

Dear IronOaks Home Owner,



In January 2010, we inaugurated a new electronic newsletter for Home Owners. It is called 'Stay In The Loop' and replaces the DADA Email service that had been in use for the last several years. The company that facilitates these Email blasts is called Constant Contact.

If you signed up for the IronOaks 'Stay In the Loop' Email notices and are not getting the Emails, your **ISP (Internet Service Provider)** may be blocking or rejecting our Emails **OR** they are getting caught up in your junk mail folder or spam filter. The service we use, Constant Contact, notifies us when Emails are returned (bounced) but there is not much we can do since it is the homeowners/recipients ISP that is blocking them. In some instances you can remedy the problem by checking your SPAM or Junk Folder and adding our Emails to your 'White List' or 'Approved list' or 'Address Book'. In other instances you must contact your ISP to get them to remove the block.

If you know how to access the 'white list' you can add the Email addresses and domains below to the list so you can receive our Email communications. If you do not white list the Email addresses shown below the program we use may automatically remove you from any emails sent after several tries.

The Emails to 'white list' are:

- ~ communications@ironoakshoa.org
- ~ communications@slhoa3.ccsend.com
- ~ communications@slhoa3.com
- ~ ironoakwebmaster2@gmail.com and
- ~ iowebmaster@q.com

you may also need to add the following domains to your 'white list'.

@in.constantcontact.com @in.confirmedcc.com

Note: If you need to change your email address you go to our website at this address: <http://www.cc.ironoakshoa.org/UpdateSITLPage.html> and update your information or change your email list preferences. If you have a new email (and your old email is no longer active) you need to sign up for SITL again at: http://sitl.ironoakshoa.org/Communications/intheloop_jh.html
You should not use this link if you are already signed up under the same email address

In instances when you need to contact your ISP, the information BELOW may help you address the issue with your ISP (Internet Service Provider). You will need to substitute the appropriate information in place of the 'xxxx'

----- **Letter You can send to your 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 signed up for with my Home Owners Association. I value these communications and would like to receive them using this **email** address.

The sender of these emails (IronOaks HOA) uses an **email** 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 Ops team can be reached at - 781.472.8103 or

ops@constantcontact.com.

Mail from Constant Contact can be found with the following characteristics:

"Envelope from:" domains: @in.constantcontact.com @in.confirmedcc.com

Email Header info:

Return-Path: <esc1102982459419_1102900209808_8@in.confirmedcc.com>
From: IronOaks Communication Director communications@slhoa3.com
Reply-To: communications@ironoakshoa.org
Sender: IronOaks Communication Director <communications@slhoa3.ccsend.com>

Sending IPs

Constant Contact has recently migrated most outbound mail to a new consolidated IP block. Legacy IPs will be removed from the list below once they are defunct. All future mail from Constant Contact will be 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:

208.75.123.130 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
208.75.123.165 ccm165.constantcontact.com
208.75.123.166 ccm166.constantcontact.com

Legacy IP addresses still sending these emails:

64.95.77.162 c1.confirmedcc.com
64.95.77.163 c2.confirmedcc.com
64.95.77.164 c3.confirmedcc.com
63.251.135.74 ccm01.constantcontact.com
63.251.135.75 ccm00.constantcontact.com
63.251.135.109 ccm08.constantcontact.com
63.251.135.115 ccm09.constantcontact.com