

# EXHIBIT 10

## ATTACHMENT A

### **All Major ISPs and many state Attorney Generals warn against attempting to “opt out” of spam**

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<http://www.microsoft.com/dynamics/community/avoidspam.msp>

Avoid replying to spammers.

Spam messages may tell you how to opt out of future mailings for example, by replying with "REMOVE" in the subject line. But many spammers deceptively include these instructions just to confirm they've reached a working e-mail address.

Unless you know the message sender or you're unsubscribing from a mailing list you signed up for, you should delete these messages without responding.

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<http://office.microsoft.com/en-us/help/HA010701261033.aspx>

Avoid replying to the sender

When you reply and type REMOVE in the subject line, this is a great way to let spammers know that yes, your e-mail address is up, running, and being used right now. It's like waving a white flag that says, "I read unsolicited e-mail. Please send more."

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[http://www.earthlink.net/about/press/fighting\\_spam/](http://www.earthlink.net/about/press/fighting_spam/)

Never reply to spam.

Legitimate companies will allow you to unsubscribe to an email list by hitting reply and typing remove from list in the subject line. For spammers, however, your reply is simply verification that they hit a valid email address, and you'll be forever on their list.

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<http://sbc.antispam.yahoo.com/tips>

Never respond to unsolicited email - this can alert the sender that your email address is valid.

Never click on a URL or web site listed in spam - this will also alert the sender that your email address is valid.

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<http://www.att.com/gen/general?pid=1401>

If you receive spam, don't reply to the sender or follow any removal instructions that might be included in the e-mail.

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<http://www.comcast.com/Customers/FAQ/FaqDetails.ashx?Id=2397>

Do not reply to unsolicited e-mails.

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<http://www.spamhaus.org/removeisformugs.html>

By sending back a 'remove me' opt-out request you are confirming to the spammer that your address is live, you are confirming that your ISP doesn't use spam filters, you are confirming that you actually

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open and read spams, and that you follow the spammer's instructions such as "click this to be removed". You are the perfect candidate for more spam.

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<https://www22.verizon.com/foryourhome/eRepairNet/DSLRepairANR/Common/SupportDetails.aspx?case=c2281>

Don't respond to spam. Some spam messages contain links that promise to remove your email address from a mailing list. However, when you select these links, you prove that your email address works, and the person who sent the message could sell your email address to other spammers.

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<http://www.charter.com/Visitors/Support.aspx?SupportArticleID=63>

Do not attempt to unsubscribe from spam. This will only confirm to the spammers that the email account is being actively read. Once the spammers know an account is active, the amount of spam may actually increase

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<http://www.netzero.net/support/security/info/control-spam.html>

Do not follow instructions to reply with the word 'remove' or 'unsubscribe' in the subject line or body of the message unless it is from a trusted source. This is often a ploy to get you to react to the email. Not only will spammers fail to unsubscribe you, they will have even more incentive to sell your address - which you've validated with your response.

Never click on a URL or web address listed within a spam email even if the message tells you that is how you unsubscribe, unless it is from a trusted source. This also alerts the sender that your email address is active and can result in more spam.

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<http://www.stanford.edu/group/itss-ccs/security/junkmail.html>

Do not reply to spam! Some junkmail messages urge you to send an "unsubscribe" reply to their service if you want to get off their list. This is a common ploy for harvesting email addresses; instead of getting off their lists, you'll be added to others (your email address may even be sold to other direct marketers), and you'll find yourself getting more spam than before.

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[http://www.qwest.com/about/protection/checklist\\_computer.html](http://www.qwest.com/about/protection/checklist_computer.html)

Don't reply to a spam message. You will only get more spam.

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[http://www.messagelabs.com/About\\_Us/News\\_Events/Press\\_Releases](http://www.messagelabs.com/About_Us/News_Events/Press_Releases)

New York, NY, 5th October 2004 - MessageLabs, the leading provider of managed email security services to businesses, is today urging global email users not to click on the opt-out link on spam emails as it has intercepted a number of messages using this feature to turn PCs into open proxies for distributing further spam.

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<http://ag.ca.gov/consumers/general/spam10.php>

Never respond to unsolicited email. Your response is likely to trigger more spam to your email address.

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<http://www.oag.state.tx.us/consumer/spam.shtml>

**Use the "remove" feature with great caution.** A reputable business concerned about customer relations will honor your request to be removed from their list. However, it has been standard operating procedure among unscrupulous spammers for years to use the remove feature to identify active mailboxes. The reality is, when you use the remove feature, you may be inviting more, not less, spam. Here again, state and federal law have outlawed an undesirable practice, but that doesn't mean it will be discontinued.

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<http://myfloridalegal.com/pages.nsf/Main/CF6B2EA408EF89A585256EBB006E8646?OpenDocument>

**Do Not Respond to SPAM.** Responding, even if you are only asking to be "removed" from a mailing list, can increase the amount of spam e-mail you receive because spammers know your address is active. Always be wary of e-mails, and links or pop-ups in e-mails, seeking personal information as legitimate businesses do not generally request information by e-mail.

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[http://www.mass.gov/?pageID=ocaterminal&L=4&L0=Home&L1=Consumer&L2=Privacy&L3=Junk+Mail&sid=Eoca&b=terminalcontent&f=stopping\\_junk\\_mail&csid=Eoca](http://www.mass.gov/?pageID=ocaterminal&L=4&L0=Home&L1=Consumer&L2=Privacy&L3=Junk+Mail&sid=Eoca&b=terminalcontent&f=stopping_junk_mail&csid=Eoca)

**Don't reply to the spammer!** Most "spammers" not only will ignore your request to be dropped from the mailing list, but they also will interpret your response as a positive sign that the message was actually read. Don't encourage spammers by buying their products or responding to their E-mail.

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<http://security.fnal.gov/handouts/DealingWithSpam.pdf>

#### **Avoid Unsubscribe or Opt out Links**

Many spam messages will contain links that claim if you click on them will remove you from their mailing list. What you are really doing is verifying that your email address goes to a real person.

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[http://www.michigan.gov/ag/0,1607,7-164-34739\\_20942-57953--,00.html](http://www.michigan.gov/ag/0,1607,7-164-34739_20942-57953--,00.html)

Do not open, and never respond, to junk e-mail. Although spammers say they will remove you from their list if you "opt out", many will use your response as an indicator that your account is active and will send you additional junk e-mail and sell your address to other marketers.

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[http://www.cio.ne.gov/tech\\_serv/email/ube/spamTips.html](http://www.cio.ne.gov/tech_serv/email/ube/spamTips.html)

#### **Do Not Unsubscribe From SPAM**

Do not click the Unsubscribe/Remove me from your list links on SPAM messages. This only notifies the Spammer that your email address is a valid one and they will send you more spam.

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<http://dti.delaware.gov/information/cybersecuritydigiKNOW.shtml>

*digiKNOW* that when you respond to an unsolicited spam email and ask them to remove you, you usually get sent MORE spam?

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