

# Supplemental Anti-Spam Policy for Bulk Email Services

**When you sign up to use Bulk email, you agree to the terms and conditions described in our Master Services Agreement, This Anti-spam Policy and Our Supplemental Acceptable Use Policy for Bulk Email Services. Please review all of this documentation.**

Our Bulk Email is not for the delivery of Unsolicited Bulk Email, or Unsolicited Commercial Email, otherwise known as SPAM and we refer to the definition of SPAM provided by the Spamhaus website:

<http://www.spamhaus.org/consumer/definition/>

All mail that is sent from Our Services must be **CAN-SPAM** compliant and also **CASL** compliant. You agree to be aware of and adhere to the policies, laws and requirements of any country to which you send mail via Our Service.

## ***Are you sending SPAM? Take our short quiz:***

1. Are you mailing to anyone who has not explicitly agreed to receive mail from you?
2. Are you sending to a purchased list of addresses?
3. Are you using false information in your profile, such as using an incorrect originating address?
4. Are you using a domain name that you are not authorized to use?
5. Is your subject line misleading or deceptive?
6. Does your email not include a working unsubscribe option?

*If you answered YES to ANY of these questions it is likely your are either a spammer or will be labeled as one.*

If you have questions or concerns, please contact our support team by filing a ticket at [my.workxpress.com](http://my.workxpress.com) before you attempt to send mail.

We or Our Vendors know if you send spam, here is how:

- Every email that goes through our system is reviewed.
- We or Our Vendors monitor what accounts are sending on what IPs everyday and at all hours and can pinpoint which accounts are causing problems easily.
- Our systems are integrated with spam reporting services from major ISPs. If someone marks your mail as spam because you didn't have permission to send them mail, We or Our Vendors will know about it right away. We allow an acceptable number of complaints on your account (industry

standards state that your complaint rate should not exceed 0.1% of your total recipients. For example, that is 10 complaints for every 10,000 recipients). If you exceed this amount, your account may be suspended and you will need to contact our support team for advice.

**Last updated: December 9, 2015**