



Order Form: Business Mail Filter

Additional Notes

When you apply for an Internode Business Mail Filter service, you should be aware of certain obligations and conditions once the order form is received by Internode. Firstly, please be aware that when you sign the application form you are signing to say that you accept and agree to be bound by the Internode Standard Form of Agreement documents (available at www.internode.on.net/sfoa).

Please call us if you would like any help interpreting these documents.

Customer Details

- Please complete all information contained in Section 1. This information will be used for the purposes of supplying you with the service, to administer your account with us and if necessary, to transfer you from your existing supplier.
- For your security and privacy, it is important that you provide all the information we request. We will use it to verify your identity when dealing with you over the phone. The requested information for registered businesses includes your Australian Business Number (ABN), and for individuals includes your date of birth and (if applicable) Driver's License Number.

Limitation of Liability

- In accordance with the Internode Standard Form of Agreement, under no circumstances shall Internode Systems Pty Ltd or any of its employees, business partners or contractors be held liable for any form of damage, whether direct, special, indirect or consequential damage that may arise in connection with use of the Business Mail Filter Service, including but not restricted to wrongful classification, delay or loss of messages.

Privacy Policy

- In accordance with the Internode Privacy Policy (refer www.internode.on.net/sfoa/privacy/ for details), information pertaining to your emails will not be disclosed unless:
 1. we have reason to suspect that unlawful activity has been, is being or may be engaged in, and we disclose this information as a necessary part of our investigation of the matter or in reporting our concerns to relevant persons or authorities;
 2. we are required or specifically permitted by or under law to provide this information to an authority or person that is duly authorised to request it;
 3. a court order compels us to disclose this information to a specified recipient; or
 4. we are otherwise required or specifically permitted by law to disclose this information.
- You acknowledge that we must cooperate with the lawful requests of members of the police force or any other person duly authorised to investigate breaches of the law, and that we may disclose any information held by us in relation to your account to such authorities if compelled or required to do so.

Billing Information

- Tax invoices and other notifications will be sent to the email address that you have specified in the Customer Details section of this form. Posting of paper invoices is available but discouraged for environmental reasons, and if requested will attract a \$1.50 surcharge per invoice.
- The base monthly fees for the Business Mail Filter service are payable in advance; with any applicable usage fees charged in arrears. Please note that the first monthly service charge, plus the establishment charge, must be paid in full before Internode can activate the service.
- Full details on our payment options are available at www.internode.on.net/payments.
- Credit card surcharge: Payments via Visa or Mastercard incur a \$0.99 surcharge per transaction; and payments using American Express or Diners Card incur a surcharge of 2.5% of the transaction value.
- There are no surcharges for BPay, Direct Debit, Direct Credit, Cheque, Money Order, Cash or EFTPOS.



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Technical Information - The Email Address File

Introduction

One Email Address File is required for each email domain. Within the Email Address File, you need one row for each valid email account; with (optionally) the policy to be applied to this email address; and (optionally) any email aliases that you would like treated in the same way. If no policy is specified, the default policy that you select on this form will be applied.

Wildcard addresses are not supported.

Creating the File

The email address file resides on your server, and is securely extracted by Internode on an hourly basis.

The file may be created manually using Notepad or a similar text editor; and you simply need to update the file in line with your staff changes & their requirements for new email addresses.

Alternatively, we can supply you with a script that will update the file automatically for Unix mail software such as Sendmail.

Format of the Email Address File

The email address file simply lists your email addresses, filtering policy; and optionally email aliases – separated by semicolons - in the format:

emailaddressleft; optional - policy; blank - future use; optional - alias/es separated by semicolons

where:

- **emailaddressleft** is the mailbox name not including the domain name); eg for joe@example.com.au it would simply be **joe**.
- **policy** may be left blank (in which case the default policy is applied); or specify as one of the following : DropVirusTagSusSpamDropSpam; DropVirusTagSusSpamTagSpam; DropVirusDropSusSpamDropSpam; TagVirusTagSusSpamTagSpam; or DoNothing.
- **future use** should simply be left blank for now.
- **alias/es** are one or more other email addresses (aliases) for the same email account. Alternatively, if you would like different policies for each alias, you can enter them as another line (this makes no difference to the billing).

You can insert comments in the file for your own purposes; simply start these lines with a hash (#). Finally, the file should be terminated with two underscores immediately followed by the text **MAGIC_END_MARKER**.

Example of an Email Address File

A simple example is :

```
# this is the email address file for example.com.au
# the following line applies the default policy to Joe's email address and his informal aliases :
joe;;joe.smith;jsmith
# the following line applies a special 'tagging only' policy to Joe's formal email address, so spam is tagged rather than dropped,
# and can then be checked against an internal 'whitelist' :
joseph.smith;TagVirusTagSusSpamTagSpam;;
# the following line means the spam filter will simply pass through all of Jane's email :
jane.jones;DoNothing;;
# the following line applies the default policy to the 'sales' email address :
sales;;
# and the last line is the end of file marker:
__MAGIC_END_MARKER
```

Note : that's two underscores ' __ ' before the words 'MAGIC_END_MARKER'!

Technical Information - Mail Server Configuration

Once your Internode Business Mail Filter service has been commissioned, you may wish to firewall the SMTP port of your mail server, such that only the Internode Ironports can deliver mail to your mail server. This prevents spammers from bypassing the Ironport system.

Information is current as of 21/07/2010 and is subject to change without notice. All prices quoted include GST.