



## Problems with @btinternet.com and @hotmail.com addresses

We have seen a sustained pattern of @btinternet.com and @hotmail.com email addresses rejecting emails sent from the school's mass mailer programme. This has led to a number of families missing communications from the school. The problem seems to be linked to the email systems developed by Yahoo and used by a range of companies including BT and Sky.

You may receive some communications from school and believe that your @btinternet and/or @hotmail address is working, but not all communications will be coming through or it may suddenly stop working.

We have made BT Yahoo aware of the problem but, where possible, we strongly advise parents who have provided the school with an @btinternet.com and @hotmail.com address to send us an alternative address to which emails can be sent. If you do not already have an alternative email address you can create a free web-based Gmail account easily by following the instructions at [www.google.com/gmail](http://www.google.com/gmail).

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