



## Product Brief: Business Mail Filter

### Stop Downloading Spam!

Internode's Business Mail Filter service provides a spam and email virus protection service, for business customers that operate their own email server. There are many benefits to applying our best-practice mail protection services to your email server :

- **Reduce Downloads** - Unwanted email can be rejected before it reaches your email server - hence reducing your Internet downloads.
- **Reduce Costs** - save the time and expense of maintaining spam & virus protection on your own email server.
- **Increase Productivity** - reduce the amount of time your staff waste on dealing with unwanted spam email.
- **Improve Security** - protect your business infrastructure by minimising the risk of viruses attached to email.

### Internode's Hosted AntiSpam and AntiVirus Solution

Internode has deployed a high availability cluster of class-leading **Cisco IronPort®** Email Security Appliances; featuring highly accurate and 24x7 responsive anti-spam technology, combined with rapid-response **Sophos™** anti-virus technology.

All of your incoming email is passed through Internode's servers to be filtered, then sent through to your mail server. The Internode filtering cluster uses a range of technologies to achieve the highest levels of filtering. The first stage is a black list of known spammers, at which point definite spam is dropped. The second stage is provided by the IronPort platform, at which point suspect spam is either dropped, or tagged for your further analysis.

As threat writers use constantly evolving techniques to penetrate companies' existing defenses, email threats have expanded beyond simple nuisance spam. Our solution combines best-of-breed conventional techniques with IronPort's breakthrough SenderBase reputation filters and context-sensitive detection technology, to eliminate the broadest range of known and emerging email threats. The technologies include the following:

- **IronPort Reputation Filters™** perform real-time email traffic threat assessment to identify suspicious email senders.
- **Sophos™ Anti-Virus technology** provides virus protection with the highest performance virus scanning technology in the industry.

### What It Does - Tagging and Dropping

You can configure the actions of our filtering technology for any combination of 'tagging' or 'dropping' spam, suspected spam and virus infected email:

- **'Dropped'** email is discarded by our filtering cluster, not acknowledged to the sender, and not sent to your mail server.
- **'Tagged'** email will still be sent to your mail server, with an email 'tag' to enable you to identify and deal with it as you see fit.

Simply advise us of the policies you wish to apply - either to every email address within your domain, or on a per email address basis - according to the following choices:

- Drop Virus + Drop Spam + Drop Suspect Spam (the 'highest' setting)
- Drop Virus + Drop Spam + Tag Suspect Spam
- Drop Virus + Tag Spam + Tag Suspect Spam (the default setting)
- Tag Virus + Tag Spam + Tag Suspect Spam
- Take no action (allow all email)

*The most common choice - and the default - is to 'drop' virus and spam; but simply 'tag' suspect spam. This 'suspect spam' is sent to your mail server with a tag indicating that it may be spam, for you to check against your own whitelists or manually review.*

## How It Works – The Email Address File

An Email Address File on your mail server is required containing a list of all of your valid email addresses. This is securely uploaded to our filtering cluster on an hourly basis. For each email address, you can assign a specific policy - or alternatively, assign a global policy to all of your email addresses.

A script for Unix mailservers is available to automatically update this file, and will be supplied by Internode if required. Otherwise it is a simple process to update this file using a text editor such as NotePad. This is a quick manual process whenever you have staff or email address changes - and within an hour, the changes will take effect.

Our provisioning team will contact you with technical support on setting this up after you have signed up for the service.

Other technical aspects of the service include:

- **Wildcards** - no 'wildcards' are supported in the Email Address File. Note that only email messages that have a destination address listed on your Email Address File will be processed by our filtering cluster. Specifically, email messages that aren't matched to one of these addresses will be discarded.
- **Multiple Domains** - each Business Mail Filter service covers one domain and is associated with one Email Address File. If you have multiple domains, simply obtain multiple Business Mail Filter services.
- **Billing** - your monthly bill will be automatically calculated as the base monthly fee, plus a per address charge based the highest total number of email addresses that you have listed in your Email Address File during the month.
- **Whitelists / Blacklists** - whitelists and blacklists are not used as part of this service. If you wish to use your own whitelist/blacklist, the Business Mail Filter service can simply 'tag' suspected spam messages for you to quarantine and process on your own mail server.
- **DNS Record** - the 'MX Record' within your DNS entry needs to be pointed to Internode's Ironport cluster. If Internode is providing your DNS services, we'll arrange for this to happen at no additional charge. Otherwise, you'll need to arrange that with your DNS provider, after the Business Mail Filter service has been established.

*Outgoing emails sent from your server are not processed or affected in any way by the Business Mail Filter service.*

## Plans & Pricing

Business Mail Filter offers an extremely simple & attractive pricing structure : \$50 once-off establishment per service, with a monthly service fee of \$25 per service plus \$1 per email address (including GST).

One service is required per domain name to be filtered, and the service is only available to Internode Internet customers.

## Like to Know More?

Please contact your Internode Business Sales on 13 6633 or email [business-sales@internode.on.net](mailto:business-sales@internode.on.net) for further information. You can obtain more information and download an application form at [www.internode.on.net/businessmailfilter](http://www.internode.on.net/businessmailfilter).