

## Letter Requesting IP Block Be Removed

To: Email Service Provider

Subject: Remove Campaign Monitor IP Address 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 blocklists 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 Campaign Monitor. Because your filters block emails from Campaign Monitor from time to time I am unable to receive these communications.

I ask that you please help me determine why these emails are being blocked. If you are hesitant to allow a lot of IP addresses, you can get in touch with Campaign Monitor to discuss other options or investigate the problem. For further information about Campaign Monitor or to request more information from them such as log files, you can reach them through their Contact form: <https://help.campaignmonitor.com/contact>.

Mail from Campaign Monitor can be found by the following characteristics for whitelisting:

### "Envelope from:" domains:

@cac.createsend.com

@cac.org

### Sending IPs:

These are the IP ranges you can whitelist if you are having trouble delivering email from our software to your own network:

- 27.126.146.0/24
- 103.28.42.0/24
- 146.88.28.0/24
- 163.47.180.0/22
- 203.55.21.0/24
- 204.75.142.0/24

### Upcoming range of IP addresses:

- Ipv6 2404:DE00::/32

Please contact me when this problem has been resolved.

Sincerely,

**XXXXXX**