

Why Surveymonkey sucks

In the past we used a home-grown web application for on-line surveys, but it turned out to be too much work to make it do what we wanted. We thought it would be a better approach to use a commercial service for, and picked [Surveymonkey](#) to conduct some on-line surveys. This service seems to suffer from a serious flaw in its e-mail setup. TERENA has been [publishing SPF records](#) for more than 4 years now.

The Surveymonkey survey tools allow you to configure a FROM address on survey invitations that get sent out by e-mail which - no prizes for guessing- in our case is set to <survey@terena.org>.

Unfortunately the resulting e-mail is being sent with that very address as the envelop.

We publish SPF records with the "-all" flag ([Allow domain's MXes to send mail for the domain, prohibit all others](#)), so anyone that uses SPF is perfectly entitled to reject that mail.

Surveymonkey seems to be aware of this issue, as can be seen from the (brain-dead) [explanation of the problem](#) on their site.

The **real** fix would be of course to always sent invitation e-mail using a surveymonkey.com envelope address, and use the customer provider e-mail address as FROM address in the headers.

If you are a Surveymonkey employee and you are reading this, I can summarize this story: **you're loosing revenue if you don't fix this.**

