

What are the limits for my email account?

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To protect our servers, we have placed limits on some email features, including the number of emails you can send, the size of your mailbox, and the file size of attachments.

Sending Emails For emails you are sending, the limits are: Email Account (via mail client or Webmail) - 400 day. Website script that sends email - 1,000 emails every 12 hours Mailing list - As many emails as you like, with 2,500 subscribers per list We have a Zero Tolerance policy on users sending unsolicited email. If our systems are deliberately used to send unsolicited email, we will suspend the user's account.

Email Attachments The limits on attachment sizes are: Using WebMail - 10MB in total Using a mail client or a device - 30MB in total When you attach a file to an email, it increases in size, and even though the file may be smaller than the limit when you check its properties as a separate file, it may be over the limit when attached to an email. We also have no control over the limits set by other companies, who may have set their limits much lower - some even down to 2MB. If you attempt to send an email attachment over your limit or your recipient's limit, the email will be bounced back to you. If someone sends you an email with attachments larger than 30MB, that email will be bounced back. The sender will receive a message informing them that the message size exceeds the size limit for your server. You must then contact the sender to work out a better way of sending attachments. One way of sending large files to your recipient is if you both use Microsoft Outlook or Microsoft Outlook Express. Certain versions of this software includes a 'Break apart messages' feature, where you can break an attachment up into sequential emails and they are recombined on the recipient's computer.

Mailbox Size The size of your mailbox will depend on which email or hosting package you have: Reseller hosting package - 1GB capacity Starter Pro hosting package - 1GB capacity Home Pro hosting package - 2GB capacity Business Pro hosting package - 5GB capacity Premium Base hosting package - 10GB capacity Premium Plus hosting package - 15GB capacity Premium Pro hosting package - 20GB capacity Premium Mailbox Upgrade - Initial +1GB to capacities above but can be upgraded up to a further +8GB in 2GB increments The following mailboxes are also available for purchase and do not require a hosting package: Essential Business Email - 5GB capacity Professional Business Email - 25GB capacity Exchange Mailbox - 50GB capacity If you use our WebMail or IMAP, this capacity includes all attachments and any emails you have in the 'Trash' but have not deleted. If you are close to your 1GB mailbox limit, emails sent to you that would cause you to exceed your limit will not be delivered to your mailbox. If you receive smaller emails, but not the larger ones, this could be what is causing that problem. Please note: As part of our regular server housekeeping, any Standard Mailboxes that have not been checked for 100 days may be automatically deleted. If your Standard Mailbox is too small, you can increase the capacity by upgrading to a Premium Mailbox. Your mail will be automatically transferred over, with no loss of data. You can also upgrade to a Hosted Exchange Mailbox, which, along with expanded capacity, also comes with a free copy of Outlook, and provides enterprise-level spam filtering and virus scanning. However, your mailbox cannot be imported directly into your new Hosted Exchange Mailbox. You would need to back up the email locally, remove the old mailbox, buy the new Exchange Mailbox, and then restore your backed-up emails. To order a Premium or Exchange Mailbox: Log into your Heart Internet Customer Area Click 'Order Add-ons' Select 'Premium Mail Boxes' or 'Exchange Mail Boxes' Complete the transaction Your mailboxes will now be available

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