



## ITVET Hosted Exchange Service Terms & Conditions

We want to make being an ITVET Hosted Exchange customer the best experience it can be. The terms of using our service are set out with this in mind.

If you have any queries about our terms of use, please email [accounts@itvet.co.uk](mailto:accounts@itvet.co.uk)

ITVET Hosted Exchange provides email & application hosting and additional services. ITVET reserves the right to suspend or cancel a customer's access to any or all services provided by ITVET Hosted Exchange when ITVET Hosted Exchange decides that the account has been inappropriately used or otherwise.

**Note:** all of our services are covered by the General Terms and Conditions below; in addition please see service specific terms and conditions as below.

Our business is continually evolving and as such we reserve the right to change our Terms and Conditions when necessary. It is your responsibility to ensure that you are up to date with all of our T&Cs. We will, however, notify you of any prominent changes we feel you need to be pro-actively made aware of.

**By signing up for any of our services you agree to be bound by all the Terms and Conditions listed here.**

### Email

The following terms and conditions apply to ITVET Hosted Exchange email services.

### Contract Term

The contract term is eighteen months from the commencement of service date (go live date). At the end of the eighteen month period, unless cancelled giving at least 90 days' notice in writing, the contract automatically be renewed for a further 12 months, and will continue on a rolling 12 monthly basis unless a valid notice to terminate has been received.

### Size of mailbox

Each mailbox has a storage quota which is currently set at 25GB. This is in place to protect your account and others from potentially large volumes of email sent to a single address that could materially affect the email system server. It is the mailbox owner's responsibility to ensure that his/her mailbox does not reach its allocated level (unless an ITVET support agreement is in place in which case this will be managed by us).

### Passwords

It is the mailbox owner's responsibility to keep his/her password confidential, and to change the password on a regular basis. ITVET are not responsible for any data losses or security issues due to stolen passwords. ITVET recommends that you use passwords that contain numbers and symbols in order to prevent unauthorized users from guessing commonly-used choices (i.e. "12345", "password", etc.).

### Technical support

Please contact our [servicedesk@itvet.co.uk](mailto:servicedesk@itvet.co.uk) via email or call 01279 800 101

### Service availability

ITVET Hosted Exchange monitors the server as a whole but does not monitor individual mailboxes. The Exchange server uses SMTP, a "store-and-forward" email protocol, to deliver outbound messages. This protocol does not guarantee immediate delivery of email messages. By default, the Exchange server makes a delivery attempt every one minute three times; after that the server will attempt message delivery every fifteen minutes. If there is no successful delivery attempt within twelve hours, a delay notification will be emailed to the sender. If there is no successful delivery attempt within two days, the message will be returned to the sender.

### Scheduled maintenance

To guarantee optimal performance on the servers, it is necessary for ITVET to perform routine maintenance. Such maintenance often requires taking ITVET Hosted Exchange servers off-line, typically performed during off-peak or out of hours. ITVET Hosted Exchange will give you advance notice of any maintenance requiring the servers to be taken off-line whenever possible.

### **Security**

ITVET makes every reasonable effort to ensure mailbox security at all times. We do this through a combination of various network security policies, load balancing and redundant systems. We make every reasonable effort to ensure the integrity of data on our systems. On the rare occasions where there may be a problem with specific mailbox data, it is the mailbox owner's responsibility to notify to us. We cannot guarantee to restore data and we accept no liability for the loss of any such data.

### **Server storage capacity**

Each Exchange account is allotted an aggregated storage capacity initially equal to the total storage capacity of each mailbox. This storage capacity is shared among all mailboxes and public folders within your account; the quota cannot be exceeded.

### **Mailbox and Public Folder storage capacity**

In addition to the aggregate account storage capacity, each mailbox and public folder also has its own storage limit. When the storage capacity is reached on an individual mailbox or folder, the Exchange servers shall stop sending or receiving messages. ITVET is not responsible for service unavailability or data loss caused by any mailbox or folder exceeding its storage capacity (unless an ITVET support agreement is in force, in which case this will be managed by ITVET).

### **Anti-virus checking**

ITVET installs anti-virus software on its email servers for all Advanced and Exchange mailboxes. This software is configured to check messages coming into the email server. If a virus is detected, the message is deleted. No notification is sent to either recipient or sender of the message. Messages sent between mailboxes on the ITVET Hosted Exchange platform are not checked.

### **Ownership of data**

All data created or stored by you within ITVET Hosted Exchange' applications and servers are your property. ITVET shall allow access to such data only by authorized ITVET Hosted Exchange personnel. ITVET makes no claim of ownership of any web server content, email content, or any other type of data contained within the account holder's server space or within applications on ITVET Hosted Exchange' servers. Customers are responsible for backing up their email before upgrading or removing mailboxes.

### **Free 30 day trial (email accounts only)**

You must provide us with a valid domain name, which could be used with your email package, or register a new domain name during sign up. You may not use the same domain name for more than one free trial.

If you don't cancel your email package before the end of the 30 day free trial, we will automatically charge your credit/debit card for your first month/year's service following the trial period.

### **Use of email account**

If ITVET identify a mailbox or domain that is causing problems; we will either remove the offending mailboxes or change their settings to resolve the issue. In extreme cases, we will disable email or suspend all services to the domain as appropriate.

### **Registered company information**

ITVET is a limited company registered in England 6192272. Registered office 2<sup>nd</sup> Floor 145 – 147 St John Street London EC1V 4PY

**VAT No:** 905864310