

Andrews & Arnold Ltd

Schedule: Email hosting

Version 1.0

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1. Applicability

1. This schedule applies to our email hosting services.

2. Price is based on volume

- 2.1. Our email service is linked to a domain.
- 2.2. Each domain incurs a separate email service charge.
- 2.3. The charge is based on the volume of email we process for you, for that domain. This includes any spam which reaches us.
- 2.4. We will notify you at least once per billing period if the volume of email we process for you the volume permitted for your usage level.
- 2.5. If the volume of email we process for you exceeds the volume permitted for your usage level for more than three consecutive months, we will move you automatically to the usage level appropriate for that volume of email. You agree to pay the increased charges associated with this.
- 2.6. If the volume of email we process for you is lower than the minimum volume for your usage level for more than three consecutive months, we will move you automatically to the lower level appropriate for that volume of email. We will automatically reduce the fees accordingly.

3. We do not guarantee that your email will be received

- 3.1. We do not guarantee that any email you send will be received.
- 3.2. We do not guarantee that you will receive all email sent to you.

The nature of email means that the operator of the recipient's mailserver controls whether or not they wish to accept any email you send through our email service. We do not control this.

We operate spam filtering, and offer you some control over this. We also check email for malware and other irregularities (such as incomplete HELO messages) and reject traffic accordingly.

4. Takedown

- 4.1. We may remove your account, or email within your account, if we are required to do so by law, or if we could be liable for your usage if we did not do so. We are not liable to you if we do this.
- 4.2. We are not required to notify you in advance if we remove your account or email in accordance with clause 4.1 of this schedule.

5. Storage capacity

- 5.1. Our email service permits you to store up to 1GB of data.
- 5.2. If, at any point in a billing period, you exceed 1GB of data, we will charge an additional sum for each

additional gigabyte or part of a gigabyte.

6. Permitted bandwidth

- 6.1. We do not impose bandwidth limits, but we may suspend or restrict services where there is significant impact on our network.

7. Deletion on termination

- 7.1. You can terminate your email hosting service at any time. We will agree the date of termination with you.
- 7.2. We may delete your content immediately on termination. If you want to retain any content, you must download it before termination takes effect.