



## **ComputerCare Managed Email Filtering Service**

ComputerCare Managed Email Filtering Service is an Industry Standard Best Practice solution offered to clients.

- **24/7 filtering of your inbound email**
- **Filters out up to 99.9% of unsolicited email (spam)**
- **Low Latency**
- **Active learning of what is and is not unsolicited email**
- **Unlimited Mail Quota**
- **Fully Secure**
- **30 Day Unsolicited Mail Retention Policy**
- **First 200 lost emails recovered free of charge each month**
- **Initial Set Up Cost and ongoing single monthly cost**
- **Invoiced at the end of each month for the next month**
- **Simply paid as a normal 20<sup>th</sup> of the month invoice by Automatic Payment**

The Service allows for the 24/7 secure filtering of your email from unsolicited emails (Spam). The Barracuda Filtering Appliance we use is an Industry Standard Enterprise solution. It filters out 99.9% of spam and actively learns what is spam and adjusts its filters to deal with new spam outbreaks.

The Filtering Appliance operates out of our 24/7 alarm monitored DataCentre with restricted access ensuring your email is secure. Although your email is routed through our DataCentre there is low latency (minimal time delay). There is also no limit to the amount of email you can have filtered through our service. Should, as occasionally happens, a non-spam email be mistakenly filtered, we retain all spam emails for 30 days, so we can easily forward this to you. You can have the first two hundred lost emails recovered each month free of charge. Typically we would expect no more than a single mistakenly filtered email a year per person to be caught in the filter.

There is an initial setup fee and then a single ongoing monthly cost which is invoiced at the end of each month for the next month and simply paid by monthly Automatic Payment.

There is no minimum contract term allowing you to change or cancel the service at any stage with thirty days notice to ComputerCare.

## **Important Details about the ComputerCare Managed Email Filtering Service:**

### **Mail Security:**

Although your email is being filtered through the ComputerCare Managed Spam Filtering Service your email is secure. Our Barracuda email filtering appliance is stored at ComputerCare's Palmerston North Data Centre, which is physically secured, alarmed and monitored 24/7.

### **Mail Retention**

We have a rolling cache generally with a minimum 30 day Retention Policy (depending on spam volumes), for email quarantined by the Barracuda Appliance. This allows us 30 days to ensure that any email identified and filtered as spam is available for us to check or recover for you. After the expiration of the 30 days retention all spam identified mail is deleted.

### **Mail Quota**

You do not have an email quota of the maximum amount of email that gets filtered.

### **I think I've lost an email**

We are consistently "training" the spam service to make sure that only spam is stopped from reaching you. Unfortunately there is the chance that a legitimate email may be marked as spam and stopped.

If you believe a legitimate email has not reached you please contact our National Support Centre direct on **0800 600 606** or [support@computercares.co.nz](mailto:support@computercares.co.nz). We simply need the senders email address, your email address and if possible a date you believe the email would have arrived to you. We can then check the log for the email and should we find the email we can release it and mark the email as not spam this will further help the service to learn what a legitimate email is.

### **I still get the odd spam email**

The fight to prevent spam is an ongoing battle. The spammers realise there are filters in place trying to prevent their emails and are always looking for ways to get around them. We are always updating the service and constantly "training" the service to recognise spam and legitimate emails.

Should the spammers have found a way around the current filtering we will be right behind them with the new fix. If you have spam in your email today please wait and see if spam levels return to normal tomorrow.

The new filtering update can be in place within hours. If you feel spam levels have been unacceptable for more than a day or two then please let us know (again through our above National Support Centre), we are happy to look at the issue.