



# Our SPAM policy

## **Our SPAM policy**

We believe that SPAM is the scourge of the Internet and we are not prepared to allow our services to be used to propagate it, or for sites we host to be promoted using it.

### **By SPAM we mean:**

- Sending messages indiscriminately to multiple mailing lists, individuals, or newsgroups.
- Sending unsolicited mail promoting a website or service hosted on our servers

In the event that we receive complaints regarding your domain the following action will be taken:

1. If the number of complaints is small, hosting of the domain will be suspended for a minimum of seven days and will only re-enabled on the undertaking in writing that the SPAM will cease
2. If the number of complaints is large, or no undertaking is received, hosting of the site will be permanently disabled.

Here are some guidelines to help you ensure you do not end up having your hosting/redirection account terminated:

- Do not send email promoting your site unless you are 100% sure the addresses you are sending to have opted-in to your mailing list

- Do not post advertisements to newsgroups unless you understand and follow the rules for that particular group. Certain groups allow advertisements if they are:

1. On topic, i.e.: are relevant to the purpose of the newsgroup
2. Follow certain subject line conditions, such as starting the subject with ADV: for instance some newsgroups have charters or FAQs which will tell you if adverts are allowed and how they should be formatted. It is up to you to find these (you might start by asking in the group concerned).

- **If in doubt: DON'T POST!**

## **Why must we be so strict about this?**

If we ignore spammers using our services, the following will almost certainly happen:

1. Mail from our mail servers will not be accepted by other servers and our mail service will therefore become degraded
2. Our upstream connectivity providers will terminate our connection
3. And... Newsgroups and email lose their value if polluted by lots of unsolicited advertising. Remember: when you advertise this way, you are making everyone else pay for your advertising campaign. This isn't fair, and we will do what is necessary to discourage it.

## **Reporting SPAM**

Dealing with SPAM reports is a time consuming process and we would appreciate your co-operation by following these rules: