgment when sending email to a large number of recipients, even if the recipients elected to receive emails from you in the past. When users mark emails as spam, it increases the likelihood that future messages you send will also be classified as spam by our anti-abuse systems.

Our messaging system automatically scans all incoming and outgoing messages and filters out those that appear to be spam. The remediation actions we may take to mitigate spam threats may include domain names and IPs being blacklisted, either permanently or temporarily. As no messaging filtering system is 100% accurate, legitimate messages are expected to be blocked by our systems from time to time. Please contact Reliance Connects Tech Support for assistance with finding missing emails or if you are receiving an abundance of spam messages.

### **Malware (Malicious Software)**

Reliance Connects email users should be vigilant in receiving unexpected attachments from unknown senders and not click on web links within an email message unless the user is certain that the link is legitimate. Clicking on a link in an email message has the potential to execute code that may install malicious programs on your computer system.

It is a violation of this policy to use Reliance Connects Email to transmit viruses, malware, worms, defects, Trojan horses, corrupted files, or any other items of a destructive or deceptive nature. In addition, you may not distribute content that harms or interferes with the operation of networks, servers, or other infrastructure belonging to Reliance Connects or others.

Reliance Connects shall not be held liable for computer infections, data loss, or system failure as a result of any malicious payload delivered by Reliance Connects electronic messaging system. The customer shall be solely responsible for properly securing their own computer system and taking appropriate precautions in sending and receiving email.

### **Fraud, Phishing, and other Deceptive Practices**

It is a violation of our email policy to access another user's Reliance Connects email account without their explicit permission. Don't use Reliance Connects email to trick, mislead, or deceive other users into sharing information under false pretenses.

Including but not limited to phishing for users' data such as login information, passwords, financial details, or government identification numbers, or use Reliance Connects email as part of a scheme to defraud others.

It is a violation of federal law to access stored communications without authorization – either intentionally access without authorization a facility through which an electronic communication service is provided; or intentionally exceeds an authorization to access that facility.

### **Child Safety**

Reliance Connects has a zero-tolerance policy against child sexual abuse imagery. If we become aware of such content, we will report it to the National Center for Missing and Exploited Children as required by law. We may also take disciplinary action, including termination, against the Reliance Connects accounts of those involved.

### **Harassment**

It is a violation of our email policy to harass, intimidate or threaten others. Anyone found to be using Reliance Connects for these purposes may have their account disabled and actions reported to the appropriate authorities.

### **Limitations of Liability**

Except as specifically provided in this policy, in no circumstances and under no legal theory (including without limitation tort, contract and otherwise), shall Reliance Connects or its affiliates, suppliers or agents have any liability to the customer or to any person or entity for any direct, indirect, incidental, special, treble, punitive, exemplary or consequential losses or damages, including without limitations loss of profits, loss of earnings, loss of business opportunities and personal injuries (including death) resulting directly or indirectly out of, or otherwise arising in connection with, the installation, self-installation, maintenance, failure, removal or use of the service, or the customer's reliance on the use of the service, including without limitation any mistakes, omissions, interruptions, deletion or corruption of files, email, attachments, work stoppage, errors, defects, delays in operation, delays in transmission, or failure of performance of the service, the Reliance Connects equipment, or the customer equipment; or (ii) any losses, claims, damages, expenses, liabilities or costs (including legal fees) resulting directly or indirectly out of, or otherwise arising in connection with, any allegation, claim, suit or other proceeding based upon a contention that the use of the service, the Reliance Connects equipment, or the customer equipment by customer or any other person or entity person or entity infringes the copyright, patent, trademark, trade secret, confidentiality, privacy, or other intellectual property rights or contractual rights of any third party. In regards to storing customer equipment not picked up after completion of a repair the following applies: After 6 months, the hard drive will be securely wiped and the machine will be sent to electronic recycling. Several attempts will be made to notify the customer - at least 2 calls via customer primary telephone & cellular phone (if on file) between time of completion and 30-90 days out- at least 1 email address to email on file 91-120 days out-1 final written notice via certified postal mail to billing address on file between 121-180 days.

*Last updated 7/28/17 – JF/MJ*