

Email Spam filtering

A brief guide to 2020Media's junk mail blocking service

What is spam filtering?

spam filtering is the removal of unwanted email of all kinds before it reaches your inbox. This kind of email can include emails with a new virus, "spam" or a "phishing" attempt. Spam wastes time and energy that can be better spent sending and reading legitimate email. It also frequently contains messages that many people find offensive. Our spam filtering service is being provided a leading supplier in this market, used by many other highly regarded internet service providers (for example Demon Internet).

How accurate is this junk mail filtering service?

No filtering system is 100% accurate, and there is a very small chance that a non-spam email will trigger a filtering rule by mistake (a false positive). However, if your correspondents are sending email via a system that has been flagged as generating nothing but spam then it may be blocked as well. If legitimate email is being blocked then the sender should receive a "bounce" message, alerting them that their email has not been received.

You may still see a small amount of incoming spam. If your address is targeted before the ruleset is updated then you'll be unlucky enough to receive some spam. However, overall, we believe that this is a very effective spam filtering system and the system claims a 98% accuracy rate.

Which products have spam filtering?

The service is available on on POP/IMAP accounts. These are included with all shared hosting accounts and most dedicated and virtual server accounts. They are also available as standalone email services.

Customers who receive email directly to their own servers, or via our 'relay' servers will not be able to benefit from this email filtering service.

What happens to my filtered email?

If you want to view your filtered email, log in via our 2020media WebMail service. You will see a folder for Junk email. This folder automatically deletes older email after a certain period (typically 30 days) so it never gets too full and stops your Inbox from receiving email. If you want to keep a message, move it from the junk folder to the Inbox

Contact us to order junk mail blocking service. We can arrange a free trial if you are not sure.