

## Letter Your Subscriber Sends to Their IT Department

**To:** ISP Customer Support / IT dept

**Subject:** Remove **Constant Contact** Block

*Hint: If you have an ISP email address, like gmail, hotmail, yahoo etc., send to your ISP support/help. If you have email through an organization domain, send to your IT department.*

Hello. My name is \_\_\_\_\_. I understand that you employ filters and/or blocklists to protect employees like myself from unsolicited email; however, I need to ensure I am receiving communications from Head Start California, regarding a conference I just registered for. Additionally, they send emails on a regular basis with important updates I would like to receive this using this email address.

The sender of these emails (Head Start California at [events@headstartca.org](mailto:events@headstartca.org), [info@headstartca.org](mailto:info@headstartca.org), [christine@headstartca.org](mailto:christine@headstartca.org)) uses an email marketing service called Constant Contact. Constant Contact is not an open relay and has strict anti-spam policies in place. If your filters are blocking emails from Constant Contact, I am unable to receive these communications.

I ask that you please help me ensure these emails are not 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 allowlisting:

"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:

208.75.123.2 coi002.confirmedcc.com

208.75.123.3 coi003.confirmedcc.com

208.75.123.4 coi004.confirmedcc.com

208.75.123.103 coil03.confirmedcc.com

208.75.123.104 coil04.confirmedcc.com

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Please contact me when this problem has been resolved.

Sincerely,

[XXXX](#)