

7 Hannah Crescent
Wilford Village
Nottingham NG11 7ER

Customer Concern
Concord House
Concord Business Park
Threapwood Road
Wythenshawe
Manchester
M22 0EY

30 March 2005

Dear Sir or Madam,

Re: Complaint #123511

OTELO recommended that I write to you at NTL Customer Concern after I contacted them regarding the above complaint, which is still unresolved from November last year.

My complaint is now two-fold:

Firstly, I am very dissatisfied that my last two letters to your Internet Complaints department in Swansea have gone unanswered. This is particularly galling since in them I asked for a copy of your Code of Practice (which I have since obtained through independent means) in which you give details of how you deal with unresolved complaints. I am left with the distinct impression that your staff are deliberately trying to obstruct me from pursuing this complaint through the proper channels. This is entirely unacceptable.

Secondly, my original complaint still stands. This is that NTL are (to the best of my knowledge) still using real-time blacklists to block email that is sent to my account. I say 'to the best of my knowledge', because I can find no mention of this in any of your literature. Yet back in December when the ISP of St Nicholas' Church (whose website I administer) was listed on the SORBS blacklist, all email sent from there was blocked from reaching my account. Indeed, a letter I received from NTL technical support dated 8 December stated clearly that "We will not stop using these blacklists". I am now in the situation where I have no means of knowing whether important email sent to me from blacklisted ISPs is failing to reach me.

I believe that a filtering system based solely on real-time blacklists is an unacceptable means of dealing with spam. I find spam as annoying as anyone, but blacklists such as SORBS are notoriously unreliable (as my own experience has amply demonstrated) and the so-called 'collateral damage' caused by them is an unacceptable cost.

To resolve this complaint, I would like you please to do the following:

1. Find out why my last two letters were ignored and tell me what you are doing to prevent a recurrence of this.
2. Let me know what your policy is on filtering incoming email.
3. Provide me with a means by which I can choose for myself what email should and should not reach my account, that is, to be able to customise or override any blanket filtering carried out by NTL.

I await your full and final response on this matter. If I do not hear from you by 14 April (2 weeks from today) then I will return the matter to OTELO.

Yours faithfully,

Ian Goldby
Enclosed: Copies of previous correspondence.