



EASYLINK FAX2MAIL SECURITY STATEMENT

EasyLink Fax2Mail Service rides on and takes advantage of the security your agency has implemented for your email system. Fax2Mail delivers incoming faxes via email and your users transmit outgoing faxes by sending an email with attachments to Fax2Mail.

TLS Encryption. Modern email systems use a server-to-server encryption method known as Transport Layer Security (TLS). TLS utilizes SSL encryption to protect the email messages as they cross the Internet. EasyLink servers request an encrypted TLS connection when transmitting email messages to the customer's email system. EasyLink servers accept encrypted TLS connections when the customer's email system transmits email messages to EasyLink.

Forced TLS. Because the normal operation of email server-to-server protocols allow for the alternate use of a clear-text transmission when a TLS handshake is refused by the answering server, a Forced TLS implementation is recommended. When bi-lateral Forced TLS is implemented, EasyLink servers will not deliver faxes unless your servers accept a TLS connection. In the other direction, EasyLink servers will only accept TLS connections from specific servers you designate. To complete the implementation bilaterally your servers should be configured to operate in the same manner. Forced TLS implementation and operation is an additional cost option to EasyLink's Fax2Mail service.

Forced TLS has been acceptable to large EasyLink commercial and government accounts that require a guarantee of encrypted communications for the delivery of faxes through EasyLink's Fax2Mail service. The USDA enterprise-wide Electronic Fax initiative is one such government department that is standardizing on EasyLink Fax2Mail and accepted Forced TLS as meeting security standards.

Immediate Document Deletion. The second security feature that typically goes hand-in-hand with Forced TLS implementations for government customers is Immediate Document Deletion. This optional feature of EasyLink's Fax2Mail service is implemented at the account level and ensures that no fax document remains on EasyLink's servers after it has been delivered to its destination.

EasyLink Server Physical Security and Standards of Operation. In the brief time that your fax documents are transiting EasyLink's service, they are protected by the physical security at the location of its data centers and by standards of operation. EasyLink submits to periodic Statement Auditing Standards No. 70 (SAS 70) audits that verify and document this security and can provide the latest audit reports upon receipt of an acceptable Non-Disclosure Agreement.

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