

On Line With...

Haviland Telephone Company, Inc.

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New E-mail Equipment

Back in December, we began to see rejection messages from certain e-mail domains: Users couldn't send to some e-mail addresses. Of course, that disrupted e-mail sent from our business office, too. E-mail that originated from our havilandtelco.com (and related giantcomm.net) mail domain was rejected by several mail servers, including earthlink.net. As we researched, we discovered our domain name was blacklisted. Apparently one or more of our customer accounts either sent suspicious mail, or more likely, our domain name was used to relay suspicious mail. The rejecting e-mail servers considered our server an "open relay," and rejected all e-mail from it.

This disrupted mail from (or appearing to be from) our domain name. It placed us in the embarrassing position of having outbound e-mail denied at other mail servers. You may have noticed you couldn't e-mail specific people for about 2 weeks, without using a different e-mail account. To get off the blacklist required several contacts, frustrating conversations, pledges of various sorts, and several clean days.

Everyone who uses e-mail knows about SPAM, unwanted e-mail. Periodically, persons and even companies are paid to generate large volumes of e-mail to large numbers of e-mail accounts. Sometimes this is done merely to disrupt the flow of e-mail communications, but it's often done to generate sales leads. Rather than running the risk that their sending domain names will be identified and all that e-mail easily stopped, some unscrupulous operations will bounce or relay mail off other domain names. Of course,

this is frustrating to people who didn't want to receive the e-mail, but it also takes up enormous amounts of bandwidth, e-mail server space, and local computer hard-drive space. Some analysts believe more than half of all e-mail is SPAM!

To prevent this, some Internet companies look to see what e-mail servers are sending lots of suspicious looking e-mail, and block all e-mail coming from these servers. Other companies concentrate on keeping these lists, often called black-lists, for companies to consult. Then, Internet companies load these black-listed names into servers that block all e-mail originating from those servers. In fact, the Internet industry has talked about adopting several SPAM-prevention techniques that utilize these blacklists, or similar concepts, across all service providers.

So, during the last month, we have installed an out-bound e-mail filter. This means that e-mails that our new filter considers suspicious will be quarantined before it leaves our network. Recipients of your out-going e-mail will begin to see this message: "This email was Anti Virus checked by Astaro Security Gateway. <http://www.astaro.com>." This means that our out-bound e-mail filter, made by Astaro, has checked the e-mail and determined that it did originate from our server, probably doesn't contain a virus, and probably isn't SPAM.

The out-going SPAM filter utilizes real-time blackhole lists, greylisting, heuristic filtering, and URL checking. The unit also checks for the file extensions on attachments. It will not send the following attachments: .chm, .pif, .reg, .scr, .cmd, .vbe, .vbs, .wsh, .jse, .js, .inf,

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E-mail Equipment

(Continued)

.hta, .vbx, .bat, .com and .msi. If you have a legitimate attachment utilizing one of these extensions that needs to be sent, but is being blocked, you can send from some other e-mail address, or contact us. We can release individual messages from quarantine.

As an additional precaution, no end user interface has been established to it. So, unlike Postini, which has a user interface, you can't control the settings in this unit.

If we don't maintain the integrity of our domain name, none of us can use e-mail. What can you do? Help us maintain a clean reputation for our e-mail server and domain name: Keep your computer's virus protection up to date. Delete suspicious looking e-mail. Use Postini for in-bound protection. It's also a good idea to keep an e-mail address on some other server, just in case.

Quarantined Extensions

.bat	.msi
.chm	.pif
.cmd	.reg
.com	.scr
.hta	.vbe
.inf	.vbs
.js	.vbx
.jse	.wsh



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2001 Ford Taurus SES, four door sedan. Front wheel drive, AM/FM/CD, power driver's seat, power locks and windows, keyless entry, 105,000 miles. Slight damage to rear. Good for beginner driver. \$2,500 OBO.
Contact Sabrina at 1-800-339-8052 or sabrina@havilandtelco.com

News and Other Items:

New CPNI Rules:

The FCC has set a date for the implementation of new CPNI rules for Dec 8, 2007. Watch for our changes during the following months

Local Calling:

Local calling for Kiowa County has been tentatively extended until early September. Until that date calls between Greensburg, Mullinville, and Haviland will remain local calls.

Greensburg Phone Numbers:

As displaced government, businesses, and families move out of Haviland and Mullinville temporary locations, telephone numbers at temporary locations may change. Call us with questions.

New Website:

Not as popular as your tube, veoh.com intends to be a video clearinghouse. It organizes videos into various channels, representing various kinds of interests. Most videos are 2-5 minutes long. Most are amateur-ish, but still a much better quality than those posted by professionals just a couple of years ago.

Families need not worry, since the web site defaults to a family filter "on" setting. But be warned that the categories are not perfect. While searching for running training tips, I found videos that were clearly not about running training in the "running" sports channel.

These are also often pretty big files, often more than 30 megabytes, and will be slow to load with older computers or slow connection speeds. Still, if you're looking for web videos, this site has many can't easily find elsewhere.