

Mr Ian Goldby  
7 Hannah Crescent  
Wilford Village  
Nottingham  
NG11 7ER

ntl:  
Matrix Court  
Siemens Way  
Swansea  
SA7 9BB

[www.ntlhome.com](http://www.ntlhome.com)

t 0845 650 1234  
f 01792 350321

08 December 2004



Dear Mr Goldby,

Re: Complaint #123511

The increase of spam email has caused tremendous strain on the ntlworld email servers, and has been causing many of the major email outages that we have experienced over the past year. As an example, over the past weekend we received and dropped 17 Million spam emails.

Because of the amount of spam that we receive it has been decided that all spam email is to be dropped. Like many ISPs we cannot afford the extra overheads needed to filter (or score) spam email into a "Possibly Spam" folder in the same way that larger email providers (such as Hotmail) do.

SORBS are a provider of information that can be used as the SysAdmin chooses to.

*SORBS lists are used by their creators to block spam (and on occasion, unfortunately, real email). These lists of hosts and netblocks are provided to the public to use as they see fit.*

The passage that you have quoted does not state that you have to use the list as part of a scoring system. It merely states that it is effective in creating a scoring system. The passage is SORBS' disclaimer to errors occurring on the database.

Many people use the SORBS lists to block spam email, so your problem is not unique to ntl. We will not stop using these blacklists.

The recommended action when a host is present on a blacklist is for the SysAdmin of that host to contact the list operators and request removal. With that in mind please contact the support team for [webfusion.co.uk](http://webfusion.co.uk).

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'Ralph', written over a white background.

ntl: Support Team