

KNOWLEDGE BASE · PUBLIC DOCUMENT

Your domain or IP is on a blacklist: how to check and how to get off it

E-mail

CODE

RLX-AO-KB-1680

VERSION

v2026.10.15

COUNTRY · LANGUAGE

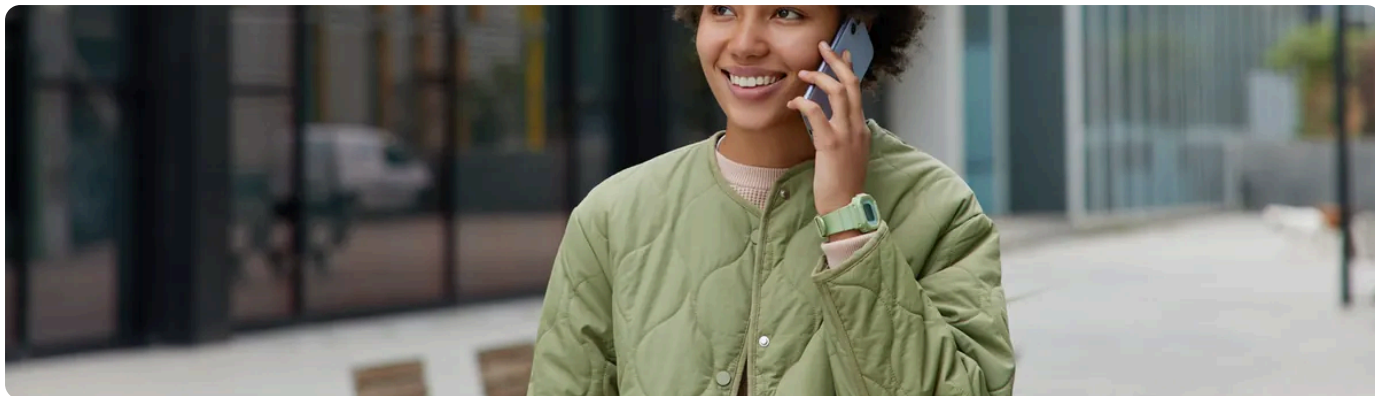
Angola · English

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Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

<https://www.meu.interweb.ao/knowledgebase/1680>



The short answer: a **blacklist** is a list, kept by third parties, of IP addresses and domains seen sending spam. Many mail servers consult them and **refuse** messages from whoever is on them. We do not decide who gets in or out: the way is to find the cause, fix it and ask the list itself to remove you.

How to tell it is this

1 Read the bounce. The error message you get when an e-mail does not arrive usually gives the reason and often **the name of the list** and a link to its page. Words like “blocked”, “blacklisted”, “listed” or “reputation” point here. Other codes are in **Bounce message 550**.

2 Find the IP your e-mails go out from (in the message header or in the bounce). If you send through your hosting, see **What your hosting IP address is**.

3 Look it up on a site that checks an IP against many lists at once (search for “blacklist check”). If it appears on any, note the name.

What to do, in order

1

Stop the cause first. Asking for removal without fixing what caused the listing only gets you listed again. The usual causes: an e-mail account with a stolen password (see **Your e-mail account has been hacked**), a website form being used to send spam, or an infected program.

2

Check the domain's authentication: SPF, DKIM and DMARC set up properly help a lot. See **SPF, DKIM and DMARC**.

3

Ask the list to remove you. Each list has its own page and process. Some drop the address by themselves after a while if the spam stops; others want a form. We cannot tell you how long it takes: it depends on each one.

4

If the IP is shared, the problem may come from another account on the same server, not yours. Open a ticket with the full bounce and the list's name: on our side we can see what is going out.

What you see	What it usually is
Only some recipients refuse (one big provider, say)	The IP or domain is on a list that provider consults.
Everyone refuses, naming a list	A direct listing. Follow the steps above.
It goes to the junk folder, not refused	Usually reputation or authentication, not a blacklist. See How to write an e-mail that does not land in spam .

Distrust anyone who charges to get you off a list. Removal on the serious lists is free. And if you send newsletters, write only to people who consented: see **[Building an e-mail list legally](#)**.

Are your e-mails being refused? Open a ticket with the whole bounce message, uncut.

[Open a support ticket](#)

SEE ALSO

[Why your e-mail is not sending or receiving](#)

[Bounce message 550: user unknown, relay denied and rejected, what each one means](#)

[SPF, DKIM and DMARC: why your e-mail lands in spam](#)

[Your e-mail account has been hacked: what to do in the first hour](#)



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