

PORT 25 QUALIFICATION APPLICATION

Customer/Business Name:

Account #:

Address:

Technical Contact Person:

Technical Contact Email and Telephone:

Why do you need access to Port 25?

How many mail servers and what type of mail server software will use port 25? (Pop and Imap servers need not be described. Only the MTA's that operate on port 25.)

What domain names will be operated on each server?

What is the general description or purpose of the server? (Examples, school, business, personal, government, etc.)

I have read and understand the terms of use outlined in the Direct Communications Acceptable Use Policy, (see attached) and certify that I will not use the network for any prohibited practices, including spamming. If this port is found to be generating spam or violating any other acceptable use policies, I understand my connection may be terminated at any time.

Signed:

Dated:

FREQUENTLY ASKED QUESTIONS - "PORT 25 BLOCKING"

What, exactly, is blocked?

Direct Communications blocks outbound port 25 for residential-level customers with the exception of mail.Directcom.com.

Why is Direct Communications blocking Port 25?

Many Internet viruses spread through e-mail on unattended computers. This block of Port 25 stops any programs attempting to send mail from your PC.

I use a hosted domain from another company and I have their SMTP mail server set up in my e-mail program. Does this disable me from using my e-mail address? Will all my e-mails now say myname@Directcom.com?

No and no. You can still use a hosted domain and keep your same e-mail address. The SMTP server change to mail.Directcom.com is virtually invisible to others.

Will I notice that Port 25 is blocked?

Possibly. If your e-mail program's SMTP setting is not mail.Directcom.com you may get an error when sending mail. Just change the SMTP setting to mail.Directcom.com. This setting is typically found in your e-mail program's account set-up or options area. Changing this setting will not change your e-mail address or delivery of your mail, even if you don't use a Directcom.com e-mail address.

I have a Hotmail account. Does this mean I have to use a dcdi.net e-mail address?

No. The blocked Port described above just changes which e-mail server your program uses. Leave any POP3 settings in place. If you use a browser to get Hotmail, you won't need to make any changes.

I'm a computer specialist and I run my own mail server from my home. Will I have issues with Port 25 Blocking?

Probably since this affects all residential-level accounts. You will need to submit a **PORT 25 QUALIFICATION APPLICATION** to obtain an exception before we will permit this type of server access.

How do I go about changing my SMTP settings?

Open the email properties for your email account within your email client. Change your Outgoing Mail (SMTP) server to mail.Directcom.com.

We look forward to providing you with many more years of quality connectivity and customer service.

Sincerely,

Linda Ralphs
Customer Service Manager
Direct Communications

Direct Communications Internet Acceptable Use Policy

Please read this document carefully before accessing Direct Communications Direct Internet's (DCDI) network and systems. By using any DCDI's service you agree to be bound by the terms and conditions below. If you do not wish to be bound by these terms and conditions, you may not access DCDI's network or systems.

Purpose

This document constitutes the Acceptable Use Policy of DCDI.

This document describes the guidelines that DCDI uses in providing services to its customers and the rules to which DCDI's customers must adhere in order to continue to enjoy and allow others to enjoy optimum use of DCDI's services via its network and systems.

Application

This policy is applicable to all DCDI customers. A breach of any of the terms and conditions of this policy by any DCDI customer is strictly prohibited and may lead to the suspension or termination of the customer's service, without notice.

All DCDI customers must take responsibility for distribution, publication and enforcement of the DCDI Acceptable Use Policy at their sites.

General Usage

Responsible Usage

You must take responsibility for your actions on the network and systems you access through DCDI. You must comply with rules, regulations and acceptable usage policies that are in force for each system you access. If you act recklessly or irresponsibly or your actions endanger DCDI's network or systems, your access may be suspended or terminated at any time, without notice.

Resource Usage

DCDI requires you to act responsibly when consuming resources on DCDI's network and systems. If you unreasonably consume excess resources on DCDI's network and systems, your access may be suspended or terminated at any time, without notice.

Secure Usage

DCDI requires you to take responsibility for maintaining the security of your DCDI service. Protection of the security aspects of your service, like accounts and passwords, are your responsibility. Subsequent usage of your service by a third party will result in you being responsible for the charges incurred.

Unlawful or Unauthorized Usage

General

DCDI's services may only be used for lawful and authorized purposes. Storage, transmission or distribution of any material in violation of Commonwealth or State legislation is prohibited. This includes copyright material, material legally judged as threatening or obscene, or material protected by trade secret.

Unauthorized Usage

Any attempt to access or modify unauthorized computer system information or to interfere with normal system operations, whether on the equipment of DCDI or any computer system or network that is accessed by our services, may result in the suspension or termination of your access.

Unauthorized activities include, but are not limited to, guessing or using passwords other than your own, accessing information that does not have public permission, and accessing any system on which you are not welcome.

Any attempt to disrupt or interfere with users, services or equipment, may result in the termination or suspension of your access. Disruptions include, but are not limited to, distribution of unsolicited advertising or spamming, monopolization of services, propagation of, or transmission of information or software which contains computer worms, trojan horses, virii or other harmful components, using the network to make unauthorized entry to any other machine accessible via DCDI, sending harassing or threatening e-mail, and forgery or attempted forgery of e-mail messages and Usenet news postings.

You will be held liable for, and indemnify DCDI for, all costs and damages, attributable to your unauthorized activities or disruptions.

Illegal or Fraudulent Usage

You must not use, or allow any other person to use, the DCDI's network and systems for any activities of an illegal or fraudulent nature, including any activities prohibited under the Telecommunications Act 1989 (Cth), the Crimes Act 1958 (Vic) or under other applicable state and/or Commonwealth Laws.

Copyright

It is your responsibility not to store on a DCDI system, transfer or cause to be transferred over the DCDI network, reproduce or make available for distribution through the DCDI network, any data where the storage, reproduction, transfer, or distribution of, that data is in contravention of the Copyright Act 1968.

Content

DCDI does not and cannot monitor or control the content and information accessed via DCDI; DCDI only provides access. DCDI shall not be held responsible in any way for the content of the information accessed via DCDI or offered for public access via DCDI. It is you and/or your users and customers' responsibility to avoid whatever is found to be offensive or obscene on any system. You and/or your users and customers must take responsibility for the material placed on DCDI's network and systems, and the statements made in mediums including, but not limited to, web pages, e-mail, chat or discussion forums and Usenet news. Content providers must clearly identify material unsuitable for minors and refrain from contributing prohibited material, including, but not limited to, material deemed obscene under the Classifications (Publications, Films and Computer Games) Act 1995 (Vic). Failure to comply with relevant legislation by you or your users and customers may lead to suspension or termination of your access.

Investigation by Authorities

DCDI reserves the right to act in any appropriate manner, where there are reasonable grounds for suspecting that illegal or unacceptable usage of the DCDI's network and systems is occurring. DCDI co-operates fully with Commonwealth and State Police and other bodies investigating unlawful behavior on or via its network or systems.

DCDI reserves the right to suspend your access if your usage of its network or systems is subject to any investigation.

Complaints

To report a violation of DCDI's Acceptable Use Policy, please send details, including any documentation, article or e-mail to info@directcom.com

General

DCDI reserves the right to suspend or terminate your service without refund should you or your customers breach, or assist, abet, encourage or incite another party to breach any of the above terms, conditions, rules, regulations or laws.

Disclaimer of Liability

DCDI disclaims all liability for, and does not accept any responsibility for, anything that may happen to you or your equipment, or any loss incurred by you through use of DCDI, the use of any of the services provided by DCDI, or the suspension or termination of your service by DCDI. This disclaimer of liability does not supersede or replace any other obligation expressly provided in any DCDI Service Agreement.