

Frequently Asked Questions.

? What is Maildistiller Ltd?
Maildistiller Ltd is the company which supplies an advanced email protection and security solution named the Maildistiller managed service, safeguarding email from spam, viruses, worms, email attacks, malicious content and other email threats.

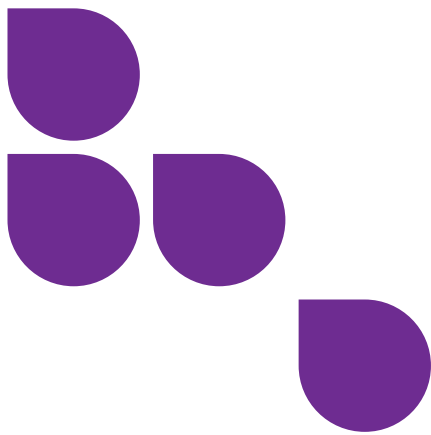
? What is the managed service?
Maildistillers managed service prevents spam and other unwanted emails from cluttering your inbox, allowing only messages that you should receive.

? Does the Maildistiller managed service decrease the security of our email?
No. On average, a single email experiences 7-10 'hops' (the number of routers through which it is sent) as it travels from sender to recipient. The Maildistiller service becomes the final 'hop' in the journey. Adding this extra 'hop' introduces no additional insecurity to the process of sending or receiving email. In fact, while the Maildistiller service acts like any other router in the transmission process, it actually adds a layer of security to your email by shielding your MX record from the Internet, where it may otherwise be accessible by spammers and hackers.

? What is an MX record?
A Mail Exchange record, or MX record, is an entry in a DNS database that identifies the mail server responsible for handling email for that domain. In other words, your MX record is like your primary postal address, to which all of your mail is sent. When you use the Maildistiller service, you change your MX record and make the address of the Maildistiller Mail Handlers your primary address. All email from the outside is sent to Maildistiller first. This conceals your Internet-facing mail servers and gateways and protects you from attack. The Maildistiller service then filters your email as it is redirected to your true address.

? If we point our MX record to the Maildistiller service, does this mean you will have access to our email?
No. While Maildistiller filters do comprise the final "hop" a message takes en route to your network, we do not have the capabilities to review email. The Maildistiller service message processing centres act as relay. Messages are filtered in real-time and delivered into your messaging environment in as little as 3 seconds.

? Do we lose control of our MX record when we point it to the Maildistiller service?
No. The MX record remains in your control. At anytime your MX record may be configured to point back to your messaging infrastructure. You may also lower your MX record's time-to-live (TTL) to increase propagation times.



? Will our email be stored on the Maildistiller servers?

Maildistiller does not retain a copy of successfully relayed email. Therefore the Maildistiller service does not store email on servers. In fact, Maildistiller relays all mail on behalf of our customers and only stores quarantined mail to hard disk. Legitimate Email is stored on disk when Emergency Inbox is required.

? Does the Maildistiller service filtering work when I send mail or only when I receive it?

Maildistiller can be configured to work on both receiving and sending email.

? Does Maildistiller filter email internal to our network?

As a relay managed service, the Maildistiller service currently does not offer filtering for email sent within an internal messaging network (intranet).

? How do I know what mail has been blocked as spam?

End users receive a Spam Quarantine Report in their inbox that contains a link to their quarantine. This notification allows them to access blocked messages and restore messages from quarantine, if desired, and easily configure the system to allow those types of email in the future.

? Is there a risk that legitimate email sent to our company will accidentally be blocked?

Maildistiller's detection and classification platforms provide over 98% filtering accuracy and an

industry-leading low false positive rate (legitimate email incorrectly marked as spam). In the rare event of a false positive, the Maildistiller service provides each end-user with a daily Spam Quarantine Report that enables end-users to locate any legitimate emails, release them to their inbox, and ensure that those messages are not blocked in the future.

? Do I need a password to view messages blocked as spam?

No. You can directly access and view spam through the Spam Quarantine Report delivered daily to your inbox, from this report you can release any message from the list or create a rule so that mail from the individual sender is not blocked in future.

? How does Maildistiller identify and block spammer attacks?

Do you have a team dedicated to monitoring and protecting against spammer and worm attacks?

Maildistiller programmatically monitors all traffic on our network and that of our partner's; from this real-time information Maildistiller can programmatically detect commonality occurrences in messages and determine the probability of the message containing unwanted content. The self learning algorithms monitor the flow of email through our system for new spamming techniques, DoS attacks, viruses, worms, or any other threat that can enter and harm a subscriber's network.