



To Users of NNWIFI eMail Service

NNWIFI does not send email notices to users that their mailbox is full. Such messages are spam or phishing attempts to gain access to your email account.

If you receive such a message, call 804-435-6909 BEFORE you take any action to respond to the message.

These phishing attempts are somewhat obvious if the note is read closely. Most commonly they have several of these traits:

1. The sender is questionable. (NOTES 1 & 2: The FROM addressee is misspelled, and the sender (webmaster) is inappropriate for an email service.)
2. The message does not address you by name. (NOTE 3: NNWIFI knows your name and would address any message directly to you by name).
3. The message is to several "users" or "undisclosed addressees". (NOTE 3: It is unlikely that multiple users of our email system would be over a set limit size at any one time.)
4. The format has bad or incorrect grammar. (NOTES 4, 5, 6, 7, 8 12, & 13: Misspellings, unnatural grammar, wrong punctuation, unprofessional wordings, etc. In the example below, there are run on sentences, missing spaces between sentences, missing capitalizations, etc.)
5. You are directed to a secure site, but the link is to an unsecure server. (In the example below you are told to complete the "secured admin contact form" (HTTPS), but the link is to an unsecure server (HTTP). (NOTES 9 & 10: The "S" at the end of httpS identifies the link as going to a secure server, however the directed link is missing the "S", thus an unsecure link.
6. The response link does not go back to NNWIFI, but some other address. (NOTE 11: In the example below, the response goes back to "hhpast.com".)
7. The message does not have an NNWIFI officer's signature block or telephone contact number. (NOTE 12 & 14: This is after all the Northern Neck where it is easier to pick up the phone if there is a problem, than it is to fill out forms and deal with strangers. A copyright notice is not an appropriate signature.)

From: Northern Neck **Wireles**¹ Support [mailto:**webmaster**²@nnwifi.com]
Sent: Monday, December 09, 2013 9:38 AM
To: **undisclosed-recipients**³:
Subject: **Nnwifi**⁴ Alert

Please be informed⁵ that there is a network maintenance activity **scheduled**.**And**⁶ your mailbox is **over Quota 160000**⁷ **KB**.**click**⁸ on the web mail update link below and complete the **SECURED**⁹ ADMIN CONTACT FEEDBACK FORM.

http¹⁰://**hhpast.com**¹¹/forms/use/OnlineTechnicalSupport/form1.html

Sincerely¹²

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