



DNS Texas  
6080 S. Hulen St.  
Suite 360 PMB 128  
Fort Worth, TX 76132

### **REQUEST FOR WHITELIST APPLICATION**

DNS Texas uses aggressive local SPAM filtering technology combined with real-time blacklists (RBL) and SPAM real-time block lists (SURBL) to cut down on the massive number of spam, or mass-mailed e-mails delivered to our hosted customers. Unfortunately, sometimes perfectly legitimate e-mails may get caught during the rigorous checking process. This form, once completed, will 'white list' your sending e-mail address and/or company domain to prevent future blocks. The white list is a permanent list, meaning this is a one-time process, it is maintained in-house by DNS Texas.

Please complete the form below as completely as possible. Once the information is verified, you will receive an e-mail stating whether or not your white list request was approved or not. If approved, your e-mails will no longer be blocked. If not approved, simply correct the missing or incorrect information and re-submit.

#### **INFORMATION ABOUT YOU, THE REQUESTOR:**

Your first and last name:

Your company name (if applicable):

Your e-mail address:

Your phone number:

#### **INFORMATION ABOUT THE BLOCKED E-MAIL:**

What e-mail address was the blocked message sent from?

What is the e-mail address you are trying to send to?

Around what date/time was the last blocked message received?

#### **INFORMATION ABOUT YOUR MAIL SERVERS:**

*If you are the e-mail administrator for your company, please provide the following information. Home users will likely not know this information and can skip this section.*

What are your sending mail servers EXTERNAL IP address(es):

What are your sending mail servers EXTERNAL DNS name(s):

#### **CONCLUSION**

Thank you for completing the above form, you may return the form by choosing one of the methods below. Most white list requests are processed within a few hours.

- 1) Save the completed form and e-mail it to DNS Texas ([nospam@dnstexas.com](mailto:nospam@dnstexas.com)) -or-
- 2) Print the form, fill it out (legibly) and fax to DNS Texas (1.800.763.0791) -or-
- 3) Submit the form electronically by completing it online and hitting the submit button on this PDF.