

New Spam Gate device installed on our network.

Dear All,

We have recently installed a Spam Gate device on our network. This is one of the most advanced anti SPAM devices available. It continually adapts itself to detect spam and uses a number of different filtering technologies to identify and block inbound spam.

For the most part it does a good job, but occasionally spam slips through. This will generally end up in your Inbox or Junk Mail Folder. If this happens, you can help prevent similar spam messages getting through in the future by forwarding it to spam@myspamgate.net. However, please don't forward spam to any address other than this one, as it makes Spam Gate think we like it.

A very important feature of Spam Gate is its white list. This is a list of email addresses that we trust. Emails from white listed addresses are never filtered.

Anyone that you send an email to is automatically added to the white list, and thereafter emails from that person are automatically trusted.

When the Spam Gate blocks a message, the sender of that message will receive a 'bounce' that says:

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"554 5.7.1 This email appears to be SPAM. Please contact the recipient and ask them to add you to the white list, or send error reports to postmaster@our.domain.co.nz"
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If anyone ever tells you that they are trying to email you but their messages are bouncing with the above error, try sending them an email so that they are added to our white list. You can also add email addresses to the white list by sending an email to addwhite@myspamgate.net with the addresses in the body of the email (one per line)

Please don't ever reply to a spammer as it validates their address, enabling them to spam us.

We routinely receive thousands of spam emails each week and we are confident that the Spam Gate device we have installed will reduce these to a much more manageable quantity. If you have any questions about our anti spam policy or the technologies we are using to combat it, please feel free to ask.

Regards,

Your IT Team.