E-MAIL SERVICE POLICY

When we speak about "e-mail", there are really three separate aspects to consider:

Spam filtering - if your domain is hosted with us, and you have e-mail accounts associated with that domain name, you can buy spam filtering as a separate service. See separate document for this topic.

In-bound e-mail – if your domain is hosted with us, and you have e-mail accounts associated with that domain name, you will be picking up your e-mail from our server. We will support you on any issues that involve inbound e-mail to e-mail addresses whose domain is hosted on our server.

Outbound e-mail – when you send out an e-mail, you need to use someones SMTP ("outbound") mail service. Although we can provide you with a SMTP service, you should instead use the outbound mail service of your ISP (your internet access provider). The reason is simple: they specialize in providing outbound e-mail service. Therefore, should your computer become infected with a virus that causes your computer to start sending out junk-mail, they will catch it, block that computer and contact you.

We, on the other hand, simply do not have the tools on our server to catch these kinds of problems. Our outbound mail service primarily exists to be able to process forms on your website and drop the e-mail into your e-mail box, or to handle other situations that involve e-mails that are "internal" to our server.

We ourselves do not use the SMTP service on our webserver. If you are having issues with your ISP's outbound mail service, we will be happy to provide you with the same outbound mail service that we use, at no cost. However, we will not support it beyond helping you set it up and use it. What does that mean in practice? Let me give you an example: we sent an e-mail to a client in Sweden, and it bounced back saying "your outbound mail server is blacklisted". Our outbound mail server was not blacklisted, the error message was factually wrong. If we instead sent the same e-mail *as a reply to an e-mail the client had sent us*, our e-mail got through.

This is an example of where the problem was with *their* mail server, and we had to be a bit creative in order to get the e-mail through to them. There are a multitude of ways you can have problems with your outbound e-mail, none of which involve a problem at our end. Your ISP is better equipped to help you troubleshoot such issues. That is why our view is that your should first turn to your ISP to get an outbound mail server, and if they frustrate you, we will try provide outbound mail for free.....but support of that outbound mail service is not part of our service to you.

We value your business - if you have any questions about this document, please do not hesitate to contact us.