

Redpin email services pricelist and FAQs

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Thank you for your interest in the email services offered by Redpin.com. This document contains pricing information for, and frequently asked questions about, our personal and outsourced domain-wide email services. Feel free to contact us with any additional questions you may have.

Pricing

All prices are in US Dollars. There are no setup fees on any email services. Unless otherwise noted, all prices quoted are monthly, and subject to a 10% discount for quarterly, 20% discount for biannual, and 30% discount for annual prepayments. Setup is typically within a few hours of confirmation of payment. The minimum fee for email service is nominally \$5 USD per month, but (as above) lower for quarterly, biannual, or annual payment.

UBE/UCE/Spam Policy

We have a zero-tolerance policy for unsolicited and or bulk emailing using our servers. By using our services you agree to this policy, and accept that evidence of violation can and will result in a termination of services with no refund.

Personal Email Service

Individual accounts @redpin.com. Includes POP3, SMTP, and IMAP access, secure POP3S/SMTPTS/IMAPS (SSL) access, multiple secure webmail programs including Squirrelmail with spellcheck, spam filtering with SpamAssassin, secondary mailservers to ensure no lost email, daily secure backups of data, and 200MB of disk space to store email and attachments. \$5 USD/month.

Premium Domain Email Service

Multiple accounts @ your own domain name or names. POP3, SMTP, SMTPTS, IMAP, and IMAPS access, alternate-port SMTP, webmail access, spam protection, secondary mailservers, custom storage allocation and no bandwidth charges. Now with a full-featured web control panel that lets you add, edit, delete, and administer your accounts at your leisure, instantly and securely. Same-day setup once payment is confirmed. Daily offsite backups of email data. Flat-fee billing with no bandwidth fees for reasonable usage.

We charge based on disk space allocated, with no overselling, in two fee structures:

Small commitments, 200MB for \$5 per month, additional space at \$0.02 per-megabyte.

Large commitments, per gigabyte at \$12 per GB per month.

Don't like the price? See the FAQs below, and compare our prices to our competitors – the rate for our level of service typically starts around \$1-2 per mailbox, and \$3 per 100MB of space. Shop around, and we think you'll come to realize that Redpin email hosting is more than a bargain.

Includes unlimited aliases and one forwarding address per 10MB; additional forwarders are 20/\$1, per month.

Autoresponders/"robots" are \$1/month each.

Mailing-lists, with full control and unlimited subscribers, \$2/month each.

Secondary MX Service

Store-and-forward MX service on one of our mailservers, for customers who wish a higher degree of reliability with their own, or someone else's, mail servers. \$2 USD/month or \$20 USD/year, per domain.

Mailing-List Hosting

\$2 per month, web-based control, unlimited members. Note that these are Yahoo! Groups, Majordomo-style discussion lists, NOT bulk- or mass- mailing lists for advertising.

Frequently Asked Questions

- *Why the difference in price between the "personal" email service and the "domain" email services?*

In large part, it's a function of resource usage, particularly disk space and system usage

- SpamAssassin is a CPU hog, when you get right down to it. Additionally, we face higher level of risk and abuse with the personal accounts at our domains than we do with people using their own domain names.

- *Why the extra charge for additional domains?*

Because of the additional bandwidth and resource usage from spammers, particularly those who attack secondary mailservers, "Joe-job" others, and attempt dictionary spamming. Each additional domain attracts more such problems.

- *Why are your prices so high?*

They're not. Email hosting isn't a commodity - we we offer a level of service - and support - above that of the cheap, fly-by-night crowds. We don't oversell, or have affiliate programs, or have resellers competing with us. Redpin is an established business - online since December 2002 - with a proven track record and a commitment to excellence. We charge a realistic fee, promise a good service, and aim to always exceed those promises - and expectations. Sometimes you really *do* get what you pay for.

- *Twelve bucks for a gigabyte of space? Are you nuts?*

Nope. First, simply put, almost nobody *needs* a gigabyte of email space. Those who do are generally moderately large businesses, and compared to a couple hundred bucks for a dedicated mailserver, we're one of the best values in town. The average size of an email message is about 4 kilobytes. Our servers won't accept messages larger than fifty megabytes, and few mailservers anywhere accept messages larger than 100 megabytes. Look beyond the marketing hype; buy what you actually need, and actually get everything you pay for.

Second, we're as much as fifty percent cheaper than the competition.

Third, don't forget to factor in backups. Every 100MB of space used by a customer can take up as much as a gigabyte of backup space, because we keep multiple copies. Disk space is, not to put too fine a point on it, expensive.

- *What are the bandwidth/transfer limits for email users?*

There's no fixed limit for email transfer. Our (in)exact phrasing is "reasonable usage". If you're transferring a really huge amount of mail a month - say five gigabytes - between five accounts, we'll probably want to have a word with you. If you're moving five gigabytes on a single account, we'll definitely want to have a word with you. If you've got one-hundred accounts, and are doing a couple of gigabytes, that's not a problem- that's "reasonable". Common sense, really.

- *What spam filtering do you provide?*

On personal accounts we use SpamAssassin (www.spamassassin.org), with extensive bayesian filtering, customized rulesets, plus address, keyword and DNS white- and black-lists. On all other accounts we use either DNSBL blocking with minor URL, domain, and keyword blacklisting, or a slightly different (and customizable) configuration of SpamAssassin.

Starting in 3Q10, we've started offering mail service protected by the ASSP system, a very promising anti-spam system on steroids.

- *What virus protection do you offer?*

We don't. It's a really long story; email us if you're that curious. We believe in personal responsibility. If you're worried about email virii, take precautions yourself - don't rely blindly on a third party for protection. If you're opening executable attachments from strangers... you shouldn't be using a computer.

- *What software do you use?*

Qmail, Exim, Postfix, vpopmail, Dovecot, and Courier-IMAP form the backbone of our mailservers, depending on the machine, all running under Linux, either Debian or CentOS. We use OpenSSL for encryption, wherever possible, and Ilohamail, RoundCube, and Squirrelmail for webmail. Also used are procmail, SpamAssassin, djbdns, rsync, Mailman, ezmlm... the list goes on and on.

- *Do you offer clients administration of their accounts?*

Yes, we offer full control and administration of domain-based accounts via either QmailAdmin, DirectAdmin, or Virtualmin, depending on the server; they're all fast and easy-to-use web interfaces protected by SSL.

- *Where are your servers?*

At the moment, our main (Redpin.com) server is in Kansas City, Missouri, while other primary mailservers are in Atlanta, Georgia, Chicago, Illinois and San Francisco, California; we also offer European customers a mailserver in Hamburg, Germany, and can also provide service in London, England and Montreal, Canada.

- *Do you offer SMTP AUTH?*

Yes we do; all our mailservers fully support SMTP AUTH, ESMTP, and TLS/SSL.

- *Do you support SPF records?*

Yes, we do, and have done so since they became "active" in October 2004.

- *What mailbox format do you use?*

For almost all accounts, Maildir. Contact us if you have an application that requires mbox support.

- *How often do you do backups? If I accidentally delete an important email, can you recover it?*

We backup all mailboxes and folders nightly, as well as doing separate weekly (Sunday night) backups, all to offsite storage. Generally, if you delete something that's at least twenty-four hours old, or at was received before our last (circa 0800 GMT) daily backup, we should be able to recover it. Depending on space constraints, we can usually keep about two weeks' worth of backups available, but at times this can vary to as little as one week.

- *Is it not misleading to harp on about not overselling, yet offer unlimited bandwidth?*

Not at all, because we don't offer "unlimited" bandwidth. Rather, we don't bill for your (reasonable) bandwidth usage, as most other providers do, for two simple reasons: Firstly, the vast majority of our customers use next to no bandwidth; a couple hundred of megabytes per month, tops, and it's just not worth the hassle to track every Kbyte by user; we've got better things to do. Secondly, and far more importantly, the amount of email you receive is, for all practical purposes, out of your control. Spam is annoying enough without having to pay for it!