

E-Mail Policy

1.MAILBOXES SPECIFICATIONS

Based on e-mail usage statistics, forecasts and business needs, three user profiles are identified.

- **Extended** profile:
 - President of the EP and the Cabinet
 - MEPs and their generic emailaddress MEP-office
 - Higher management of the Political Groups
 - EP's higher management: Secretary General and Cabinet, Deputy Secretary General and Cabinet, Directors-General and Directors
- **Standard** profile
 - All other mailboxes
- **Applications** profile

In order to assure a stable messaging environment, prevent e-mail loss and assure a continuous availability of e-mail services for users quota and warning mechanisms are defined based on the user profiles described above. This system consists of:

- **Size limit:** The maximum volume of data a mailbox can hold
- **Warning:** The volume of data triggering a warning message to user
- **Prohibit Send:** The volume of data after which Send capabilities of the mailbox will be disabled
- **Prohibit Send/Receive:** The volume of data reached when Send and Receive capabilities of the mailbox will be disabled

	Profile	Size limit	Prohibit Send/Receive	Prohibit Send	Warning
Primary* Mailbox	Extended	15 GB	15 GB	14,5 GB	14 GB
	Standard	5 GB	5 GB	4,5 GB	4 GB
	Application	n/a	n/a	n/a	n/a
Archive** Mailbox	Extended	50 GB	n/a	n/a	45 GB
	Standard	50 GB	n/a	n/a	45 GB
	Application	n/a	n/a	n/a	n/a

* It is highly recommended to limit the mailboxes of EP Mobile Office users working on laptops to 5GB for performance reasons.

**Exceptions can be requested to the Director-General of DG ITEC

In addition to the classic Recycle Bin, the Recover Deleted Items tool is enabled by default on every mailbox. This tool can be used to recover deleted items for up to 30 days from the day of deletion from the Recycle Bin.

- Recover Deleted Items has no data volume limit
- Recover Deleted Items has 30 days retention
- Single Items Recovery is enabled for up to 30 days***

*** Allows item recovery by administrators if manually deleted by users directly from the Recover Deleted Item container

The maximum number of full delegated mailboxes is set to 5.

2.E-MAIL MESSAGE SPECIFICATIONS

The maximum e-mail message size is set to 15 MB including attachments. Users will receive a pop-up error message when this limit is reached.

The maximum number of recipients an e-mail message can be sent to is set to 500 and the users will receive warning e-mail message when this limit is reached, the workaround being to send the message multiple times to fewer recipients.

- EP public and private distribution lists will count as a single receiver
- Mass mailing (more than 500 receivers) will be possible by using a special implementation when duly justified

The maximum number of attachments an e-mail message supports is 20 and users will receive a warning e-mail message when this limit is reached.

3.MOBILE SYNCHRONISATION

The maximum number of concurrent mobile devices a mailbox supports is set to 4 for standard profiles and 10 for extended profiles.

Exceptions will be allowed based on business needs and on a case by case basis.

4.ARCHIVING & RETENTION

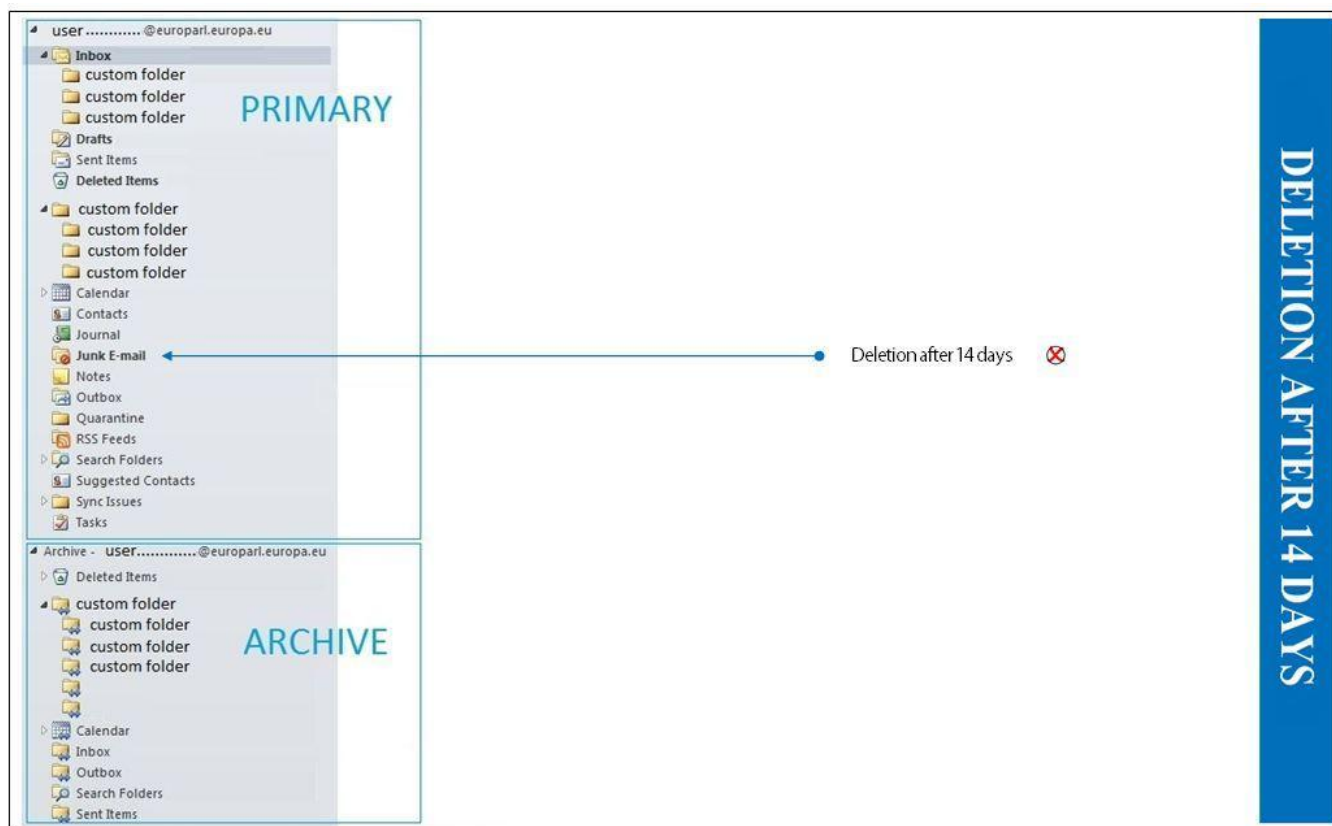
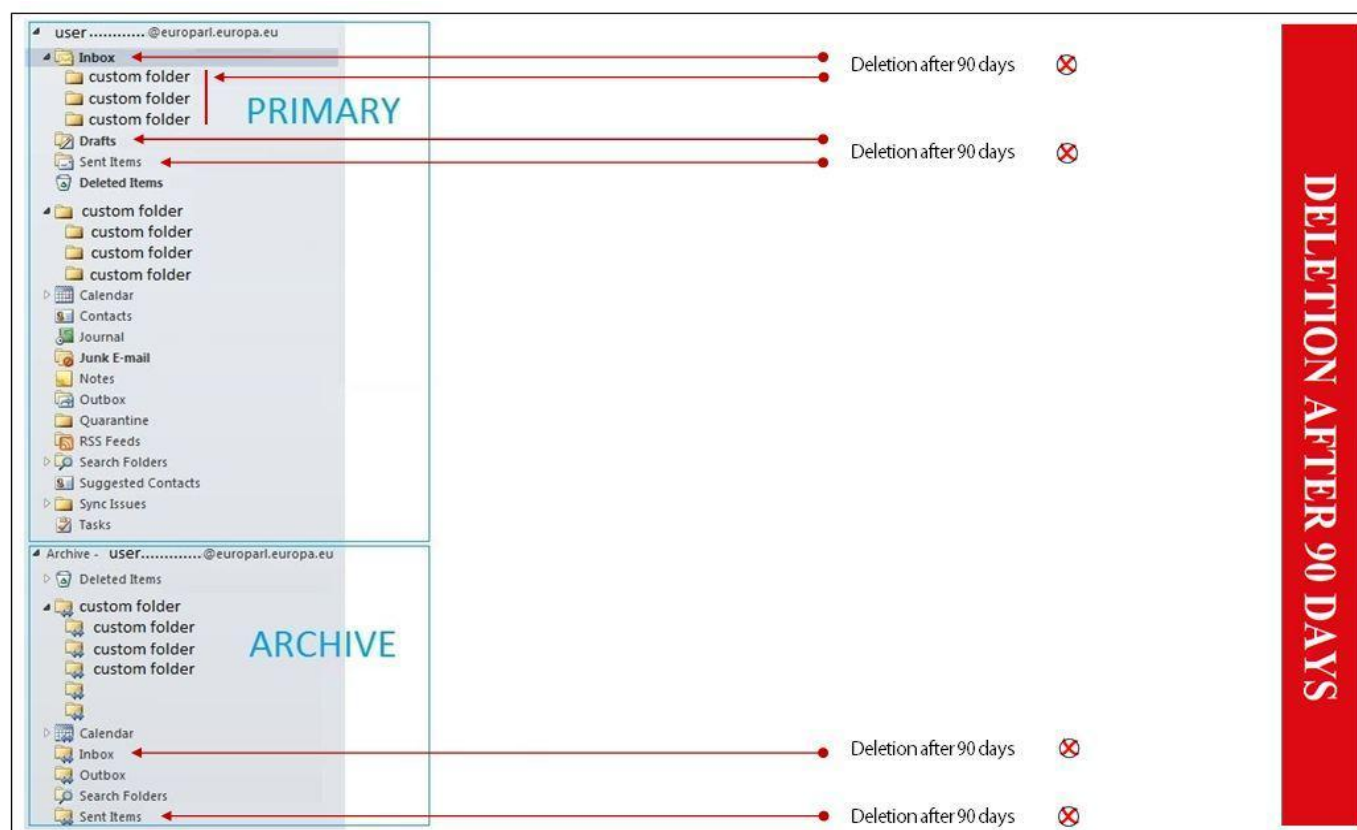
There is an automatic deletion and archiving mechanism for items in mailboxes:

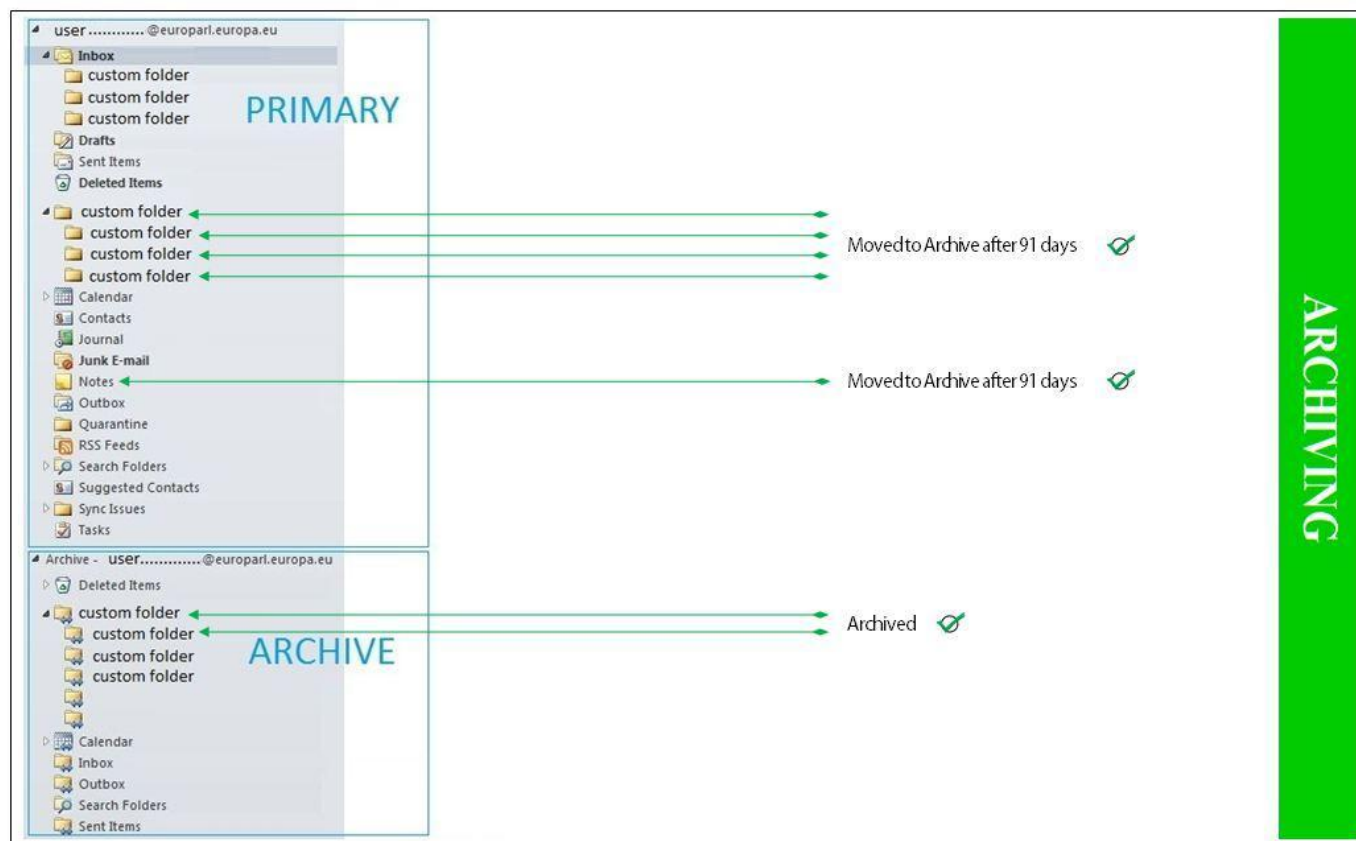
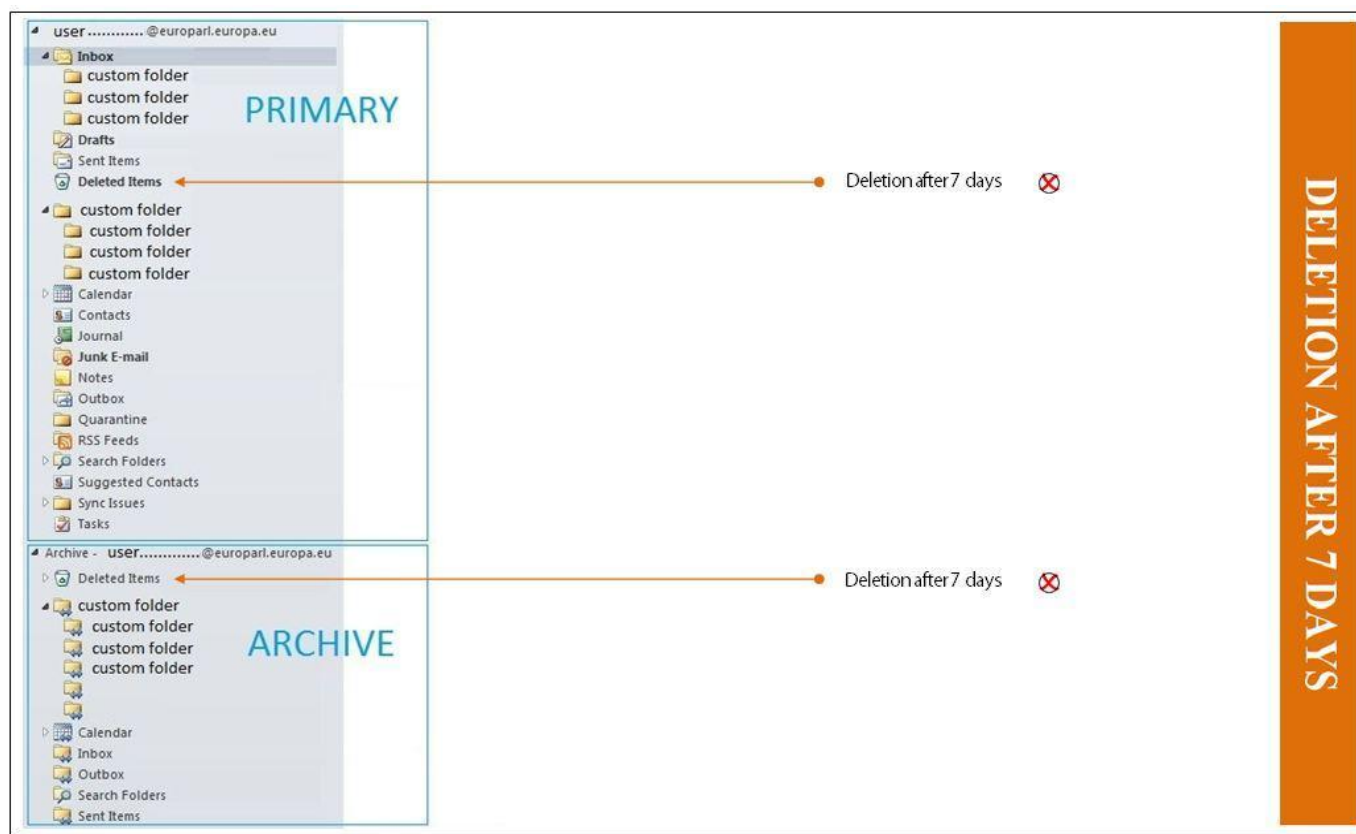
- All e-mail messages, items or subfolders from Inbox, Sent Items, Deleted Items, Junk E-mail, Drafts and Calendar will be deleted after the number of days specified in the table below.
- All e-mail messages in any custom folder created outside the above mentioned folders will be moved to the Archive Mailbox after 91 days. Same applies for Notes folder. All items in Post, Contact, Tasks folders and the Distribution Lists will not be deleted.

This can be summarized:

			Archiving	Retention (days)
Folders	System Folders	Inbox (& subfolders)	No	90
		Sent items (& subfolders)	No	90
		Deleted Items (& subfolders)	No	7
		Junk E-mail	No	14
		Drafts	No	90
	All other folders in the mailbox (outside system folders)		Older than 91 days	n/a
Items	Post		No	Always
	Contact		No	Always
	Distribution List		No	Always
	Calendar		No	365*
	Tasks		No	Always
	Notes		Older than 91 days	n/a

*Calendar will be split by years





5.EXCEPTIONS

Individual exceptions can be requested to the Director-General of DG ITEC. They shall be duly justified (e.g. business case) before acceptance for consideration.

Exceptions will be granted based on:

- Business relevance
- Infrastructure capabilities
- Impact on the e-mail service

6.POLICY EVOLUTION

This policy describes a minimum set of measures that have been identified as necessary to guarantee a controlled usage and data growth of the e-mail infrastructure ensuring the continuity of the service.

The policy will evolve in the future to include, remove or adapt aspects related to e-mail as a consequence of technological development and the necessary evolution of the service.