

## Zero Tolerance Spam Policy

**Wow Technologies, Inc.** (Wowrack.co.id) has zero tolerance for UBE/UCE (unsolicited bulk email/unsolicited commercial email). This policy protects our customers as well as the internet community from the negative effects of "spam" related activity. Wowrack defines UBE/UCE as unsolicited broadcast or commercial email that is sent to addresses that do not affirmatively and verifiably request such material from that specific sender.

This zero tolerance spam policy document, including the following list of prohibited activities, is an integral part of your hosting agreement with Wowrack. If you engage in any of the activities prohibited by this AUP document, Wowrack may **suspend or terminate** your account.

1. Wowrack customers and customers of Wowrack customers or any user or bandwidth and/or services on our network (herein described as 'users') are prohibited from sending UBE/UCE ('spam'). Likewise, the **sending of UBE from another service provider advertising a website, email address, or utilizing any resource hosted on Wowrack network, is prohibited**. This includes, but not limited to hosting website(s), providing DNS services, as well as website redirect services. Wowrack network may not be used to solicit customer from, or collect replies to, messages sent from another Internet Service Provider where those messages violate this policy or that of the other provider. Users may be asked to produce records that verify explicitly affirmative permission was obtained from a recipient before a mailing was sent. Wowrack may consider the lack of such proof of explicit affirmative permission of a questionable mailing UBE/UCE at its sole discretion.
2. **Wowrack customers are prohibited hosting open mail relays on their servers** and/or network equipments. Ignorance of the presence or operation of an open mail relay is not and will not be considered an acceptable excuse. **Wowrack customers are also prohibited from running email proxies** that in turn used as a tool for sending UBE/UCE. Second infractions of this policy will result in an immediate termination of service.
3. **Wowrack customers are prohibited from running unconfirmed mailing lists**. Subscribing email addresses to any mailing list without the express and verifiable permission of the email address owner is prohibited. All mailing lists run by Wowrack customers must be Closed-loop ("Confirmed Opt-in"). The subscription confirmation message received from each address owner must be kept on file for the duration of the existence of the mailing list. **Purchasing lists of email addresses from 3rd parties for mailing to from any Wowrack-hosted domain, or referencing any Wowrack account, is prohibited**.
4. Wowrack customers are **not allowed** to operate an account on behalf of, or in connection with, or reselling any service to, persons or firms listed in the Spamhaus Register of Known Spam Operations (ROKSO) database at [www.spamhaus.org](http://www.spamhaus.org).
5. Wowrack customers will be notified in the event of violation of spam policy. **Failure to respond or resolve to the notification of violation of spam policy may be cause for termination**. It is the responsibility of Wowrack customers to keep their contact information current in Wowrack customer database.
6. Any valid spam complaints received by Wowrack will be forwarded to customer for response and resolution. Wowrack customers are required to respond within 24 hour period. **Wowrack reserves the right to block traffic to and from the websites,**

servers and/or network equipments involved in UBE/UCE complaint until the problem is resolved and preventive measures have been implemented in order to prevent the violation from recurring. Should Wowrack receives repeat complaints indicating that the problem has not been resolved, **Wowrack reserves the right to suspend and/or terminate all services provided to the user** in order to stop the violation of Wowrack spam policy as Wowrack deems appropriate, without notice.

7. **Wowrack do not allow any third party emailers**, including Opt-in emails. Any Opt-in emails must be approved by Wowrack abuse department prior to being sent out. Wowrack will generally works with companies that sends out valid newsletter or promotional emails. However it will have to be closely monitored by our abuse department and prior approval is required.
8. Please contact [abuse@wowrack.com](mailto:abuse@wowrack.com) to report any incident of email (spam) abuse.