



Australian Customs Cargo Advice

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UNSOLICITED (SPAM) EMAIL FILTERING

Customs has become aware of a range of messaging difficulties being experienced by clients who are using email filtering software.

Unsolicited email or spam is an increasingly difficult problem for people and organisations that make use of email for business purposes. This material is most commonly advertising, and is generally for products or services which are offensive, illegal or fraudulent.

Many Customs clients have commercial spam filtering software operating on their mail servers.

If your organisation is operating spam filters on its email gateway please ensure that the ccf.customs.gov.au domain is on your 'white list'.

Please consult your Information Technology (IT) professional if you are not familiar with 'White Listing'.

If you do not have the Customs domain on your list a limit will be set by your software for the number of messages that your mail server will accept from the Customs Connect Facility (CCF).

Some common anti-spam products set this limit to 5 messages and this can result in a severe slow down of the flow of legitimate mail from ICS.