Port 25 Requests Regarding SMTP & AWS

01/02/2024 6:46 pm EST

From: Sedona Office Support <sedonaoffice_support@boldgroup.com> / Case 00078422 Example
Sent: Thursday, April 27, 2023 1:11 PM
To: pweber@thenetxperts.com
Cc: brads@optbusinessservices.com; michelle@optbusinessservices.com; Brenden Beaver <brendenb@ssasecurity.com>; james@optbusinessservices.com; support@optbusinessservices.com
Subject: RE: SSA Security

Good Day <customer>

We follow AWS Security guidelines and to open that port is requires a special request to AWS for approval.

To make this request you will need to provide us the following for submissions:

Provide the required information in the **Use case description** field:

1. A clear and detailed use case for sending email from your EC2 instance.

2. A statement outlining your plan for assuring that your account isn't implicated in sending unwanted emails.

This is required to make the request to AWS. If/Once the request is approved, we can reach back out to let you know.

We understand your MFA problems with O365, and have experienced them ourselves. To get around you may be able to utilize an application password on the server which lets applications authenticate and bypass MFA https://learn.microsoft.com/en-us/azure/active-directory/authentication/howto-mfa-app-passwords. Due to O365 throttling emails we have elected to use a email relay service as our final means to mitigate issues with O365.

Best,

Bold Group Support & Infrastructure