

What is "junk / spam" email?

Junk e-mail and spam are both terms for advertising and e-mail sent to you which you did not ask for and which you do not want.

Where do these people get my email address?

1. Run programs that collect email addresses out of Usenet posting headers
2. Gather them from subscriber lists (such as AOL's Member Profile list)
3. Use web-crawling programs that look for mailto: codes in HTML documents
4. Find them in online "white pages" directories
5. Buy a list from someone who already has one
6. Take them from you without your knowledge when you visit their web site
7. Collect member names from online "chat rooms"

What should I do when I receive a spam message?

Stay calm! Remember not to reply to the message. It only confirms to the sender that you have read the message and that your e-mail address is correct.