

Comm100 Anti-Spam Policy

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Comm100 has a zero tolerance spam policy. We hold the privacy of all users' data in the highest regard. Any clients found using Comm100 for spamming will be banned permanently from using our email marketing services.

A mandatory unsubscribe link is contained in every email sent out via Comm100 Email Marketing service. Please be aware that your account will be terminated by Comm100 if you try to remove or de-activate the unsubscribe link in any way.

Definition of spam

Spam, also known as unsolicited bulk Email (UBE), junk mail, or unsolicited commercial email (UCE), is the practice of sending unwanted email messages to recipients.

Anti-spam Laws against spam

There are numerous laws restricting spam, including the United States' CAN-SPAM Act, the Australian Spam Act of 2003, the Canadian Fighting Internet and Wireless Spam Act, the UK Anti-spam law and other laws that may apply to your country, province or state.

Comm100 Opt-in Policy

To use Comm100 Email Marketing services, you cannot send messages to individuals that did not ask to receive information specifically from you. Any email addresses purchased or rented from a third party are not acknowledged by Comm100 as your opt-in members.

Comm100 Opt Out Process

The unsubscribe process of Comm100 Email Marketing services is fast and easy.

Unsubscribe link is included at the header or footer in each and every mailing. One click on Unsubscribe and your contacts will be opted out from the list(s). They will no longer receive any newsletters sent to that specific mailing list(s). You don't need to manually remove your unsubscribed contacts from your mailing list.

Complaint Procedure

If you are sent an unexpected email from a Comm100 Email Marketing client, please let us know, but understand that there are steps you can follow:

- Click on the **Unsubscribe** link in the unexpected email you receive.
- If you feel one of our clients has sent you spam, please contact us at abuse@comm100.com.

Important Guidelines on Using Comm100 Email Marketing

1. Prohibited Email Content and Website Content

Please don't use Comm100 Email Marketing to send anything offensive, to promote anything illegal, or to harass anyone.

Examples of unacceptable content include, but are not limited to:

- Pornography and/or sexually explicit materials;
- Fraudulent activity, phishing or pyramid schemes;
- Terrorist propaganda or bomb/weapon instructions;
- Virus, Spyware or other infectious material;
- Threatening, harassing, or obscene content;
- Gambling services, products or gambling education;
- Illegal software download sites;
- Hate and or terrorist propaganda;
- Racist, threatening, or otherwise abusive content;
- Fraudulent activity, phishing or pyramid schemes;
- The promotion or instruction for the commission of illegal activities;
- Illegal Internet gaming sites.

2. Non-specific Addresses

Take out non-specific addresses such as abuse@domain.com, postmaster@domain.com or webmaster@domain.com from your mailing lists.

3. Problematic Styles in your HTML Email

Problematic Styles in your HTML Email may cause your message to be thrown into junk/spam folder or even completely blocked by some mail programs. When you design your newsletter, please try to avoid the following problems:

- a. DON'T leave unbalanced tags and invalid tags in your HTML email. When using HTML emails, don't use tools, like MS Word, which often leave meaningless tags behind.
- b. DON'T use JavaScript or other security-challenged features in your HTML mail.
- c. DON'T use iframe, object, and import or include HTML tags in HTML mail messages; they are commonly used in viruses, and some virus-blockers will block them.
- d. When you use CSS in your HTML mail, you must write your CSS code this way: `....`. Otherwise, your message may not be displayed the way you expect in some mail programs.
- e. DON'T type all in capital letters.
- f. DON'T just use a graphic as your entire email message