

**APEXS, INC.**

Applied Expert Systems & Software  
*We Put Technology to Work for You*

October 22, 2012

Innove/Globe Communications, Inc.  
Customer Service Department  
Gaisano Grand Mall  
Philippines

To Whom It May Concern:

This is in reference with our letter dated October 5, 2012. **RE: WEBSITE CAN'T BE ACCESSED USING GLOBE and HIGH VOLUME SPAMMERS.**


The problem regarding the website has been solved temporarily but the high volume of spammers still occurs.

I will appreciate if you could give me a formal written response within 15 days from receipt hereof, otherwise, I will file a formal complain to senior management.

*Concern # 09175498221*

Thank you.

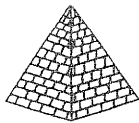
Respectfully yours,

  
Mr. Shelly L. Shannon  
Account Holder

*Received by: [Signature]  
Yvette T. Coates p/r/n*  
  
*- we will escalate to concern group for proper handling*

*11/9 - pls be informed for visit of the site since there are configurations needed to be done at the area  
- we have sent a ff up email for the visit*

*[Signature]  
Annalee Celina*



**APEXS, INC.**  
Applied Expert Systems & Software  
*We Put Technology to Work for You*

October 10, 2012

Innove/Globe Communications, Inc.  
Customer Service Department  
Gaisano Grand Mall  
Philippines

To Whom It May Concern:

This is to follow up my complain last Friday. Please see attached letter.


Below is my complete account detail.

Account #	Mobile#	Account Name	Address
26331995	0917-5498221	Applied Expert Systems and Software, Inc.	EGI, Maribago Lapu-Lapu

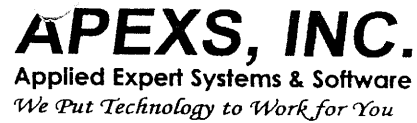
We would appreciate if you can address this matter **ASAP**.

Thank you.

Respectfully yours,

  
Mr. Shelly L. Shannon  
Account Holder

*Received by  
Muthu  
Cost  
w/w/w*



Suite 714 EGI City By The Sea, Maribago, Mactan, Lapu-lapu City 6015 Cebu, Philippines  
Tel. : (6332) 495-2106, 495-2113 • Telefax: (6332) 233-0835  
E-mail Address: [apexsinc@mozcom.com](mailto:apexsinc@mozcom.com) Website: [www.apexvalue.com](http://www.apexvalue.com)

T#35497: Web Site

**Posted:** 3 Mar 2012, 02:25:11 AM; **Updated:** 3 Mar 2012, 02:25:11 AM; **Closed:** 3 Mar 2012, 09:07:09 AM

**Status:** Closed [Ticket has been closed for 30+ days. Follow-ups disabled]

**Ticket Content:**

Hi Tech Support,

I've complained before that our [www.apexvalue.com](http://www.apexvalue.com) and [www.cardriverdata.com](http://www.cardriverdata.com) websites couldn't accessed in SmartBro and you told me that the caused of the problem was our ISP was blocked of your services because of the spam.

Now, I could access our websites connecting to SmartBro but the problem is I couldn't access connecting to Globe. Is this the same problem with SmartBro before that you blocked our ISP because of the spam and now on Globe?

Hope you have a solution of this asap.

Thanks,

Shel

IP Address: 121.54.49.13

User Agent: Mozilla/5.0 (Windows NT 5.1; rv:7.0.1) Gecko/20100101 Firefox/7.0.1

**Solution:**

Thu Mar 15 08:28:48 2012

Hi Shelly,

It would sound like it is the same issue, yes. Please understand that we take no joy in blocking traffic, but we do so to protect our customers and despite how it may appear it is not only Filipino providers that do not handle complaints. Many providers do not, but it appears that there is one spammer in your country who actively targets our customer's sites.

It is very strange because they have almost a signature pattern to their attacks against our customer sites and so we have come to recognize this attacker. If we block the individual IP address then all that they do is disconnect and reconnect to obtain a different IP address and keep attacking. Indeed this happened again just yesterday. I pulled up the IP address and it is in the 203.177.0.0 - 203.177.255.255 range. This is registered to:

inetnum: 203.177.0.0 - 203.177.0.7

netname: GLOBE-LEGASPI-PH

country: PH

descr: LEGASPI GLOBE

Which I assume would be the same provider as you are referring to. This would suggest that this same

spammer has moved providers. When we first saw their attacks yesterday we noted that they had not attacked us for a while and assumed it was simply because of the firewall rules. As those are still in place I can only assume that your other ISP finally banned them and they switched ISPs.

The IP address for this ticket was not in that range so I am unable to add an exception for your IP address. For now though I have removed this block.

If we see further spam then it will be added again and it will stay permanently as we cannot have our reputation, those of our customers, or indeed our service, harmed by a rogue spammer who makes money by pushing scams.

Regards,  
Colin.