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## MSCAN Service Application

Name: \_\_\_\_\_ Business: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_ - \_\_\_\_\_

Phone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Fax number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Email addresses to be scanned for Viruses and/or filtered for SPAM:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

### Virus Scanning Service

Residential Accounts: \$2.50/addr/mth Scan your @apexia.ca or @cois.on.ca addresses.

Business Accounts: \$5.00/addr/mth Scan your @yourdomain.com email addresses.

Virus filtering on all accounts: \_\_\_ Virus filtering only on account(s): 1/2/3/4/5/6

### SPAM Filtering Service

Res./Bus. Accounts \$2.50/addr/mth Reduce the amount of unsolicited email received.

SPAM filtering on all accounts: \_\_\_ SPAM filtering only on account(s): 1/2/3/4/5/6

SPAM Filtering Mode: (see Terms & Conditions #9 and #10 for explanation)

"Tag and Deliver" \_\_\_ Delete \_\_\_

White-list: (Identify as non-SPAM all email from these addresses regardless of MSCAN rating)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Black-list: (Identify as SPAM all email from these addresses regardless of MSCAN rating)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Payment:

Interac/Cash \_\_\_ Cheque \_\_\_ MC \_\_\_ Visa \_\_\_ Auto Credit Card \_\_\_ DEFT \_\_\_

Term:

Monthly \_\_\_ Quarterly (less 5%) \_\_\_ Yearly (less 10%) \_\_\_

**Upon signing, customer acknowledges to have read, understood and agreed to the Terms and Conditions on the back of this form. Under 18 requires parent/guardian signature.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

How did you hear about us? I'm a current customer \_\_\_ Other Apexia customer \_\_\_

Phone book \_\_\_ Internet search \_\_\_ Other: \_\_\_\_\_

Revised: Jan. 23, 2006

### **Terms and Conditions (MSCAN)**

- 1) Only those email addresses, domain names, and email aliases listed on the APEXIA'S MSCAN Service Application form will be included in the APEXIA'S MSCAN service for the above stated client.
- 2) Apexia Voice and Data is not responsible for any viruses that attack a personal computer, server, or network that is not associated with the above email address, domain names, or email aliases.
- 3) Apexia Voice and Data is not responsible for any viruses that attack a personal computer, server or network due to the misspelling of email addresses, domain names, or email aliases listed above by the client of Apexia Voice and Data.
- 4) Apexia Voice and Data is not responsible for any virus attacks that already exist on the above stated personal computer, server or network prior to the date listed on the signup sheet for the APEXIA'S MSCAN Service.
- 5) Apexia Voice and Data is not responsible for any virus attacks on a personal computer, server or network that have been transmitted via floppy disk, CDROM or other external device.
- 6) Apexia Voice and Data will use its best available effort for detecting and stopping viruses from reaching the client that pass through only the Internet email account(s) above.
- 7) If there is not a current virus definition available for detecting the virus, Apexia Voice and Data is not liable for any virus attacks on a personal computer, server, or network.
- 8) The optional Spam filtering is provided at a monthly rate of \$2.50 per e-mail address.
- 9) Email messages processed with the setting of "Tag and Deliver", that are determined to be SPAM, will have a new header "X-Spam-Status: Yes" added to them. Such email messages are not automatically deleted. You can use the filtering option in your email program to move these email messages to a "SPAM" folder. This allows you to see if any non-SPAM email messages are incorrectly tagged as SPAM and will give you the chance to add such email addresses to your white-list.
- 10) Email messages processed with the setting of "Delete", that are determined to be SPAM, are automatically deleted when they are received by our MSCAN filtering server and therefore are not retrievable by the customer nor Apexia Voice and Data.
- 11) Email messages that are sent from an address or domain that are defined on the white-list of the recipient address will not be identified as spam regardless of the MSCAN rating.
- 12) Email messages that are sent from an address or domain that are defined on the black-list of the recipient address will be identified as spam regardless of the MSCAN rating.
- 13) MSCAN processes email messages based on known phrases and techniques used by spammers. Apexia Voice and Data is not responsible for misidentification of email messages containing content or formatting that matches MSCAN's criteria, causing an email message to be flagged as spam.