I am using Webservio's Email Defense service. However, ...

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Webservio's Email Defense service is extremely effective against spam using Bayesian techniques. However, some spam will trickle into your email. If you are receiving a lot of spam, then there are a few reasons why this could be happening:

a) Please check to see if you only have the MX records as provided by Webservio. Having additional MX records can be a backdoor for spammers to send spam to your email. Contact support@webservio.com if you are unsure what your MX records should be.

b) Spammers often send email to users that do not exist. Please check the recipient(s) of the spam messages. Webservio's Email Defense service only protects the email users set up for your domain. If you need protection for more users, then please contact your account manager. In order to evaluate the problem in depth, please send the email header of one of the spam messages to stopspam@webservio.com. You can find more information on how to find the email header by clicking on this question:Â How do I see an email header?.