

# MTNL Broadband Notice

## Dear MTNL Broadband User:

You may be aware of the DDOS attacks that crippled lot of ISP's in Maharashtra last week. While the MTNL infrastructure was not affected by this, we are taking some additional measures to protect broadband users. There are many broadband users who do not have effective Anti Virus systems. Hackers attack these systems, install zombies and then carry out

- SPAM attacks (frequently), and
- DOS attacks (infrequently).

To stop SPAM attacks, MTNL Mumbai will be blocking port 25 for all broadband users. Port 25 is typically used by zombie PC's to send out SPAM. These attacks happen without the knowledge of end users and make the Internet connection slow and increase the broadband user's Internet usage. By blocking this port, MTNL will be stopping these attacks.

This change should not affect the typical user, as Internet and browsing access does not require port 25 access. Corporate email users can ask their System administrators to use a different port (587, 465, etc.) and continue to use their emails without any interruptions.

This does not affect GSM / leased line users. We expect very few users to be affected by this. If you are affected by this, as a short term measure, you can use relay services from MTNL. We have provided the following resources if you have any queries:

1. [Guide on how to configure MTNL SMTP relay services](#)
2. Support Email: [mailsupport@mtnl.net.in](mailto:mailsupport@mtnl.net.in)
3. Phone: 022-24331175

This measure will be implemented on 28-7-2016 evening. Configuration changes (if guide is followed) should be done by users on or after 29-7-2016.

Thanks & Regards  
**MTNL helpdesk.**