Anti SPAM Policy

atom86 has zero tolerance for Unsolicited Broadcast Email and Unsolicited Commercial Email - better known as SPAM - whether originating from customers, from customers' customers, or from customers that provide services which are used to support SPAM.

atom86 defines SPAM as unsolicited broadcast or commercial email that is sent to addresses that do not affirmatively and verifiably request such material from that specific sender, including but not limited to advertising, surveys, information pieces, third party spamming, website addresses, sales, and auctions.

atom86's customers, and customers of atom86 customers or any downstream customers, are prohibited from sending and shall not allow their connection to atom86 to be used for sending SPAM. Mail senders are required to maintain records that verify, on a case by case basis, that explicit affirmative permission was obtained from recipients before mailing. Lack of such records can be considered, at atom86's sole discretion, proof that permission was not obtained.

atom86's customers are responsible for ensuring that they, their customers, and their respective agents and contractors abide by this policy. atom86's customers will be held responsible for all traffic either sent via their connection to atom86 or sent elsewhere using support services provided via their connection to atom86. "Support services" includes hosting websites, electronic mailboxes, telephony gateways, IRC servers, sale of spamming software or other similar services. Customers are also responsible for ensuring that they do not advertise or promote themselves through SPAM.

If atom86 receives a complaint, it will be forwarded to the customer for a response and complete resolution. If within twenty-four (24) hours there is no response indicating complete resolution, atom86 may block traffic to and from the IP address involved in the SPAM complaint until atom86 is convinced that the problem is resolved and preventative measures have been implemented to prevent the violation from recurring. If atom86 receives repeat complaints indicating that a problem has not been resolved, atom86 may block traffic to and from the IP address(es) or, at its sole discretion, to the customer involved in the SPAM complaint until atom86 is convinced that the problem is resolved. The customer is responsible for all SPAM that passes through its connection to atom86.

atom86 also reserves the right to block traffic to and from the IP address(es) involved in hacking, and/or port scanning.

Customers whose connection to atom86 is used to provide services to support SPAM are subject to suspension of services upon two (2) hours' notification.

If you run a mailserver, you must maintain a mailbox and read mail to postmaster@(your domain).

In addition, from time to time, atom86 blocks third party IP addresses that atom86 believes are used for the distribution of SPAM or are designated as open relays. Any blocking of such IP addresses shall prevent atom86 customers from sending or receiving traffic to and from such IP addresses.