# Maillist delivery problems

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Some list members are reporting delivery delays and/or non-delivery of a mail list sent from an off-campus listserver. How can I fix this?

## Context

MIT's mail configuration has an automated blocklisting system that blocks sites that appear to be sending too many messages to too many recipients (a sign of a spammer), which may be a cause of the problem.

## Solution

Send an email to helpdesk@mit.edu with:

1. A copy of a Message-ID of a recent unsuccessful message with the full mail headers if possible
2. The IP address used by the list when delivering to MIT