

## **ATTENTION ALL TM CUSTOMERS**

### **Re-configure Your Email Settings to Send Email**

Dear Valued Customers,

Telekom Malaysia Berhad (TM) wishes to inform customers about its initiative in combating spam on its Internet Protocol (IP) network as part of its initiative to improve its quality of service. Recently, many anti-spam organisations have blacklisted a large number of IP addresses from TM's network. As a result, many customers have been unable to send emails from their mail server to companies and organisations that use databases from the above mentioned anti-spam organisations.

These spamming activities by a small group of irresponsible persons have thus affected a large number of our customers, regardless of the nature of their usage.

Most common email viruses are sent using port 25 to infect computers. Often times, the user never knows their computer has been infected. In order to protect its customers, TM is taking immediate action to address this issue where TM will **block** all OUTBOUND Simple Mail Transfer Protocol (SMTP) traffic or **port 25** for all outgoing e-mails from dynamic IP addresses. Only Outbound SMTP traffic from **smtp.unifi.my**, **smtp.streamyx.com** and **smtp.tm.net.my** will be permitted.

Through this exercise, UniFi **VIP5, VIP10, VIP20 and BIZ5 package** customers with dynamic IP addresses and who have their own mail server, will not be able to send out-going e-mails. As an alternative, TM will be providing these customers with two options. Customers may choose to relay their mail server to our SMTP or use port 587 for any outgoing e-mails. If you want immediate step-by-step instructions, kindly refer to the following links for configuration

**How to configure the relay for client** -<http://webmail.tm.net.my/info/proxy.html>

**How to configure port 587 for client** -<http://webmail.tm.net.my/info/port587.html>

**How to set-up relay host in mail server**- <http://webmail.tm.net.my/info/smtp-proxy.html>

**How to configure port 587 for mail server** – You may need to refer to your administrator or hosting service provider to support and turn on port 587 for their mail server.

Kindly be assured that TM is proactively taking all possible measures to ensure that these spamming activities do not re-occur in the future. We seek your kind co-operation to always be aware and implement the relevant and latest security measures to protect your computers from any e-mail abuse, virus infection, spyware or malicious code.

For further enquiries and assistance, email us at: [unifi@tm.com.my](mailto:unifi@tm.com.my) or contact our TM UniFi Centre at 1 300 88 1221.

Thank You

Telekom Malaysia Berhad

## **RELATED FREQUENTLY ASKED QUESTIONS**

### **What is outbound port 25 blocking?**

Outbound port 25 blocking is a network configuration change that will prevent computers on the TM network from connecting to servers outside its network. Servers outside the TM network use a method commonly employed to send unauthenticated, unsolicited e-mail or “spam”.

### **Why is TM blocking outbound port 25?**

The majority of spam (unsolicited email) on the Internet is caused by malicious software viruses that take control of infected computers. These viruses direct the infected machines to send email through port 25. TM takes spam very seriously. TM blocks outgoing connections on port 25 to prevent infected computers from being used by spammers to send unsolicited email. Outbound port 25 blocking is a standard industry method to control spam.

### **When will outbound port 25 blocking be implemented?**

We have been implementing outbound port 25 blocking for TM Internet services since Quarter 1 2008.

### **Will outbound port 25 blocking apply to all TM broadband customers?**

Outbound port 25 blocking will be applied to UniFi and High Speed Internet services that use dynamic IP addresses. If you subscribe to a static IP address service, you will not be affected.

### **Do I have a dynamic IP address?**

If you have the standard VIP5, VIP10 and VIP20 UniFi residential or the business BIZ5 package, you will have a dynamic IP address. Static IP packages are sold as an upgraded or value added service for BIZ10 and BIZ20 packages

### **Will I be impacted by port 25 blocking?**

If you have a dynamic IP address and you use a third party email account to send emails from a desktop client such as Outlook®, Outlook Express® or similar programs, you may be affected and should continue to read this notice. If you are using email provided as part of your TM service or a web-based email account from another provider, you will not be affected.

### **How do I determine if I am using a third party email account?**

If your email address is not part of your TM High Speed Internet Service, and it does NOT end with @tm.net.my, @streamyx.com or @unifi.my you are using a third party account.

### **Do I have to change my tm.net.my, streamyx.com or unifi.my email account settings?**

No. Subscribers using TM email services will not be impacted.

### **I am using a third party email account that I access using my web browser. Will I be affected?**

No. Web-based email services will not be impacted.

**I am using a third party email account. I also use a desktop client to manage my email. What must I do to continue using my third party service?**

You have three options:

1. Change your email client to send email using port 587. If you want immediate step-by-step instructions, kindly refer to the following links for configuration

**How to configure the relay for client** -<http://webmail.tm.net.my/info/proxy.html>

**How to configure port 587 for client** -<http://webmail.tm.net.my/info/port587.html>

**How to set-up relay host in mail server**- <http://webmail.tm.net.my/info/smtp-proxy.html>

**How to configure port 587 for mail server** – You may need to refer to your administrator or hosting service provider to support and turn on port 587 for their mail server.

2. Use web based email services. Web based e-mail is unaffected by port 25 blocking. Check with your e-mail provider to see if web based access is available.
3. Upgrade to a UniFi or High Speed Internet account with static IP addressing. Business packages customers may subscribe to static IP addressing.

**What is Message Submission?**

Message submission is an alternate way to send email which is not affected by outbound port 25 filtering.

**Is there a whitelist or exemption process?**

None.