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Keep Sending us your Spam

By [Roger Keays](#), 29 April 2008

Occasionally, some of our new customers will find that several spam emails make it into their new email account. This is because our filters are not yet familiar with the new customer's email patterns. It is important that you forward any spam you receive to spam@sunburnt.com.au so that our filter can learn which mail is innocent and which is spam. Each spam should be forwarded as a separate email.

If you do not forward your spam the filter will slowly get worse, because it thinks it is doing the right thing. In the worst case, spammers can be whitelisted for your email account and will automatically be approved until you identify their mail as spam.

Don't forget, if you think some innocent mail has been tagged as spam, you can access your quarantine by visiting <http://www.sunburnt.com.au/tools/quarantine>.

If you have any questions or problems about our spam filtering service, please do not hesitate to contact us.

About Roger Keays



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