

From: Kester, Tony
To: Pondy, Kevin <pondyk@aging.sc.gov>
Date: 1/28/2013 7:18:30 AM
Subject: FW: VisionLink: Email Notification Failure

Interesting they want to know how we block.

From: Julie Gold [mailto:gold@visionlink.org]
Sent: Monday, January 28, 2013 2:00 AM
To: Kester, Tony
Subject: VisionLink: Email Notification Failure

Tony,

At VisionLink we use email as our primary tool of communication with our customers, sending important notifications about new features, maintenance windows, user group activities, to name a few. Because we rely so heavily on email we want to make sure that you are receiving all of these communications. Recently we've noticed that one or more of our sent emails have been blocked by your email due to quota issues, spam filters or email browser policy.

It is important to us that you receive these email updates, thus we are reaching out to let you know this is happening and to see if we can find a solution. The first step is to contact your IT department or email administrator, and see what spam filters or email blocking guidelines they enforce. By sharing that information with us we can better tailor our messages to reach you going forward.

We hope that we can fix this issue and you can receive all future email notifications! Please feel free to contact me if you have any questions.

Thanks,

Julie Gold

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Our address is 3101 Iris Avenue, Suite 240, Boulder, Colorado, 80301, USA

If you do not wish to receive future e-mail, [click here](#).
(You can also send your request to **Customer Care** at the street address above.)