Alexandrina Council
Important Notice

Date: 6 February 2024
Subject: Bigpond Email Confirmation Issue

We have identified an issue with Bigpond email addresses affecting eNotices and FlexiPay sign-ups. Customers using Bigpond may not receive confirmation emails due to a server-related problem.

Council has contacted Forms Express who have confirmed the issue lies with the Bigpond server and is therefore outside of our control.

To address this, we recommend the following:

1. Consider using an alternative email address if possible.

2. For Bigpond users: Log in to your Bigpond mail, click on the gear icon for "Settings," navigate to "Mail," select "Safe Senders," and add noreply@enotices.com.au to ensure proper delivery.

We apologise for any inconvenience and appreciate your understanding.

Kind regards,

Alexandrina Council Finance Team