



## Uncapped Usage and Email Hosting Guidelines and Acceptable Use Policy

### Wireless Internet

To ensure that all customers have fair and equal use of the Uncapped service and to protect the integrity of the

network, TekConnect (Pty) Ltd reserves the right and will take necessary steps to prevent improper or excessive

usage thereof.

TekConnect (Pty) Ltd may undertake the following action(s) to ensure fair and equal network performance for all

customers:

- Adjusting the throughput of the aforementioned service based off the current and historic usage of the service.
- Limiting or preventing service through specific protocols and/or ports.
- Continuous excessive usage of a service may result in termination of the Uncapped ADSL/Wireless account.
- Any attempt to bypass Shaping Policies may result in termination of the Uncapped ADSL/Wireless account.

TekConnect (Pty) Ltd.'s Uncapped solution is a prioritised service, based off available network capacity along with

current and historic usage trends.

### Email Restrictions - Shared Hosting

#### Online disk space limit

Depending on which hosting package you have purchased, you will be restricted to how much email you can store on our servers.

This limit is set according to data size, in MB. 1 MB is a million bytes of information, which is also equal to 1 000 KB (kilo bytes). Typically 1 byte is equal to 1 letter or number. A small text-only

email, would typically only occupy a few KB of disk space, whereas an email containing attachments, could be much more - up to a few MB.

When someone sends you an email, the email gets sent from their computer, through their SMTP server, through our firewall server, and finally ends up in our mail server. This is where your mails wait to be downloaded by you. This is where you would accumulate the "online disk space."

Normally when downloading your mails via POP (the traditional way), your mail client, such as Outlook, would connect to our mail server, download all messages, and then tell our mail server to delete all of the downloaded messages off of the server.

Therefore, if you connect to our mail server often, then chances of reaching the "online disk space limit" would be very slim.

Some users prefer to have us store all of their emails on our mail server. This requires the user to have a large hosting package with a high "online disk space limit."

The advantages of storing mail on our mail server, is that you can view your messages from multiple computers and/or locations.

Should you get close to your disk space limit, we will send you notifications via email to warn you of this.

Remember that your disk space usage is allocated as an average over the whole month.

### **Email size limit**

There is a size restriction of 25 MB on any email that you send out.

This size limit dictates the maximum size of all your attachments to one email. Keep in mind that being able to send or receive an email of eg.10MB size, you and the person you are sending to will need to have an internet connection of up to or above 10MBps in order for a email of that size to be sent or received. It is thus best practice to not send emails larger than 5MB ensuring that recipients with a slower connection may still be able to receive your mail.

### **Recipients limit**

The maximum amount of recipients that you can send to in one email is 25.

This includes CCs and BCCs

### **Emails per hour limit**

The maximum amount of emails you may send per hour is 350.

This includes CCs and BCCs; for example, if you send 1 email and CC 5 recipients, then this counts as 6 emails.

Legal:

The User undertakes to use TekConnect (Pty) Ltd.'s services in accordance with any restrictions imposed under

the following legislation:

- Electronic Communications and Transactions Act 25 of 2002;
- Electronic Communications Act 36 of 2005;
- Regulation of Interception and Provision of Communication-Related Information Act 70 of 2003

All cases of violation of the above Acceptable Usage Policy should be reported to [info@tekconnect.co.za](mailto:info@tekconnect.co.za)

**PLEASE NOTE:**

TekConnect(Pty) Ltd reserves the right to amend the Acceptable Usage Policy for Uncapped ADSL/Wireless accounts as necessary. This is to ensure optimal performance across our network for the majority of Uncapped customers.