

Arch Telecom Data Aging and Retention Policy

Policy:	Unused mailbox data within the Arch network is retained for 90 days. Any data not used for a period of at least 90 days will be deleted as a result of the aging process.
Scope:	This policy applies to data in an active mailbox including call detail information, voice recordings, voice and fax broadcast groups and fax documents.
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A. Terms

A-1. Aging	Aging is the process in which Arch deletes mailbox data not used for ninety (90) days. The aging process is necessary to enhance database performance of the entire Arch Network.
A-2. Data	Data refers to all customer-created recordings including greetings, extensions, and broadcast messages; inbound voice mail messages and survey responses; all call detail information; and all customer-loaded fax documents.
A-3. Group	A group is your list file once loaded into your mailbox by sending email to loadlist@archtelecom.com for broadcasting with Voice Broadcast or Fax Broadcast.
A-4. Mailbox	A mailbox houses your Arch Telecom system and all its data. Upon activation of service, you were provided with a mailbox number and a password with which to access your mailbox, control its features, and generate call detail reports.

B. Voice Recordings

- B-1. Broadcast Messages** Voice Broadcast messages are deleted if they have not been used in a broadcast for 90 days.
- B-2. Extensions** IVR/Powerline Extensions, along with their associated voice recordings and fax documents, are deleted if they have not been accessed by any caller within 90 days or if the mailbox owner has not logged into the mailbox for at least 90 days. Extensions belonging to a mailbox that is logged into at least once every 90 days are never deleted a result of the aging process.
- B-3. Greeting** Mailbox greetings are retained as long as the mailbox is active. The Aging and Retention policy does not apply to greetings.
- B-4. Survey Responses** Survey responses, including voice responses and any transcribed data, are deleted 90 days after the call.
- B-5. Voice Mail Messages** A retrieved voice mail message is archived for 90 days and then deleted. Unretrieved voice mail messages are deleted 90 days after they are created.

Important Note

If you hire professional talent to create recordings, we suggest that you keep a backup copy of all of your Arch recordings on a medium outside the Arch Network.

C. Call Records

- C. Call Records** Call Records include information that appears on call detail reports retrieved by fax-on-demand or by the Arch interactive website. Call records are deleted 90 days after the call occurs.

D. Groups

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Groups used for Voice or Fax Broadcast are deleted if they are not used in queuing a broadcast for 90 days. We recommend that you keep backup copies of files loaded as groups on a medium outside the Arch Network.

E. Mailbox Configuration

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The configuration of a mailbox consists of the services of a mailbox, the custom settings of those services, the password, the pager number, the zero-transfer number, etc. The configuration data is maintained indefinitely, as long as the mailbox remains active. An “active” mailbox is one that is in service and available for customer use, regardless of whether or not it is used. A mailbox becomes inactive upon customer request, closing of an account, or suspension of an account due to nonpayment. In the event that a mailbox becomes inactive, the configuration data is retained for 30 days after the mailbox becomes inactive. Thereafter, the mailbox, its configuration and all of its data are deleted.