

### Undeliverable Email

If you are receiving our email newsletter, then this is not a problem you need to worry about. If you are not receiving our email newsletter, or if you have email blocking programs in place you may not receive our newsletters – read on.

Whenever we send an email newsletter we receive a report showing how many were sent and how many were undeliverable.

Email may be undeliverable for a number of reasons:

1. The email address is non-existent.
2. The recipient's mailbox is full.
3. It may be blocked for a variety of reasons.

Non-Existent Email Addresses often occur when a person changes jobs or leaves for some other reason. They are deleted from our mailing list.

Full mailbox. We do nothing and hope that the recipient clears his or her mailbox before we send our next newsletter.

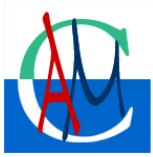
Blocked Emails are more of a challenge. You may have us blocked yourself, your IT department may have us blocked or your internet service provider (ISP) may have us or our mailing system (Constant Contact) blocked.

### Why Blocked?

You may be unable to receive email from Constant Contact because your ISP is blocking emails originating from Constant Contact. Email blocking is an unavoidable part of commercial email and affects a very small percentage (an average trackable block rate of less than 3%) of Constant Contact email (see the following details). Learn what you can do to alleviate this problem below.

All successful email marketing companies and many major consumer and retail companies are finding some of their email blocked. As ISPs and corporations attempt to reduce the amount of unsolicited commercial email (spam) that their email clients receive, they are also blocking wanted email.

The most common method of blocking is the use of blacklists. Most email marketing service providers that do not require "confirmed opt in" are on various blacklists. Confirmed opt in (also known as "double opt in") requires a reply to a confirmation email before a subscriber can be added to your list. Therefore, no email can be sent to a subscriber until the subscriber has responded to the confirmation email. You are not



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permitted to contact the subscriber in any manner to determine why they may not have confirmed their subscription. Confirmed opt in is NOT the commercial standard. There are activists who wish that it was, and in hopes of promoting their views they have developed blacklists.

The goal of the blacklists is to block spam, or unsolicited commercial email. Because they tend to be either arbitrary or to block large amounts of user email, the blacklists are frequently ineffective and often result in "false positives" when requested emails are blocked. One reason the amount of affected mail from Constant Contact is low is that blacklists are frequently used in conjunction with exception lists, also known as whitelists. Because Constant Contact follows strict commercial opt-in policies, when we contact ISPs that are blocking Constant Contact we are almost always successful in getting on the white list.

### What you can do

**Obtain another email address.** One solution is to obtain another email address with an unblocked domain. This change will allow you to receive emails from your Constant Contact account. If you don't have another email address with a different domain, you might suggest a free email account through Yahoo! or Hotmail. **Or...**

**Contact your ISP.** We encourage you to contact the customer service department of your ISP to request receipt of Constant Contact emails. A letter to your ISP not only relays your dissatisfaction, but also, and most importantly, requests a lift to the block. We have drafted a sample letter that you may use to send to your ISP - see below. We ask that you forward your complaint ticket number from your ISP to [ops@constantcontact.com](mailto:ops@constantcontact.com). See below.

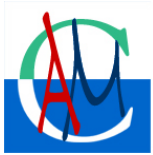
### Letter You can send to your ISP

You can copy and paste this...and then fill in the blanks where the XXX's are...

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 have a blacklist in place to protect customers like myself from unsolicited email; however, this blacklist has made it impossible for me to receive newsletters, announcements, and promotions that I have subscribed to receive. 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 extremely strict anti-spam policies in place.



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Because you block emails from Constant Contact I am unable to receive these communications.

I ask that you add Constant Contact to your white list. For further information about Constant Contact you may contact the Ops team at Constant Contact - 781.472.8103 or [ops@constantcontact.com](mailto:ops@constantcontact.com).

IP addresses for your Network Department

mailface.roving.com 63.251.135.75

ccm01.roving.com 63.251.135.74

ccm09.roving.com 63.251.135.115

ccm06.roving.com 63.251.135.98

ccm07.roving.com 63.251.135.103

ccm08.roving.com 63.251.135.109

ccm02.roving.com 66.151.184.35

ccm03.roving.com 66.151.184.36

ccm04.roving.com 66.151.184.37

ccm05.roving.com 66.151.184.38

c1.confirmedcc.com 64.95.77.162

c2.confirmedcc.com 64.95.77.163

c3.confirmedcc.com 64.95.77.164

outb1.roving.com 63.251.135.94

outs1.roving.com 63.251.135.95

c11.confirmedcc.com 64.95.77.166

c21.confirmedcc.com 64.95.77.167

c31.confirmedcc.com 64.95.77.168

outbb.roving.com 63.251.135.96

outsb.roving.com 63.251.135.97

- To be notified of changes send email to [ops@constantcontact.com](mailto:ops@constantcontact.com)

Please contact me when this problem has been resolved.

Sincerely,

XXXXXX