



November 22, 2003

**This letter is a notification of our policy regarding emails and the protection of the server on which your website resides.**

**This policy is designed to protect your website and web domain related email.**

The use of broadcast emails or SPAM, through our servers, puts hundreds of websites and businesses at risk of being black-balled by other servers. Companies and organizations you may deal with, and email servers such as AOL have policies designed to blackball servers that broadcast emails to them. Legislation concerning SPAM and liability issues related to theft of time continue to grow.

**In the interest of all our clients, RedFusion Media cannot allow broadcast emails.**

1. If you send a message to more than 15 people in one email, a bulk email account should be used. The email accounts on our server are intended for small (under 15 recipients) groups, not broadcasting. Please contact us to discuss broadcast email tools.
2. Sending out a message over and over again, to 15 or fewer people, in an attempt to circumvent item 1 above, is considered SPAM, and is not permitted.
3. Mass emailing is strictly prohibited on our server. In mass emailing, email users send messages to hundreds or thousands of users. It causes server crashes and downtime nightmares. Individuals or organizations that use our server for mass emailing are subject to immediate account termination.
4. Frequent email checking also harms the server. We ask that email software be set to automatically check for email no more than once each hour. If a customer service person must have frequent communications, please allow automatic email checking at a minimum of 30 minute intervals.

We reserve the right to cancel hosting and email accounts for abusive outbound emailing.

If you have the need for email broadcasting, we can assist you with appropriate tools. Please review the enclosed Client Newsletter for more information on SPAM, or go to our website at [RedFusionMedia.com/SPAM.htm](http://RedFusionMedia.com/SPAM.htm) .

We appreciate your understanding and adherence to this policy and wish the best for your organization.

Most Truly,

A handwritten signature in cursive script that reads "Molly".

Molly Burgess  
General Manager