

ONE Mail Service

Outbound Email Policy - blocking spam email

The policy will limit the number of emails going outbound to the internet from a registered ONE Mail user to a maximum of 5,000 per hour. If this quota is exceeded the user's email account will be stopped and blocked up to three days.

Our mandate is to ensure that the ONE Mail service is an anti-spam service. This Outbound Email policy will restrict the sending of bulk mail and/or spam sent through a compromised account, ensures the continued quality of service we provide for all our clients.

Background

Sending spam through ONE Mail is strictly prohibited. If a user has unwittingly had their account compromised (downloaded a spambot from the internet or been infected by malware/virus) and is sending out huge quantities of email, that user could inadvertently be putting the ONE Mail Service at risk of being blacklisted by outside entities. By placing per-user limitations on outbound usage, ONE Mail protects our service, the clients and our user reputation.

Remediation

Our service desk will notify the appropriate IT support contact person at the organization in question. The individual whose account has been blocked will not be permitted to send any more email and will be required to take action by working with their local IT person to remedy the issue on their side before they are unblocked.

Requests for Bulk Sending Users

Clients must fill out the Bulk Send Request Form, available via corporate website and identify the business need to increase an account's limits.

- You must have a valid ONE Mail account to make a request
- All Bulk Sending request are subject to approval with valid justification
- Each request will be implemented on a per user basis and per one time request

Date: November 27, 2018

Implemented: December 12, 2018 in Production