

Fact sheet:

Domains & emails

Domains and emails are essential to building and growing SMB's online presence as they build credibility around the SMB brand and enable trustworthy communication.

Email solution

A company email that includes the SMB's domain builds trust and enables SMBs to ensure professional communication with customers and vendors. The SMB can access the mail from a webmail or a mail client on a desktop or mobile device. Mono offers up to 15GB of mail storage with a 25MB message size allowance. As an alternative to an email subscription, Mono offers email forwarding which enables SMBs to have an email alias that forwards to an existing email address.

This allows the SMB to manage all email addresses through one central account.

Domains

A branded domain will improve the website's placement in search results and help strengthen the SMB's online presence. Mono offers a great variety of TLDs, ccTLDs and gTLDs that can easily be served with HTTPS. If your domains are pointed to our nameservers, we can re-route requests to another server in case of DDOS attacks to avoid downtime.



Features:

The Mono Domain solution includes:

- Various Top Level Domains (TLD), Country Code Top Level Domains (ccTLD) or Generic Top Level Domains (gTLD)
- Support for international characters with unicode domains
- Support for SSL-certificates Unified domain ordering
- In case of DDOS attacks, the domain name system (DNS) can be shifted to another server to avoid downtime
- Change, import and export DNS settings
- Custom 404 error pages

The Mono Email solution includes:

- Support for Outlook, Apple Mail and Android mail clients
- Custom email address (e.g. info@customersdomain.com)
- Unlimited aliases
- 5GB, 10GB or 15GB of server side storage for archiving messages
25 MB message size allowance Spam and virus protection
- Branded webmail login
- Option to provide custom subdomains to enable SMB users to easily remember how to access their webmail and allow for wildcard SSL on the emails
- Webmail access includes:
 - Support for English, French, Spanish, German, Dutch, Italian, Brazilian & Portuguese
 - Custom subdomain for login
 - Plain or rich text (HTML) message composition with a WYSIWYG editor
 - Full-featured contact manager
 - Email forwarding & Auto-responders

How it works:

All domains are ordered in the Reseller Admin Interface (RAI) and reuse the customer account as the owner and reseller contact as the administrator. The DNS can also be changed within RAI. Once a domain has been ordered, email can be set up.

Email accounts are set up in the RAI. Once active they are immediately available for use via webmail. Emails can also be set up in a mail client by using POP or IMAP. In RAI, you can manage the customers' email address/ username, MX records, create multiple aliases and reset password information.

Tech. requirements

- Support for IMAP or POP3 email protocol is required
- A licensed mail client is required
- ccTLD may have country specific requirements such as domain owner and must be registered in the country
- Enabling domains and emails requires an amendment to your existing contract
- Pricing for specific domains is available upon request