If you send me an email and do not get a reply within a few days the following may explain why. I always reply to emails ASAP.

There is now a big problem with Internet emails where certain commercial companies are causing whole servers to be blocked. This means an email you send me may not arrive and it may not be returned to you as undeliverable. The situation is explained below, but if that happens to you, please **try using my other address on the 'new' tab** which may get through.

It is shocking that these companies are allowed by ICANN to remain in business, but they are a useless organisation who refuse to get involved in such issues. They never give a reasoned response as to why they cannot stop rogue business's messing with Internet activity. They are the only organisation that control the registration of the larger Internet providers who in turn register these rogue companies. ICANN are a "not for profit" organisation given a license to print money by the US Congress. They may not officially make a profit, but they do sure know how to spend your money in order not to make a profit.

The statement below is from my telecoms provider The Phone Co-op who in turn route via the Talk Talk network in the UK.

Regarding the Spamhaus issue, This is a known issue and has been running for a long time now. Talk Talk have issued the following statement for all customers and resellers of theirs:

From Talk Talk: We are sorry to hear that you have recently encountered difficulties in having emails sent through TalkTalk IP addresses rejected as spam. Unfortunately this has happened because a third party organisation has blacklisted some of TalkTalk's IP addresses, and this includes some of your IP addresses with us.

Many organisations consider blacklisting to be valuable in the efforts to control and block spam email. Usually blacklisting takes the form of publications of relevant IP addresses or networks, the output of which is then caught, usually through a DNS blacklist mechanism that operates on mail servers as they receive email.

In this instance, we believe that the organisation responsible is a company by the name of UCE Protect. This company offers a spam protection service with Blacklists available for download. **UCE Protect operates by blocking IP ranges, rather than an individual suspect IP address.** The consequence of this approach for TalkTalk has been that UCE Protect has blacklisted significant portions of the TalkTalk network when there will at any time be only one or a few customer IP addresses within that IP range potentially causing an issue at any time. Because UCE Protect operates on receiving mail servers - it is the choice of the owner of the mail server to choose to use a DNS blacklist service - it is not a matter that TalkTalk Group can control.

The only means by which TalkTalk is able to deal with this e blacklisting of an affected IP range is either to wait for a specified period **or make an immediate payment.** In each case, this does not ensure that future blacklisting of the entire range will not take place. UCE Protect is unwilling to alter its practices in relation to "innocent" IP addresses in the affected ranges.

TalkTalk takes spam very seriously. TalkTalk provides its Smarthost service, which has full anti virus and spam content filtering for all email passing through it. The hosts also have full rDNS on all their IP addresses that can be tracked back to us correctly.

TalkTalk are proactively lobbying the main Industry bodies to achieve a satisfactory outcome but at this present time there is no solution in place for any operator.

Kind regards, Technical Support Team.

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