

Hello [REDACTED],

Thank you for contacting the Australian Communications and Media Authority (ACMA).

Your enquiry has been escalated to the relevant line area for an expert response. Should the line area require additional information they will contact you directly.

As this enquiry requires an expert response, it may be some time before you receive a reply.

Kind regards

Alex  
Enquiries Officer  
Customer Service Centre  
Telephone: 1300 850 115  
Email: [info@acma.gov.au](mailto:info@acma.gov.au)

----- Original Message -----

**From:** System System

**Received:** Sun Jun 04 2023 13:11:55 GMT+1000 (Australian Eastern Standard Time)

**To:** ACMA Customer Service Centre; CSC CSC; CSC CSC; Mail Delivery System; svc\_crm c2c\_prod; System Contact

**Subject:** Enquiry Received - ACMA-ENQ-4832WPNT08 [SEC=OFFICIAL]

Enquiry: ACMA-ENQ-4832WPNT08

Type: All other enquiries

Type: Enquiry

First name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone Number: [REDACTED]

**SURVEY?:**

Comments: I have been forwarding spam emails to [report@submit.spam.acma.gov.au](mailto:report@submit.spam.acma.gov.au) for a long time now, However, over the last few weeks whenever I attempt to forward any suspected spam emails to you I get the message that the connection to the outgoing mail server failed. I have no problem sending or forwarding emails to anybody else. Can you offer any advice as to why this would happen please? I have checked that your email address is correct in my contact list Thank You

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