

## HTC Unsolicited Bulk Email Policy

### 1. HTC Unsolicited Bulk Email Policy

Horry Telephone Cooperative ("HTC") owns the computers, and other equipment that make up its Internet network (the "HTC Network"). Further, HTC is in agreements with Synacor and as such neither authorizes the use of the HTC Network or access to Synacor to transmit any unsolicited commercial email or unsolicited bulk email, whether or not commercial in nature, (hereinafter collectively referred to as "Spam") into, out of, or through the HTC Network. Activities that have the effect of facilitating Spam are also prohibited. Violation of HTC Unsolicited Bulk Email Policy by any person(s) or business entity may result in civil and criminal penalties against the sender, including those provided by the [Computer Fraud and Abuse Act \(18 U.S.C. 1030 et seq.\)](#) Civil and criminal penalties may also apply to email transmitted to the HTC Network in violation of the [CANSPAM Act 2003](#).

### 2. Email Restrictions

- Internet email sent, or caused to be sent, to or through the HTC Network or Synacor servers by adding, removing or modifying identifying network header information in an effort to deceive or mislead or attempt to impersonate any person by using forged headers or other identifying information, including invalid or nonexistent domain names or other means of deceptive addressing will be deemed fraudulent and is prohibited.
- Email that is relayed from any third party's mail servers without the permission of that third party, or which employs similar techniques to hide or obscure the source of the email, is deemed unauthorized by the HTC Network and Google servers.
- HTC does not authorize anyone to send email or cause email to be sent to the HTC Network that violates HTC's Internet Service Agreement, HTC INTERNET ACCEPTABLE USE POLICY or HTC INTERNET COPYRIGHT INFRINGEMENT POLICY, and will take any appropriate legal action described therein in addition to any action specifically resulting from violation of the Policy.
- The harvesting or collecting of email addresses for the purpose of sending Spam or selling the addresses to others is strictly prohibited.
- Transmission into, out of, or through the HTC Network or Synacor servers of any Spam in which the sender has used deceptive, misleading, off topic, or gibberish language, text, or characters in the subject line or the text of the email, is deemed unauthorized.
- HTC allows:
  - (1) subscribers utilizing scoast.net domain to send single email messages to a maximum of 100 recipients per hour.
  - (2) subscribers utilizing HTC Internet access, sending email from a nonscoast.net domain, will be limited to send single email messages to a maximum of 200 recipients within a one hour period or 200 e-mails with a one hour period. All emails exceeding these limits will not be delivered and no notice will be given to the sender.
- Anyone who sends more than the maximum number of emails will lose the ability to send ANY Email messages for a minimum of 24hours.
- HTC in conjunction with Synacor adheres to these outbound/sending limits:
  - Webmail sending limits: 100 messages per hour
  - SMTP Auth sending limits: 500 messages per hour
  - IP based rate limits: 20 messages every 5 minutes
- Too much spam: there's a maximum of 100 messages per ip > 50% spam; this creates a 24hr block from the last spam message seen
- A maximum of 500 messages per IP in 15 minutes
- A maximum of 5000 messages per day
- Block ehlo domains that don't resolve to valid domain names
- We allow a user to send using a maximum of 5 IPs per hour.

- HTC in conjunction with Synacor adheres to these inbound/receiving limits:
  - Too much spam: there's a maximum of 1000 messages per ip **and** more than 50% is spam; this creates a 24hr block from the last spam message seen
  - Too much spam: there's a maximum of 10000 messages per /24 range **and** more than 70% is spam; this creates a 24hr block from the last spam message seen
  - Block inbound connections from IPs with unresolvable DNS/PTR records

• HTC prohibits the use of or reference to any HTC email address or HTC Domain in a manner that does or might create the false impression that the email was sent to, out of, or through the HTC Network or Synacor servers, including but not limited to any reference in the 'from' line to an HTC email address.

### **3. Right to Damages**

- HTC considers most instances of Spam or use of HTC Internet service for other than the intended purpose to be a theft of services and reserve the right to prosecute originators of same in a court of law.
- HTC reserves the right to bring legal action to enjoin violations and/or to collect punitive damages in recompense for (including, without limitation, software, hardware, man hours incurred, and perceived loss of brand reputation) if any harm caused by violation of this policy is done to HTC's Network, equipment or business which requires repair, reconfiguration or restoration of any kind.
- If deemed appropriate by HTC in its sole and absolute discretion, the originator of any Spam will be billed not less than \$500.00 per individual complaint received by HTC staff.

### **4. Revisions to This Unsolicited Bulk Email Policy**

- HTC reserves the right to revise, amend, or modify this Policy, our Internet Service Agreement and our other policies and agreements at any time and in any manner. Notice of any revision, amendment, or modification will be posted in accordance with the Internet Service Agreement. HTC's failure to insist upon or enforce strict performance of any provision of this Policy shall not be construed as a waiver of any provision or right on the part of HTC.

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