



# Trend Micro<sup>TM</sup>

## **Hosted Email Security**

### **OUTBOUND ABUSE POLICY**

To protect our networks, HES scans all outbound (relay) email for spam-like content and identifies spam in order to keep Outbound Filtering Services IP addresses of HES from being listed on registered blacklists (RBLs) that may interrupt delivery of email to HES customers.

Email is evaluated on an individual basis according to content by HES scan engine and aggregated spam/email count is recorded in a statistic database.

#### **SUSPENSION OF SERVICE**

Trend Micro may suspend a customer's outbound filtering services temporarily when their IP address or domain is linked to one of the following spam activities:

- Open Relays
- Junk Mail, including botnet infection
- Bulk Email

Outbound filtering service of customers with repeated violations for similar type of spam activity may be suspended until the issue is corrected by the customer.

#### **CUSTOMER NOTIFICATION**

Trend Micro will make a reasonable effort to notify by email and/or phone the HES customer in violation of this policy where the spam activity is associated with this customer's IP address or domain.

Trend Micro will provide this customer with data on the source of the spam activity, which may include some or all of the following information:

- Customer domain,
- Sending IP address,
- Statistic data for spam activities (Time, IP, Domain, Spam count) or
- Sender Email Address (optional).

Please note that the information in the notification may vary based on the type of outbound abuse being investigated.

## CUSTOMER OBLIGATION

Customer needs to submit a request at <http://esupport.trendmicro.com/SRFMain.aspx> that must include the following information before Trend Micro will remove the suspension:

1. Identify the steps taken to correct the problem. Provide details on the actions performed, including any tools and utilities used to identify and remediate the issues; and
2. Provide steps taken to prevent future occurrences. Provide details on active steps being taken such as automated virus signature updates and malware scans.

## BYPASSING HES OUTBOUND SERVICE

As part of the suspension of Outbound Filtering, HES will remove the customer's mail server IP access from HES. To ensure business continuity, customer administrator can remove the smart host entry for HES and establish a different smart host or relay on their mail server by entering the appropriate IP or hostname to deliver outbound email temporarily.

## TERMS

1. **"Open Relay"** means an SMTP Email server that allows third-party relay of email messages.
2. **"Junk Email"** means unsolicited commercial email.
3. **"Bulk Email"** means a group of more than one hundred (100) emails with substantially similar content.

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