

CONWAY CORPORATION INACTIVE EMAIL ACCOUNT POLICY

Conway Corporation provides up to 6 email accounts that may be used at any time by the account holder. We reserve the right to reclaim any email account that is not being used and is otherwise inactive. These accounts take up valuable space that could be used by other customers.

The protocol for inactive accounts is as follows: If the account has not been logged into, through POP3s (via mail client) or IMAP (via Webmail), in the past 3 months the account may be disabled which will prevent the account from sending or receiving e-mail. There are two ways to re-enable an inactive account:

1. Change your password at <https://www.conwaycorp.com/Support/EmailPassChange.aspx>,

or

2. Call Customer Service at 450-6000 and they can talk you through the process

If the account has not been logged into in the past 6 months, the email address will be deleted from the system. Mail in the mailbox at the time of the deletion will not be saved, and the username may be issued to another customer.

This policy will look at each individual email account, not only the account holder.