

# Total Networks Off-Site Spam Filter

Total Networks offers an offsite e-mail spam filtering service to its client's. It acts as a barrier between you and incoming spam, effectively alleviating the load on your server by filtering spam before it reaches your network.

## How does it work?

When an email passes through the filter, it is closely analysed using the latest methods available today. A score is given to each email based on the results. Depending on what that score is, the email will either be classed as spam (quarantined) or ham (passed). Our filter also uses an auto-learn system, which analyses quarantined spam to learn new patterns and methods.

## What happens if legitimate email is mistaken as spam?

Although very rare, some legitimate email can occasionally be falsely identified as spam. For this reason, we choose to quarantine all spam so that any false positives can be retrieved and forwarded on to you.

## What about viruses?

Virus scanning is a feature we are currently looking into. Stay tuned!

## Is there a failsafe if the filter goes offline?

Yes. We have multiple connections to the filter. Where possible, we also set a tertiary MX (Mail Exchanger) record to point directly to your server. Should our internet connections go offline; emails will bypass our filter and go directly to your server.

## How much does it cost?

There is a once off setup fee of \$55 and a monthly fee of \$15.

## How do I sign –up?

Simply contact our office on the number below to chat with one of our technicians. If you already host your domain through Total Networks, we can do everything from here. If your domain is hosted elsewhere, we will need access to the domain management page.



# totalnetworks

passionately committed to IT.

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