

Protect Yourself from SPAM

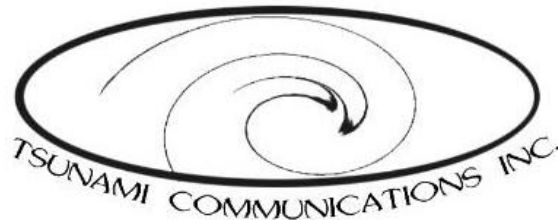
E-mail SPAM

Tsunami has a strict policy against obtaining e-mail addresses from consumers or businesses for marketing purposes. Our strong sense of responsibility towards our clients and others guides our strict anti-SPAM policy.

- Any of our clients using Tsunami e-mail services for SPAM, scam or fraud schemes will lose the account with no refund option.
- Accounts used to send SPAM will be added to an international 'senders blacklist' to prevent further abuse.
- All SPAM e-mail received or reported to us by our users is reported to the ISP or the Federal Trade Commission at their established anti-SPAM reporting e-mail box.

Dealing with SPAM

1. **Never respond to SPAM.** If you reply and ask to be unsubscribed or removed from the mailing list, you are only confirming an active e-mail address. Confirmed addresses are then sold as part of other mailing lists to literally hundreds of other companies.
2. **Don't post an unencrypted e-mail address on your web site.** Posting your email address on your site allows spammers to utilize 'crawlers' to harvest e-mail addresses from the Internet. This software crawls through web pages seeking text strings that match the format used in e-mail addresses. Any e-mail address that is posted on your web site should be encrypted to prevent this harvesting.
3. **Choose your e-mail address carefully.** A common user name such as 'jsmith' will receive more spam than one with a mix of numbers and letters such as 'j5smith9x' due to a technique called 'dictionary spamming'. Even user names beginning with letters closer to the end of the alphabet get less SPAM because most lists are sorted alphabetically, and spamming sessions are often terminated before they complete.



4. **Use a free e-mail service on the Internet.** If you share your e-mail address online you will get SPAM - it's a fact. By using free e-mail services such as Hotmail or Yahoo you can prevent new SPAM from coming in to your main e-mail account. Ask your friends and family not to send you e-cards to your primary account.
5. **Opt out of directory listings.** If you use an on-line service that offers a member directory, opt out of it; they are favourites of spammers. Even the free e-mail services will list you in a directory if you don't opt out. These directories are easy access for spammers.
6. **Read the 'Terms of Use' and 'Privacy Policy'.** Any web site that requests your e-mail address should have these policies available online. Is your information going to be sold or given to other parties? Have you checked a box that opts you in for bulk mailings from this web site? Often the 'yes' box is selected by default! If there is no privacy policy posted – consider whether or not you trust the company with your e-mail address. If you use an on-line service that offers a member directory, opt out of it; they are favourites of spammers.
7. **Use an e-mail program with SPAM and/or junk mail filters.** Filters cannot eliminate all incoming SPAM but will reduce the overall volume greatly. Most of the free e-mail services have junk mail options and applications such as Microsoft's Outlook have filtering options for both junk mail and adult content as well.
8. **Never click on anything advertised by SPAM.** This only supports the process and in most cases the spammer collects a commission based on how many people click on their unsolicited e-mails.
9. **Ask your Internet Service Provider about their SPAM policy.** Many ISPs already have SPAM blocking technology in place. You may be able to forward the SPAM you receive to them and help to build a database of SPAM so you can help prevent similar types of e-mail from being sent to you in the future.

For more detailed information on how to protect your corporate environment, please contact Tsunami (contact@tsunami.ca).

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