

Frontier Mail Terms and Conditions

The following statements apply to the standards of service for e-mails in your Frontier e-mail account, which is defined as any e-mail address under the following domain names: @frontier.com, @frontiernet.net, @epix.net, @gvni.com, @newnorth.net or @citlink.net as well as Frontier hosted e-mail accounts (i.e. email account @customer's domain).

Viruses/Spam

- Frontier's mail servers will automatically scan your e-mail for viruses and other destructive software. This is standard for any Frontier email account.
- Frontier mail includes an anti-spam filter that is set to moderate as default. Messages identified as spam are deleted by the server and suspected spam messages are delivered to the Spam/Junk folder accessible via Frontier Mail. The Spam/Junk folder counts towards the maximum storage quota for your mailbox. It is your choice to change the settings to none or aggressive, based on your preferences. [Log in to Account Editor](#) to edit your settings.

Email Retention

- All read e-mail will be retained for 6 months as long as you do not exceed the maximum storage quota for your mailbox, at which point your account will become deactivated for lack of use. You can determine the available storage space for your mailbox via e-mail storage status bar in the left column of your mailbox.
- All e-mail in the Trash folder will be deleted after 7 days.
- All e-mail in the Spam/Junk detector folder will be deleted after 7 days.

E-Mail Inactivity

- Mailboxes that are inactive for 180 days will be closed. All email that was in your mailbox on the date it was closed, along with your folders, address book and preferences will have been removed.
- For the purposes defining inactivity, a mailbox will be considered "active" if you do any of the following:
 - Access your mailbox to read your mail.
 - Set up e-mail forwarding of your email.
- **IMPORTANT:** When the mailbox is closed no new e-mail addressed to your Frontier e-mail address under the following domain names: @frontier.com, @frontiernet.net, @epix.net, @gvni.com, @newnorth.net or @citlink.net will be received and will be returned to the sender as undeliverable.

Sub-Accounts

- In addition to a primary email address, customers are permitted to establish additional e-mail accounts, commonly referred to as sub-accounts, associated with their primary Frontier email account. Sub-accounts can be deleted and new sub-accounts created. To determine the number of sub-accounts allowed on your account, [log in to Account Editor](#).