

Limitations and Security

Date of Record: January 6, 2014

Limitations

- The maximum monthly transfer rates are: 75GB on Lite service, 250 GB on Standard Service, and 400 GB on Silver Service.
- The maximum message size for all email accounts is 25MB.
- The maximum storage on the server for all email and personal is 500MB; this includes any space used for personal webspace.
- Trash folder purges mail older than 30 days.

Connecting of Multiple PCs

The customer may connect any number PCs (that their bandwidth allows) using a router to connect multiple wired or wireless computers. The Help Desk will only provide support for one computer, and may ask that a customer owned router be bypassed as a primary troubleshooting step. SELCO supplied routers are fully supported by the helpdesk and service technicians for one wired and one wireless computer. Customers must adhere to the SELCO standard router configuration on all SELCO owned routers.

Note: These limitations may be different for a business class service. Please see the Business, Commercial and Enterprise Service Offerings Page.

Security

Cable Modems are no more secure than any other type of connection to the Internet. Although there's been an increase in security concerns, the major issue remains the fact that home users often don't even realize their systems are not secure. With directly connected, high-speed broadband connections becoming more popular every day, users are increasingly vulnerable to hackers and viruses for extended periods of time, unlike dial-up connections. Therefore it is imperative that you assure your computers are protected by a valid and up-to-date anti-virus software at all times. Anti-virus software will detect a virus infection, attempt to clean it, and inform the user of the virus activity.

There are many acceptable antivirus software available below is a list of the most popular antivirus software. These products are not endorsed in any way by SELCO, rather provided for informational purposes only.

- [McAfee Antivirus](#)
- [AVG Antivirus](#)
- [AVAST Antivirus Home Edition](#)

Firewalls

A Firewall is software or hardware that filters all network traffic and blocks ports in order to protect your PC or LAN from unauthorized entries. Some firewall solutions include additional functionality that allows you to detect and gather information about any intrusions. There are different types of firewalls of different complexities, however most of them allow for you to close unused ports from being accessed externally. If you are using a router, that router will act as a firewall for computer directly (wired) connected to it, but does not necessarily protect wireless computers from intrusion.

Computers with Cable Modem, DSL or similar broadband connections to the Internet are on-line much longer than those with dial-up connections, which by itself increases the security risks and justifies installing a firewall for protection. Here are some firewall software options:

- [Using Windows XP Built-in Firewall](#)
- [Comodo Firewall](#)
- [ZoneAlarm Free Firewall](#)
- [Ashampoo Firewall Free](#)
- [Sunbelt Personal Firewall](#)

Although TownISP recommends the installation of firewall software, it is not supported by the Help Desk.