



PROBLEMS WITH LMC EMAIL COMMUNICATIONS DURING MARCH 2011

Update for Sheffield General Practice

STATEMENT ISSUED TO SHEFFIELD LMC BY TOWN TALK UK LTD:

Due to the considerable amount of SPAM email now circulating the internet, web and email monitoring companies have felt that it is appropriate to tighten down on malicious activities surrounding group emailing. This has had a significant impact on businesses not using an exchange server to manage their mail.

In the past this has never been an issue but, due to the security improvements, small businesses / organisations like Sheffield LMC are being 'blacklisted' when sending the same email message to hundreds of different email addresses. Blacklisting basically blocks email messages from being sent to selected recipients to which that blacklisting agent represents.

Sheffield LMC's email was hosted on our dedicated server which, due to the security improvements, was blacklisted for sending what appeared to be SPAM email. As we know this was not the case we were able to remove the domain from the majority of all third-party blacklisting agents. However, we were unable to remove the server's IP address from a blacklisting agent known as Backscatter. This organisation maintains blacklisting agreements for the majority of free mail clients such as Hotmail, Gmail, Yahoo Mail, Sky Mail etc.

Unfortunately, it was not possible to get removed from this list without paying a substantial release fee which would not guarantee that we would not be put back on there next time a group email message is sent out.

To resolve this issue our only realistic option was to obtain a new IP Address that could be specifically assigned to Sheffield LMC's domain to host all their email. Now that this has been set up and tested, we can comfortably state that the email issue has been resolved for the foreseeable future.