To: Parents not receiving Charms Emails
Subject: Contact Your ISP

Dear Parents,

This letter is for parents who are not receiving emails from Charms. I know that you would like to receive these valuable communications, so I ask that you do two things.

First log into Charms and make sure that your email address is correct. If it is not correct, please update your information.

If your email is correct, please send the below letter to your ISP's customer support department. Please be sure to replace the information in the XXXX areas below.

As you may know, Charms powers the email communications I send. When you receive a response from your ISP, please forward the response email to the following address: charmssupport@charmsmusic.com. Charms will follow-up with your ISP once they receive your email.

I apologize for any inconvenience this may cause you.

Sincerely,

Megan Christian

Letter Parent Sends to ISP

To: [Verizon/Bell South/Knology] Customer Support
Subject: Remove Charms Block

Hello. My name is XXXX and I have been a customer of your services since XXXX. I understand that you employ filters and/or blacklists to protect customers like myself from unsolicited email; however, this has made it impossible for me to receive newsletters, announcements, and other important messages from my child's school that I have requested. I value these communications and would like to receive them using this email address.

The sender of these emails uses an online service called Charms, located at www.charmsoffice.com. Charms is not an open relay and has strict anti-spam policies in place. Because your filters block emails from Charms I am unable to receive these communications.

I ask that you please help me determine why these emails are being blocked. For further information about Charms or to request more information from them such as log files, their support team can be reached at – 214-556-1912 or charmssupport@charmsmusic.com.

Mail from Charms can be found with the following characteristics:
        Envelope from domain: @dorianhost.com
        Sending IP: 216.139.229.203
        MX Record domain: mail.dorianhost.com

My teacher's email is: teacher email here
Email sent from charms will have "charmsmusic.com" as the domain.

Please contact me when this problem has been resolved.

Sincerely,

XXXXXX