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## **Sonic Hosting and Email Services Terms and Conditions**

### **Basic Email Service**

This service description from SonicSpider LLC is bound by the Terms of Service Agreement and Acceptable Use Agreement as posted on SonicSpider's web site (<http://www.esonicspider.com>) . These documents may be modified without notice.

### **Service Description:**

SonicSpider email services are provided as part of our suite of web services for small businesses. This service is very basic and should not be considered a robust service. Email as provided by the SMTP and POP specifications is not protected from spam and hacking and these are features that must be provided by other services if desired. The features and components of this service level as listed as follows:

1. 10 Email Addresses
2. 10 packs of addresses can be purchased at any time
3. 1 GB Storage, additional storage can be purchased at any time.
4. 50 MB attachments (total size of attachments to a single email)
5. POP, SMTP, and IMAP Access
6. WebMail management interface.
7. 500 outgoing emails per day, per account.

### **Terms, Conditions and Limitations**

In addition to the terms and conditions outline in the Terms of Service and Acceptable Use Agreements the additional terms, conditions, and limitations apply:

1. Email service is an add-on service to our hosting. It is not a stand alone service.
2. All listed rates are for online sales only. Other custom rates are available and may provide additions services and fees which are not part of this service offer.
3. All services are on a recurring basis and require credit card for payment. SonicSpider does not retain payment information which is maintained by PayPal Inc. based on their published terms, conditions and limitations.
4. No refunds on services already in progress. Refunds will only be available on new purchases that have not been activated or put into service at the time of refund request. All refund requests must be in writing.
5. SonicSpider is not responsible for service interruptions caused by third party providers.
6. Configuration is not provided and must be contracted separately. Documentation and instructions are provided.
7. Service requires either DNS hosting with SonicSpiderDomains or Registration of domain with SonicSpiderDomains.
8. DNS hosting is included in the Hosting service.
9. Service terms are Yearly only.
10. Renewal of service occurs 30 days prior to the end of the current service term.
11. Failure to renew service because of Credit Card expiration or lack of credit will cause the service to be suspended. A \$25 restart service fee will be charged as part of resuming service. No exceptions permitted. SonicSpider is under no obligation to notify you if there is a payment failure but will attempt to notify you via email whenever possible.
12. Expired services will loose all settings and email addresses. This must be restored from your documentation. SonicSpider does not retain or save those settings independent from the email services.
13. Cancellation of services require a written request to SonicSpider LLC 30 days prior to the end of the current service term.
14. Spam and Anti-virus features are only available in the Webmail interface.