

TO : Admins WebSecurity GbR & UCEPROTECT-Orga

Form : IT Manager – PrecisionValve South Africa

To Whom It May Concern:

We hereby request that you immediately remove our IP address from the UCEPROTECT black list.

Our IP address (196.211.25.114) is in the range 196.211.25.0/24 that was blacklisted by you.

As you can see from the attached document from your web site, we are not the criminals.

Approximately 20% of our customer base make use of this black list and this means that we are seriously losing business due to the fact that we cannot reach them via e-mail.

Our ERP system automatically send our invoices, purchase orders and credit/debit notes via e-mail.

We will kindly give you 24 hour to remove our IP address from your blacklist and prevent it from being listed again before we will engage in legal action against you for the loss of business during every seven day black listing.

We are not prepared to pay for any removal as our IP address is clean and not the reason for the listing.

**Greeting,
IT manager
Precision Valve SA**

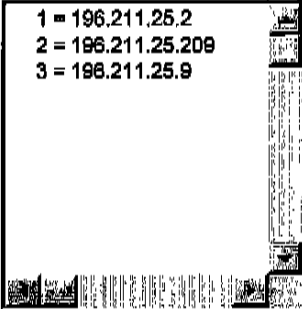
Fax 27 12 5413340

Spam Database Query

Actual Status for 196.211.25.114 at UCEPROTECT-Network:

**UCEPROTECT-Network Level 1:
IP 196.211.25.114 is NOT listed at UCEPROTECT Level 1**

**UCEPROTECT-Network Level 2:
Network 196.211.25.0/24 is blacklisted at UCEPROTECT Level 2
Level 2 listing will be removed, as soon as there are 2 IPs or less from that /24 Net left in
Level 1
The following 3 IPs from this /24 network were Level 1 listed for abuse within the last 7 days.**



```
1 = 196.211.25.2
2 = 196.211.25.209
3 = 196.211.25.9
```

**Just grep your logs (last 8 days) on this Level 1 listed servers for following expression:
UCEPROTECT-Policy Server**

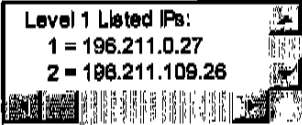
All you need to know in order to locate the problem should be inside those logfiles.

If you do not even own one of those IPs, this indicates, you are probably innocent on our Level 2 listing.

**Please send a complaint to your provider and request him to fix this problem immediately.
Think about this: You pay him for, that you can use the Internet without problems.**

**UCEPROTECT-Network Level 3:
Network 196.211.0.0/16 is NOT listed at UCEPROTECT Level 3**

**Notice: Low risk that listing will escalate to Level 3.
39 IPs of this /16 Network are currently Level 1 listed.
This means, if 474 IPs more get Level 1 listed, the whole /16 Network will get listed at Level 3.**



```
Level 1 Listed IPs:
1 = 196.211.0.27
2 = 196.211.109.26
```

**DNS-Status:
WARNING: No Reverse-DNS (PTR) is assigned to IP 196.211.25.114.
Please request your Admin or Provider to fix this.**