

E-mail Services provided by Access Point, Inc.

As part of the commitment to being an Internet Service Provider (ISP), Access Point, Inc. can provide e-mail services to our customer base. To ensure the best possible solution for our customers, API has established e-mail standards for delivering service to our customers. There are two different types of e-mail services that can be provided, a generic e-mail service and a domain based e-mail service.

Generic E-mail Services

An API customer that is using any of our Internet access products, such as DSL or Internet T-1s, can be assigned a generic e-mail address. Each customer can request up to 10 generic e-mail addresses with their Internet access service. These generic e-mail accounts will use the @accesspipemail.com domain. The first account setup for a customer is considered the primary account, and it can be used to manage any additional accounts. Since these accounts are on the same domain (accesspipemail.com), there can not be duplicate e-mail addresses. Once john@accesspipemail.com has been created, no other customer can have this same address.

Each generic e-mail account has 1 GB of storage space, anti-virus protection, anti-spam protection, and a web mail interface. Anti-virus protection is enabled by default, while anti-spam protection must be enabled by the customer for each account. Users can also configure their e-mail client to download their mail with the following settings:

Inbound/Outbound Mail Server: mail.accesspipemail.com
ID: username@accesspipemail.com
Password: their password

The primary account has the ability to administer all of the e-mail accounts from the admin interface (<http://admin.accesspipemail.com/OS4>). From this tool, the primary account can add, delete, or make changes to any of the secondary accounts.

Since these e-mail accounts are generic, customers can not keep or take the e-mail address with them if they are no longer using our services.

Domain Based E-mail Services

Domain based e-mail provides customers with e-mail addresses associated to the domain that they own. At this time, domain based e-mail accounts are only provided as part of a web hosting package. The number of accounts that a customer gets is dependant on the web hosting package they select. Customers are able to purchase additional e-mail accounts if needed.

Customers must provide a domain name for domain based e-mail services. A customer can register a new domain with API, transfer an existing domain to API, or create the required mail server DNS entries in their DNS server. Domain based e-mail accounts will be created using the @customerdomain as the address. Customers can not have duplicate names on their domain, but multiple customers can have the same name on their unique domains.

Domain based accounts have 1 GB of mail storage, anti-virus protection, anti-spam protection, and a web mail interface. Anti-virus protection is enabled by default for the entire domain, while anti-spam protection must be enabled by the customer for each account. Users can also configure their e-mail client to download their mail with the following settings:

Inbound/Outbound Mail Server: mail.customerdomain
ID: username@customerdomain
Password: their password

Through their web hosting control panel, customers have the ability to create, delete, or change settings to their e-mail accounts. Since these addresses are assigned to the customer's domain, the customer owns them and can take their addresses with them if they are no longer using our web hosting service. Domain based e-mail accounts are not tied to any Internet access service such as DSL or an Internet T-1.