

## **Trouble Receiving NAWL Emails**

Subject: Contact Your ISP

Dear NAWL Member:

I want to alert you that your ISP is blocking the newsletters/promotions/announcements you have subscribed to receive. I know that you would like to receive these valuable communications, so I ask that you send the letter below to your ISP's customer support department. Please be sure to replace in the XXXX areas below.

As you may know, Constant Contact powers the email communications I send. When you receive a response from your ISP, please forward the response email to the following address: [ops@constantcontact.com](mailto:ops@constantcontact.com). The Operations Department at Constant Contact will follow-up with your ISP once they receive your email.

I apologize for any inconvenience this may cause you.

Sincerely,  
NAWL

## **Letter Your Subscriber Sends to their ISP**

To: ISP Customer Support  
Subject: Remove Constant Contact Block

Hello. My name is XXXX and I have been a customer of your services since XXXX. I understand that you employ filters and/or blacklists to protect customers like myself from unsolicited email; however, this has made it impossible for me to receive newsletters, announcements, and promotions that I have requested. I value these communications and would like to receive them using this email address.

The sender of these emails uses an email marketing service called Constant Contact. Constant Contact is not an open relay and has strict anti-spam policies in place. Because your filters block emails from Constant Contact I am unable to receive these communications.

I ask that you please help me determine why these emails are being blocked. For further information about Constant Contact or to request more information from them such as log files, the Operations team can be reached at - 781.472.8103 or [ops@constantcontact.com](mailto:ops@constantcontact.com).

Mail from Constant Contact can be found by the following characteristics for whitelisting:

**"Envelope from:" domains:**

@in.constantcontact.com

@in.confirmedcc.com

**Sending IPs:**

All mail from Constant Contact is sent from:

IP Range: 208.75.123.0 - 208.75.123.255

CIDR: 208.75.123.0/24

Network/Netmask: 208.75.123.0 255.255.255.0

Specific IPs sending from this range:

208.75.123.1	coi001.confirmedcc.com
208.75.123.2	coi002.confirmedcc.com
208.75.123.3	coi003.confirmedcc.com
208.75.123.103	coi103.confirmedcc.com

208.75.123.130	ccm22.constantcontact.com
208.75.123.131	ccm23.constantcontact.com
208.75.123.132	ccm24.constantcontact.com
208.75.123.133	ccm25.constantcontact.com
208.75.123.161	ccm26.constantcontact.com
208.75.123.162	ccm27.constantcontact.com
208.75.123.225	ccm29.constantcontact.com
208.75.123.226	ccm30.constantcontact.com
208.75.123.227	ccm31.constantcontact.com
208.75.123.228	ccm32.constantcontact.com
208.75.123.193	ccm33.constantcontact.com
208.75.123.194	ccm34.constantcontact.com
208.75.123.195	ccm35.constantcontact.com
208.75.123.196	ccm36.constantcontact.com
208.75.123.250	ccm37.constantcontact.com
208.75.123.163	ccm38.constantcontact.com
208.75.123.164	ccm39.constantcontact.com
208.75.123.134	ccm134.constantcontact.com
208.75.123.135	ccm135.constantcontact.com
208.75.123.165	ccm165.constantcontact.com
208.75.123.166	ccm166.constantcontact.com
208.75.123.197	ccm197.constantcontact.com
208.75.123.198	ccm198.constantcontact.com
208.75.123.200	ccm200.constantcontact.com
208.75.123.201	ccm201.constantcontact.com

208.75.123.202 ccm202.constantcontact.com  
208.75.123.245 mail245.nutshellmail.com

Please contact me when this problem has been resolved.

Sincerely,

**XXXXXX**