

# Introduction to Joker Mailboxes

Welcome to Joker Mailboxes! With each domain registered at Joker.com, you can order a mailbox, allowing you to send, receive, and manage emails associated with your domain name. Here is a quick overview of the features:

- **Support for multiple mailboxes:** You can create multiple mailboxes under one domain.
- **Aliases:** You can set up to 300 additional e-mail addresses per mailbox
- **Dynamic aliases ("plus addressing"):**
  - Add tags to your email address, like *info+tag@sample.com*, to create unlimited aliases. Great for tracking where you've shared your email address.
- **Subscription Plans:** Basic and Plus, please find the details below
- **Webmail Application:**
  - Automatic replies can be scheduled.
  - Emails can be forwarded to other addresses.
  - Use multiple sender identities in one mailbox.
  - Includes an address book that syncs with CardDAV-based address books.
  - Optional two-factor authentication for extra security.
  - Import and export email messages easily.
  - Compose emails using a visual editor (WYSIWYG) or plain text.
  - Use full **SIEVE** filter functionality.
- **Direct access for email clients:** Connect to your mailbox using IMAP or POP3 with standard email apps.
- **SMTP mail relay:** You can send emails using any address, not just the mailbox address.
- **Server-side email filters:** Set up custom rules to organize your email automatically.
- **SPAM Filtering:** recognized SPAM emails are rejected by our systems.
- **SPF and DKIM:** These email authentication methods are automatically set up (to prevent spoofing).

For a more detailed description of the available features, please visit [this page](#).

To ensure the best experience with Joker Mailboxes, please check the conditions **here**.

## Subscription Plans

	Basic	Plus
Storage	2 GB <sup>1</sup>	10 GB <sup>1</sup>
Aliases	up to 25	up to 300
Allow "+"-subaddresses	yes	yes
Full Sieve filtering	yes	yes
Full SMTP relay with TLS encryption	yes	yes
Direct IMAP access with TLS encryption	yes	yes
POP3 support with TLS encryption	yes	yes
Maximum emails sent per day	100 <sup>2</sup>	500 <sup>2</sup>
Maximum attachment size	20 MB	100 MB

<sup>1)</sup> If the storage space allocated to the respective mailbox is **exceeded**, Joker.com reserves the right to **stop** the receipt of emails

<sup>2)</sup> **Fair-use** regulation, limits are only applied in the event of conspicuous or persistent unusual overruns

# Mailbox Life Cycle

If you purchase mailboxes for an **existing domain**, the term of the mailbox is adjusted to the term of the domain name for technical reasons. For your benefit, **you will only be charged for full years** (rounded down).

If you buy mailboxes without renewing the domain beforehand, you will be charged at least one year for the mailbox service, even if your domain has a term of less than one year. To avoid disadvantages due to shortened mailbox terms, it is advantageous for you to **renew your domain first** and then create the mailbox.

Below you will find illustrative examples of different mailbox order scenarios.

## Acquire a mailbox for an existing domain (I)

Let's assume you own a .com domain expiring in **17 months**, and you want to add a basic mailbox:

1-year basic mailbox:	USD 11,96*
<b>result</b> - domain term is unchanged, and <b>17 months</b> of mailbox service	<u>USD 11,96*</u>
the additional 5 months are "rounded down" which means, they are added, but not charged	

## Acquire a mailbox for an existing domain (II)

Suppose you have a .com domain that **expires in 3 months**. You would like to add a basic mailbox service; you receive a warning because the term of the mailbox clearly is **below one year**. In this case, you should **renew the domain** before ordering the mailbox.

1-year basic mailbox:	USD 11,96*
<b>result</b> - domain term is unchanged, and <b>3 months</b> of mailbox service	<u>USD 11,96*</u>
For technical reasons, you only receive a 3-month term - it would be more advantageous for you to <b>renew the domain beforehand</b>	

*\*The above price is **an example only**, actual prices are shown in our [Price List](#)*

# Renewal of the domain with existing mailbox service

Existing mailboxes are also automatically renewed when the domain is renewed. If you do not wish this, mailboxes that are not to be renewed must be **deleted before the domain renewal**.

## Mailbox deletion: grace period and statuses

When your domain name expires or you place a deletion order, your mailbox will go through a grace period, followed by a cool-down phase, and then permanent deletion. Below is an explanation of the different mailbox statuses based on each phase of its lifecycle:

when	status	what happens
mailbox creation	<i>active</i>	user is active, login is allowed
mailbox deletion 1: triggered by user action or expiration	<i>pending_deletion</i>	start of the grace period (14 days): the user may still log in, no email sending is possible
mailbox deletion 2	<i>deleted</i>	no login is possible, cool-down phase (14 days)
mailbox removal 1	<i>ready_for_removal</i>	user and data can be removed
mailbox removal 2	<i>removed</i>	user and data have been removed
mailbox suspension	<i>suspended</i>	login is allowed, email sending and receiving are not possible