



New Anti-Spam 'Grey-Listing'

All mail servers are now running new anti-spam services. You may notice a short delivery delay the first time a sender is verified. This is a normal aspect of 'grey-listing'.

What is Grey-listing and how does it work?

Grey-listing is a new tool in the fight against spam. It automatically verifies the sender. It does this by temporarily blocking a new sender's incoming mail. It returns the mail to the sender's mail server with a message saying try again later. The sending server then retries sending the mail. Once the sending server retries it is automatically pre-approved or 'white-listed'.

Grey-listing is effective because spammers typically do not use a standard mail server and will not attempt an immediate re-delivery, but legitimate e-mail servers will.

Grey-listing has been shown to block over 95% of incoming spam.

Delayed initial delivery due to Grey-Listing:

The single biggest disadvantage of grey-listing is it creates a delay of legitimate e-mail from servers not yet verified. This is especially apparent when your mail server attempts to verify a new user's identity by sending a 're-try' confirmation e-mail. This delay is usually between fifteen and sixty minutes but only the first time a sender is verified.

Some e-mail servers may not attempt to re-deliver e-mail or the re-delivery window, set at 12 hours, may be too short. Pre-approving or 'White-listing' particular senders can resolve this if this. Please let us know if this is the case - we will take immediate remedial action.

What you need to do now:

There really is nothing you need to do. Grey-listing is entirely automatic. Simply contact us if any legitimate senders are being blocked due to grey-listing and we can bypass it for your domain or manually white-list the sender.