Dear High-Speed Data Customer,

To better serve you and to create a superior online experience, MI-Connection has recently updated our email server. Along with this upgrade, we have instituted a new email policy that will ensure the server is as productive as possible. This policy includes establishing storage limits to provide improved services for our email users. Below is the new policy that will take effect in 30 days. Please take a moment to become familiar with the changes. This information will also be posted on our web site for future reference.

**MI-Connection E-Mail Policy**

- Email accounts are limited to a maximum storage capacity of one gigabyte
- Upon reaching a storage capacity of one gigabyte, you will receive an email alert notifying you that the limit has been reached
- Once this limit is reached, you will have 14 days to off-load emails to a local computer or delete unnecessary emails. After 14 days, you will not be able to send or receive emails until the mailbox size is reduced.
- The maximum size of any email (including attachments) that can be sent or received is 10MB.
- As a safety precaution, do not send your username or password via email. MI-Connection will never ask for this information through an email exchange.

Please note that email accounts can be configured to store emails on local computers. The following link will instruct you how to download your e-mails. [http://cp.mi-connection.com/mail_help.htm](http://cp.mi-connection.com/mail_help.htm)

MI-Connection provides regular backups of server storage of all email accounts for disaster recovery in the case of system-wide failure. However, no provision is made for the restoration of individual emails and mailboxes. Generally, deleted email items will appear in the user’s deleted items folder.

Thanks so much for your attention to this matter and please let us know if you have any questions or concerns. MI-Connection is proud to be your community-owned communications company providing unrivaled customer service while supporting the communities of Mooresville, Davidson and Cornelius.

Customer Service  704-660-3840  Or visit us online at mi-connection.com