

# Spamhaus Delisting

**Note:** Please use “[www.ipchicken.com](http://www.ipchicken.com)” or “[www.whatismyip.com](http://www.whatismyip.com)” to know your public IP Address.

1. Visit “<https://check.spamhaus.org/>” and input the listed **Public IP Address** for checking.



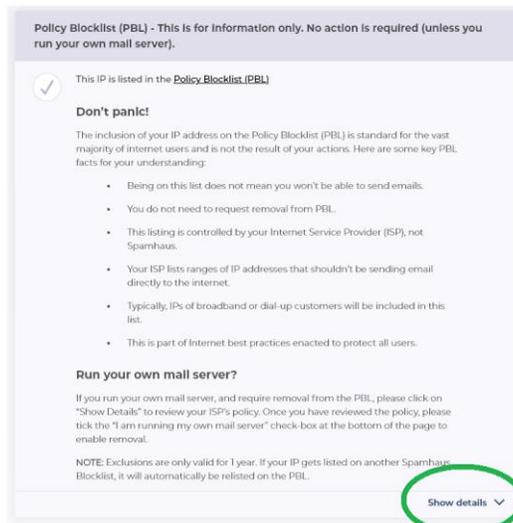
Enter a single IP, domain or hash

127.0.0.1

Lookup

2. After checking your **Public IP address** for listing click the drop down “**Show Details**” then Click “**I am running my own mail server**” and proceed to next step.

- Note that not all listed IP address are available for removal request some of it needs a settings reconfiguration to be delisted.



Policy Blocklist (PBL) - This is for information only. No action is required (unless you run your own mail server).

✓ This IP is listed in the [Policy Blocklist \(PBL\)](#)

**Don't panic!**

The inclusion of your IP address on the Policy Blocklist (PBL) is standard for the vast majority of internet users and is not the result of your actions. Here are some key PBL facts for your understanding:

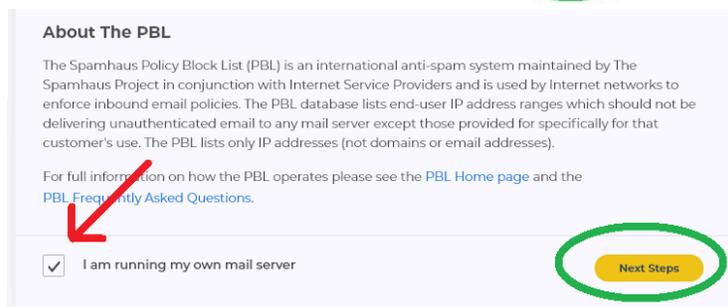
- Being on this list does not mean you won't be able to send emails.
- You do not need to request removal from PBL.
- This listing is controlled by your Internet Service Provider (ISP), not Spamhaus.
- Your ISP lists ranges of IP addresses that shouldn't be sending email directly to the internet.
- Typically, IPs of broadband or dial-up customers will be included in this list.
- This is part of Internet best practices enacted to protect all users.

**Run your own mail server?**

If you run your own mail server, and require removal from the PBL, please click on "Show Details" to review your ISP's policy. Once you have reviewed the policy, please tick the "I am running my own mail server" check-box at the bottom of the page to enable removal.

NOTE: Exclusions are only valid for 1 year. If your IP gets listed on another Spamhaus Blocklist, it will automatically be re-listed on the PBL.

Show details ▾



**About The PBL**

The Spamhaus Policy Block List (PBL) is an international anti-spam system maintained by The Spamhaus Project in conjunction with Internet Service Providers and is used by Internet networks to enforce inbound email policies. The PBL database lists end-user IP address ranges which should not be delivering unauthenticated email to any mail server except those provided for specifically for that customer's use. The PBL lists only IP addresses (not domains or email addresses).

For full information on how the PBL operates please see the [PBL Home page](#) and the [PBL Frequently Asked Questions](#).

I am running my own mail server

Next Steps

3. Fill out the form with the needed information then click **“Submit”**.

- Please use a **private email address** and avoid using free email addresses. (Ex. [@yahoo.com](mailto:example@yahoo.com), [@gmail.com](mailto:example@gmail.com), [@hotmail.com](mailto:example@hotmail.com) & etc.)
- Make sure to state every actions made to stop the spam (Ex. Scanning of office PC units using Anti-Virus, Checking for vulnerable website plugins, eliminating the compromised email address from your mail server & etc.)

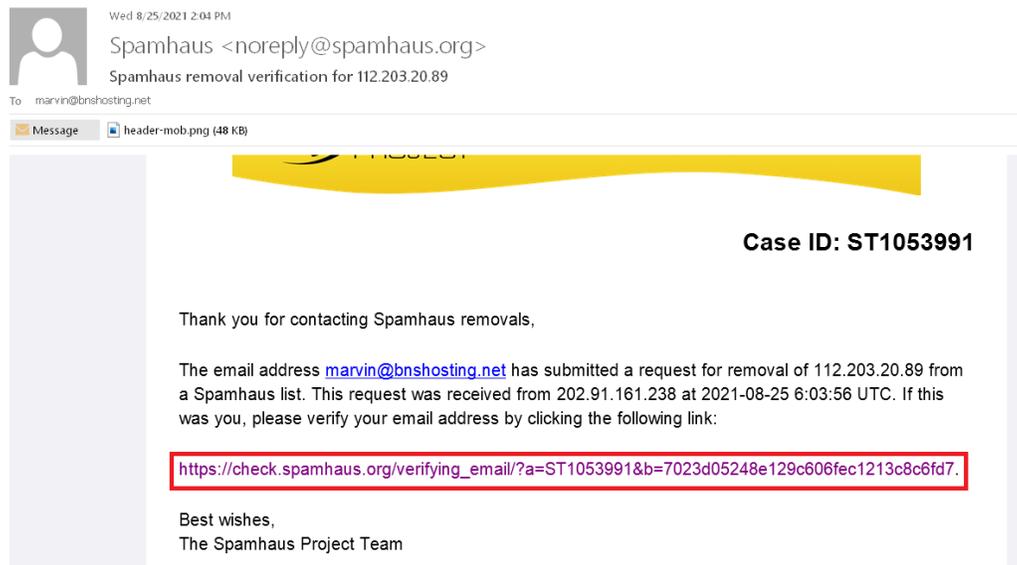
The screenshot shows a web form with a progress indicator at the top showing three steps: 1. Explanation (checked), 2. Verification (active), and 3. Conclusion. The main heading is "Removing [redacted] from PBL". Below this, it says "We need your details to process your request" and provides instructions: "Please fill out and submit the form below. You will receive an email to verify your address (remember to check your junk folder!). Once you have confirmed your email address, we can begin reviewing your delisting request." The form contains three input fields: "Full name\*", "Email\*", and "Confirm email\*", each with a red bar indicating the user's input. Below these is a larger text area for "Please provide details regarding the issue\*" with a red bar. At the bottom left is a reCAPTCHA logo, and at the bottom right is a yellow "Submit" button circled in green.

4. After submitting the information needed you will be redirected to **confirmation page** and will guide you to check the email verification just to confirm that the request is legit and not a bot automated request.

The screenshot shows a confirmation page with a progress indicator at the top showing three steps: 1. Explanation (checked), 2. Verification (active), and 3. Conclusion. The main heading is "Thank you for submitting your details!". Below this, it says "Now, please go check your email and verify your email address." and provides instructions: "You will receive an email from [noreply@spamhaus.org](mailto:noreply@spamhaus.org). Please click on the link in the email. Once you have verified your email address, the listing will be removed immediately, or a ticket will automatically be created for review by our delisting team. All communications relating to a removal ticket can be managed through our ticketing center."

5. Check your email for **verification** and visit the link provided by Spamhaus.

- Make sure to check your email **Spam Folder** due to sometimes email filters/email securities marked it as **\*\*SPAM\*\* EMAIL**
- Sometimes it takes minutes for the email to arrive so kindly wait for the verification email instead of requesting another delisting request.



6. You will be redirected to a confirmation page and will show that the delisting was successful.

- Note that It takes 1 hour for the propagation of delisting.

