



---

## Transcript of 24x7 Chat

*A transcript of this secure Chat is retained and may be monitored for coaching purposes. You can view our Privacy Statement at telstra.com. Please select 'End chat' if you do not wish to proceed.*

**Christian Jev**

You're connected with Christian Jev

**Christian Jev**

Welcome to Telstra, This is Christian.I do apologize if you had to wait on the queue. How can I help you today?:-)

**Greg**

As the subject says, you're refusing my emails.

**Greg**

To avoid repeating myself, start by reading <http://www.lemis.com/grog/diary-jul2014.php#D-20140704-013224>

**Christian Jev**

Do you mean that you cant send emails to bigpond.com emails?

**Greg**

Read the article.

**Christian Jev**

Im so sorry but i wont be able to access external links Greg.

**Greg**

OK, hold on.

**Christian Jev**

Alright

**Greg**

BigPond support from the outside  
Topic: technology, opinion Link here

Sent a message to Ron Frolley today. It didn't get delivered:

: host extmail.bigpond.com[61.9.189.122] said: 552 5.2.0  
Mexs1o00h1sUVRc01extSj Suspected spam message rejected. IB703 (in reply to  
end of DATA command)



---

Suspected spam? What's that? Against my better judgement, called up "BigPond" support on 13 39 33, fought their stupid voice non-recognition system, and was connected relatively quickly with a Matteo who sounded distinctly Indian. He was out of his depth from the outset. He asked for my account number, and when I told him I didn't have an account with Telstra, he asked for my birth date. No point arguing: I gave him 15 August 1963, so he tried to look it up in their records. Later he wanted to know who my ISP is (lemis.com, of course). Finally I got to reading the error message, but he just said that the outgoing server was to blame. Which outgoing server? Why did extmail report the error? Don't worry, just let me go through my script.

Next question: who are you sending the mail to? Gave him the email ID. Who is that? A friend of mine. Are you near Ron's computer now?

Round about this time I asked to be transferred to his supervisor. Sorry, not until we check your computer and ports. You should be connecting to mail.bigpond.com on ports 587 or 465, which proved to be the numerical equivalent of submission and smtps. That doesn't work, of course:

```
=== grog@www (/dev/pts/0) /usr/local/etc/postfix 14 -> telnet mail.bigpond.com submission
Trying 61.9.189.249...
Connected to mail.BIGPOND.com.
Escape character is '^]'.
ehlo lemis.com
Connection closed by foreign host.
```

I tried to explain to him how SMTP works, and where the problem was detected. I don't think he was listening. Once again I asked for a supervisor, in retrospect a silly thing, since I've already established that, if there are supervisors, they never get involved. Matteo told me that his supervisor was nowhere near him, and he'd have to go halfway through the building to find him. Some supervision, eh? But finally he offered to escalate the matter. That at least is an improvement over my last interactions with them, where I specifically noted the lack of escalation procedures.

Once again he asked for my Big Pond account number. After an explosion on my part he finally gave me the reference number 140703-3820287 and told me they would monitor the connection 24x7, whatever that is supposed to mean. Based on my experience, that'll probably be the last I hear of the matter:

They have never, ever, solved a reported problem.

Maybe it's better for my blood pressure if they don't call back.

And the problem? It seems that in the last two days, since I last sent a message to Ron, they've decided that digitally signed messages are spam. Removed the signature, and it went through. Despite all my distaste for Telstra, I think that the real techies might be interested in that.

Greg

It's not a very good advertisement for Telstra if you don't have web access.



---

Christian Jev

It is for the security of the customers accounts Greg

Greg

Nonsense.

Greg

Your techies wouldn't recognize security if it came and bit them. I suspect that's the current problem.

Christian Jev

Based on what i can see here Greg, that issue is that your emails, to a bigpond email address is being blocked is that right?

Greg

Yes.

Christian Jev

Have you tried sending emails to a different bigpond email?

Christian Jev

And are you able to send emails to any other domain?

Greg

Not very often, but they all get blocked.

Greg

That is, not very often to bigpond. This problem only occurs there. What does the error code mean?

Christian Jev

What is the error message that you get when you send emails to a bigpond email?

Greg

See above.

Christian Jev

May i know the outgoing server of your mail client Greg?

Greg

The most recent one reads:

Greg

: host extmail.bigpond.com[61.9.168.122] said: 552



---

5.2.0 jeSz1s00h1sUVRc01eT0gw Suspected spam message rejected. IB704 (in reply to end of DATA command)

Greg

This is the mail system at host www.lemis.com.

Christian Jev

Let me just go ahead and check this one for you

Christian Jev

Just give me a moment please.

Greg

Thank you

Christian Jev

Is your ISP Lemis is that the name of the provider?

Christian Jev

or is it a email domain?

Greg

LEMIS runs the server.

Christian Jev

When you do a speedtest do you see the name Lemis there as your ISP?

Greg

That depends on where I run a speedtest. What does that have to do with the matter?

Greg

What do you really want to know?

Christian Jev

Because we need to know your ISP in order for us to know the correct outgoing settings

Christian Jev

Im pretty sure that you are well aware of that since you seem pretty tech savvy Greg

Greg

I don't know what "ISP" means in this connection. The IP is 208.86.226.86

Christian Jev

ISP is internet service provider Greg



---

Greg

Which service are you talking about?

Greg

SMTP comes from the address above.

Christian Jev

The one that you are connected to for your internet service

Greg

Which machine?

Christian Jev

Will it be okay if i give you a call Greg?

Greg

No, I'd rather have a written record.

Christian Jev

Alright no worries

Christian Jev

What service provider are you using as of now

Christian Jev

is it Telstra

Christian Jev

or DoDo

Christian Jev

or TPG

Christian Jev

or Vodafone

Christian Jev

or others

Greg

The machine I am using now is connected via Aussie Broadband. It has no connection with the problem.

Christian Jev

To be able to send emails without erros Greg, the outgoing server should come from the ISP



---

Greg

The IP I gave you is hosted by Tranquil Hosting, which does nothing more than transfer IP datagrams.

Greg

No, that is completely wrong.

Greg

To send emails without errors, the MTA should conform to the Internet standards.

Greg

And it does.

Greg

Your MTA produced an error message. What does it mean?

Greg

Until that is clarified, all evidence points to an error at your end.

Christian Jev

I'll go ahead and ask about this particular issue for you, Just give me one moment Greg

Greg

Thanks.

Christian Jev

Just give me a couple of minutes more while I discuss this with them

Greg

Take your time. I've been waiting 2 years already.

Christian Jev

Sorry for the long wait Greg, I'm still discussing this with them now to see what we can do for you here

Christian Jev

just give me a bit more time

Greg

Sure, I'm in no hurry.

Christian Jev

Sorry for that wait Greg



---

Greg

No worries.

Christian Jev

i tried long and hard discussing it with them

Christian Jev

What they want me to do is to double check your email settings

Christian Jev

will that be okay?

Greg

Sure. What do you want to know?

Christian Jev

The outgoing mail server Greg

Christian Jev

And how are you accessing your emails, is it via mail client?

Greg

I gave you the IP address. What else do you want?

Greg

I'm not accessing this email at all. Once the MTA has it, I don't do anything at all with it.

Christian Jev

I really do want to fix this one for you Greg, or even give you the accurate information

Greg

Thanks.

Christian Jev

however i will need details in order for me to determine the main issue here

Greg

OK, details available.

Christian Jev

How are you accessing your emails, is it on an email client like microsoft outlook?

Greg

As I said, this was an email that was sent. I didn't access it at all.



---

Christian Jev

Okay just to make it clear

Greg

Would you like to see the headers?

Christian Jev

your emails are being blocked by bigpond, thats what you are saying, right?

Christian Jev

how were you sending those emails?

Christian Jev

are you using an email client?

Greg

Yes, I showed you the message.

Greg

The message was created with an MUA, relayed to www.lemis.com, which used postfix to connect to your server extmail.bigpond.com[61.9.168.122]

Greg

Relaying was also with postfix.

Greg

Your MTA returned these headers:

Greg

Return-Path:

Received: from eureka.lemis.com (www.lemis.com [208.86.226.86])

by www.lemis.com (Postfix) with ESMTTP id 4167A1B72804;

Mon, 18 Apr 2016 02:26:58 +0000 (UTC)

Received: by eureka.lemis.com (Postfix, from userid 1004)

id CFA3744A5FF; Mon, 18 Apr 2016 12:26:56 +1000 (AEST)

Date: Mon, 18 Apr 2016 12:26:56 +1000

From: Greg 'groggy' Lehey

To: jane harris

Cc: Vanda Iwanowski ,

Kath Phillips ,

Yvonne Lehey

Subject: Re: RE: Today's photos

Message-ID:

References:





---

MIME-Version: 1.0  
Content-Type: multipart/signed; micalg=pgp-sha1;  
protocol="application/pgp-signature"; boundary="La/RrqhzniGiVaa5"  
Content-Disposition: inline  
In-Reply-To:  
Organization: LEMIS, 29 Stones Road, Dereel, VIC, Australia  
Phone: +61-3-5346-1370, +61-3-5309-0418  
Mobile: 0401 265 606. Use only as instructed.  
WWW-Home-Page: <http://www.lemis.com/grog>  
X-PGP-Fingerprint: 9A1B 8202 BCCE B846 F92F 09AC 22E6 F290 507A 4223  
User-Agent: Mutt/1.5.24 (2015-08-30)

**Christian Jev**

To be honest with you Greg, these matter is already out of my scope of support and i dont have enough knowledge to give you accurate details as to what that means

**Greg**

It seems that your web application has changed what I pasted. Comments in are removed.

**Greg**

Yes, angle brackets are removed.

**Greg**

OK, where can we escalate this problem?

**Greg**

Every time I try to get it fixed, I run into a dead end.

**Greg**

And this is a serious problem for me.

**Christian Jev**

Okay i have asked my supervisor about this one for you Greg

**Greg**

Thanks.

**Christian Jev**

What she told me is that for security purposes, our system blocks some emails by default

**Christian Jev**

and what you need to do is to contact your domain



---

Christian Jev  
or ISP

Greg  
That's not satisfactory.

Greg  
All evidence points to an error on your site.

Greg  
And it's causing me great problems.

Greg  
If I don't get satisfaction, I'll have to escalate this to the TIO.

Christian Jev  
What will happen is that your domain, or ISP will be the one contacting bigpond about this

Greg  
I *am* my ISP in this matter.

Greg  
I have contacte myself.

Greg  
I have checked all configuration, and there are no obvious errors.

Greg  
This problem only happens with BigPond.

Christian Jev  
Are you providing your own internet connection?

Greg  
And nobody can even tell me what the error message says, which says nothing good about your technical support.

Greg  
Yes

Greg  
If you check on Google, you'll find that I'm a well-known network personality.

Greg  
But I didn't want that to influence matters.



---

Christian Jev

Im still trying to find a solution for you Greg

Greg

Thanks.

Greg

It seems that you need to find the people who created this message. My guess is that it's intended for some other purpose, and there's a bug in the logic.

Greg

But if you give up without informing them, it will never be fixed.

Christian Jev

Can you trace route mail.bigpond.com and paste the results here

Greg

It's not a connectivity problem, or the message wouldn't have made it at all.

Greg

But hold on.

Christian Jev

Thanks.

Greg

It seems that mail.telstra.com blocks ICMP echo packets.

Greg

But here's what I see:

Greg

```
tracert mail.telstra.com
tracert: Warning: mail.telstra.com has multiple addresses; using 203.36.172.104
tracert to mail.telstra.com (203.36.172.104), 64 hops max, 52 byte packets
 1 208.86.226.85 (208.86.226.85) 0.399 ms 0.249 ms 0.476 ms
 2 edge03.ral.tqhosting.com (208.79.80.101) 0.279 ms 0.249 ms 0.315 ms
 3 162.223.13.177 (162.223.13.177) 0.288 ms 0.465 ms 0.321 ms
 4 208.79.80.254 (208.79.80.254) 6.660 ms 6.643 ms 6.674 ms
 5 10gigabitethernet2-2.core1.ash1.he.net (206.126.236.37) 86.146 ms 37.506 ms 17.199 ms
 6 100ge13-1.core1.lax1.he.net (184.105.80.202) 66.935 ms 65.340 ms 69.494 ms
 7 * * *
 8 i-0-4-0-3.1wlt-core01.bi.telstraglobal.net (202.40.149.193) 66.557 ms
 9 i-0-7-0-5.1wlt-core01.bi.telstraglobal.net (202.84.253.37) 65.061 ms
```



---

i-0-6-0-12.1wlt-core01.bi.telstraglobal.net (202.40.149.141) 66.374 ms  
9 i-0-6-2-0.tlot-core01.bi.telstraglobal.net (202.40.149.218) 305.352 ms  
i-0-5-2-0.tlot-core01.bi.telstraglobal.net (202.84.251.145) 304.185 ms 303.964 ms  
10 i-0-4-0-1.sydo-core01.bx.telstraglobal.net (202.84.141.177) 303.933 ms  
i-0-1-0-30.sydo-core03.bx.telstraglobal.net (202.84.249.38) 303.960 ms  
i-0-1-0-31.sydo-core03.bx.telstraglobal.net (202.84.140.170) 303.399 ms  
11 i-0-1-0-17.sydo-core04.bi.telstraglobal.net (202.84.222.62) 304.446 ms 305.168 ms  
i-0-1-0-18.sydo-core04.bi.telstraglobal.net (202.84.222.66) 304.959 ms  
12 i-0-1-0-14.sydp-core03.bx.telstraglobal.net (202.84.223.21) 309.109 ms 309.937 ms 309.342 ms  
13 bundle-ether3.pad-gw10.sydney.telstra.net (203.50.13.85) 310.571 ms 310.043 ms 310.160 ms  
14 bundle-ether3.chw-core10.sydney.telstra.net (203.50.6.56) 305.424 ms 305.145 ms 304.273 ms  
15 bundle-ether8.exi-core10.melbourne.telstra.net (203.50.11.125) 318.954 ms 318.214 ms 319.006 ms  
16 bundle-ether1.lon-edge901.melbourne.telstra.net (203.50.11.108) 317.875 ms 317.522 ms 317.781 ms  
17 tel1899832.lnk.telstra.net (139.130.7.130) 317.581 ms 317.780 ms 317.576 ms  
18 \* \* \*  
19 \* ^C

Greg

Interestingly it seems to be blocking smtp as well.

Greg

At any rate I'm getting no connection.

Greg

But that's a separate issue which has nothing to do with the fact that your MTA is rejecting a message that has already been received (see the "end of data").

Greg

It seems that your only MX is extmail.bigpond.com.

Greg

mail.telstra.com only listens on http and https.

Greg

```
$ telnet extmail.bigpond.com. smtp
```

```
Trying 61.9.189.122...
```

```
Connected to extmail.bigpond.com.
```

```
Escape character is '^]'
```

```
220 nschwcmgw02p BigPond Inbound ESMTP server ready
```

```
quit
```



---

221 2.0.0 nschwcmgw02p BigPond Inbound closing connection  
Connection closed by foreign host.

Christian Jev

Did you trace route mail.bigpond.com or telstra.com?

Greg

It's in the first line of each traceroute.

Greg

Both of them block ICMP.

Greg

traceroute extmail.bigpond.com.

traceroute: Warning: extmail.bigpond.com. has multiple addresses; using 61.9.189.122

traceroute to extmail.bigpond.com (61.9.189.122), 64 hops max, 52 byte packets

1 208.86.226.85 (208.86.226.85) 0.322 ms 0.324 ms 1.077 ms

2 208.79.80.5 (208.79.80.5) 0.286 ms 0.355 ms 0.304 ms

3 162.223.13.177 (162.223.13.177) 0.455 ms 0.374 ms 0.253 ms

4 208.79.80.254 (208.79.80.254) 6.630 ms 6.715 ms 6.694 ms

5 10gigabitethernet2-2.core1.ash1.he.net (206.126.236.37) 25.128 ms 23.585 ms 6.868 ms

6 100ge13-1.core1.lax1.he.net (184.105.80.202) 65.288 ms 73.751 ms 75.267 ms

7 \* \* \*

8 i-0-4-0-13.1wlt-core01.bi.telstraglobal.net (202.84.253.33) 66.642 ms

i-0-7-0-7.1wlt-core01.bi.telstraglobal.net (202.84.253.45) 67.582 ms

i-0-6-0-11.1wlt-core01.bi.telstraglobal.net (202.40.149.137) 68.710 ms

9 i-3-3.eig-core01.bx.telstraglobal.net (202.84.144.81) 202.411 ms 203.940 ms 203.102 ms

10 bundle-ether3.oxf-gw10.sydney.telstra.net (203.50.13.93) 206.073 ms 206.945 ms 204.474 ms

11 bundle-ether2.oxf-gw11.sydney.telstra.net (203.50.6.95) 203.800 ms 202.724 ms 204.770 ms

12 bundle-ether1.chw-core10.sydney.telstra.net (203.50.6.92) 202.634 ms 204.297 ms 204.803 ms

13 tengigabitethernet7-1.chw38.sydney.telstra.net (203.50.20.176) 201.587 ms 201.669 ms 203.023 ms

14 telstr732.lnk.telstra.net (139.130.6.102) 203.304 ms 207.735 ms 202.462 ms

Greg

And mail.bigpond.com is not responsible for receiving mail from the Internet. That's extmail.bigpond.com, as the DNS services will show you.

Greg

As I said, mail.telstra.com doesn't listen on smtp.

Christian Jev

can you please try it just once Greg



---

Greg

What would you like me to try?

Christian Jev

i know you are very knowledgable with this

Christian Jev

i just want to try something here on my end

Christian Jev

mail.bigpond.com

Greg

That appears to be your outgoing mail server.

Greg

The incoming mail server is extmail.bigpond.com, and that's the only address that any external service will use.

Greg

Though mail.bigpond.com does listen:

Greg

nmap mail.bigpond.com

Starting Nmap 6.49BETA6 ( <https://nmap.org> ) at 2016-04-19 01:45 UTC

Nmap scan report for mail.bigpond.com (61.9.189.249)

Host is up (0.20s latency).

Other addresses for mail.bigpond.com (not scanned): 61.9.168.249

Not shown: 995 filtered ports

PORT STATE SERVICE

25/tcp open smtp

110/tcp open pop3

465/tcp open smtps

587/tcp open submission

995/tcp open pop3s

Greg

But it blocks random UDP, which is what traceroute uses.

Greg

That's not important. The important ports are TCP/smtp and TCP/submission.

Greg

\$ telnet mail.bigpond.com smtp



---

Trying 61.9.168.249...  
Connected to mail.bigpond.com.  
Escape character is '^]'.  
220 nskntcmgw07p BigPond Outbound ESMTP server ready  
quit  
221 2.0.0 nskntcmgw07p BigPond Outbound closing connection

Greg

See the response? "BigPond Outbound ESMTP server".

Christian Jev

I tried talking it out with my supervisor and i think this is really out of my scope of support now

Christian Jev

I really do apologize for the troubles Greg

Greg

OK, not a worry. Could you please connect me to the next level of support?

Christian Jev

Ill still try to find out as to where you can go next

Christian Jev

give me a moment

Christian Jev

Just to clarify, do you have a Telstra account Greg?

Christian Jev

Im just double checking here

Greg

No.

Christian Jev

Okay. thanks

Christian Jev

<https://crowdsupport.telstra.com.au/t5/Telstra-and-or-BigPond-Email-KB/Why-is-my-email-being-blacklisted/ta-p/76234>

Christian Jev

Have you checked that Greg?

Greg



---

Yes.

Greg

That's not support.

Greg

And the content is only marginally relevant.

Christian Jev

I see, what about spamhauz

Christian Jev

spamhaus.

Greg

Already checked. Not there.

Greg

All the suggestions point away from BigPond.

Greg

But all the evidence I see is that this is a problem with BigPond.

Greg

MTA configuration correct. No blacklist entries. Problem occurs \*only\* with BigPond.

Greg

As I say, I suspect that I'm falling foul of a bug in your spam blocker.

Greg

And I'd like to speak with somebody who understands the internals of the spam blocker to find out what the problem is.

Greg

This should be something that BigPond wants too.

Christian Jev

Since you dont have any account with us, it will be impossible for me to escalate this issue Greg.

Greg

OK, does that mean I have to file a complaint with the TIO?

Christian Jev

I really dont know what to do now Greg, i want to escalate this issue for you but you dont have any account with us for me to do that.





---

Greg

It sounds like you have a company problem.

Christian Jev

Have you tried using a diff setting for your mails?

Greg

But I can't see how you can change that.

Greg

I suppose you've checked with your supervisor. Unless she has any bright ideas, it looks like a complaint.

Christian Jev

I think that really is all that we can do for you here Greg.

Christian Jev

I've been trying to find a number that I can transfer you over to

Greg

OK, thanks for the confirmation.

Christian Jev

What I can think of is the Tech support team

Christian Jev

I wanted to test your settings

Greg

I called them up, but they were of no help whatsoever.

Christian Jev

but I don't even know how you access your emails

Greg

BTW, since you went to so much trouble to find where the network problem lies, you might like to read chapter 23 of <http://www.lemis.com/grog/Documentation/CFBSD/book.pdf>

It gives a methodology for cornering the problems.

Christian Jev

so that will be very hard

Greg



---

How I access the email doesn't make any difference.

Greg

The important thing is what your servers do, and it seems that nobody knows that part.

Greg

I have checked my configuration. You can't check yours, apparently.

Christian Jev

Just to clarify this as well, so everytime you try to send an email to a bigpond email address it gets blocked, right?

Greg

Yes.

Greg

And I don't have this problem with any other service.

Christian Jev

I m sorry Greg, but there is really nothing that i can do for you here.. If only you have a bigpond account then i would have already escalated this issue for you.

Greg

No worries. Thanks for the attempt. You've certainly done more than any other BigPond employee I've contacts. Pity it didn't work out.

Christian Jev

I do thank your patience Greg

Christian Jev

and i hope i can find a way to help you with this one

Christian Jev

But as you can tell i did everything that i can to have this sorted out.

Christian Jev

Thanks for appreciating the work that i have done for you as well.

Greg

Right, I'm not blaming you. But BigPond as a company is a real pain to deal with.

Christian Jev

I do apologize for all the troubles that you have experienced Greg.

Greg



---

No worries.

**Christian Jev**

I'll forward this to my supervisor tho

**Greg**

Thanks.

**Christian Jev**

and see if they can send it to the higher ups.

**Greg**

OK, if they find a way, they can contact me at [telstra@lemis.com](mailto:telstra@lemis.com).

**Christian Jev**

Alright Greg, I'll note that here for you as well..

**Greg**

OK, ready to sign off?

**Christian Jev**

Yes Greg, you can now go ahead and close this chat session.. Again, I do apologize for all the troubles that this has cost you.. Hope you have a wonderful day.

**Greg**

Thanks again.

**Christian Jev**

You're very much welcome.