What is Spam

Spam is unwanted email, these emails can include such items like advertisements, chain letters, scams, and other varieties. The most common are advertisements. Companies send these emails to large groups of people in hope that they will get a response. There is very little cost to the company to send this spam so they have nothing to lose. Spam can range from simple advertisements to offensive material.

Spammers have several ways of obtaining email addresses, the most common are simpler than you would expect. Some spammers have programs that travel through web pages on the internet searching for email addresses on those pages (called harvesting). Many websites also sell their customer lists to spammers for profit. You may beilive you are just signing up for a joke of the day, horoscopes or simply becoming a member of a site, but your email address could be sold to spammers which is one very important reason to read the Privacy Policy and terms and conditions of any website where you enter your email address before signing up. Some spammers simply guess a huge list of email addresses and send out the spam hoping that some of the addresses belong to real people (called a dictionary attack). Please do note that Planet Ozi do not give out information or email addresses of its customers.

To help prevent your address from receiving any un-necessary spam there are a few guidelines below which should help;

- Only give out your email address to people you know. When signing up to websites or for newsletters and such, a good suggestion is to set up an email account with one of the free online email providers and use this address as a "dummy" address for sites that require an email address.
- Never reply to spam, Never click the unsubscribe link in a spam email, and avoid loading any images in a spam email. These can all be used as methods to validate your address as a real address, which to that perticular spammer will cause them to target your address more often.
- Don't forward spam, it is illegal to send spam originating from Australia under the Spam Act 2003. This was a great step forward by the Australian Government however in most parts of the world it is still legal to send spam which unfortunately will be where the majority of spam that ends up in your Inbox will be from.
- Delete it, don't read it and defiantly do not buy the products being sold and do not visit the web site that the spam links to

The spam issue is becoming a critical size, it is estimated that for the average email user, 28% of the email they receive is spam.

Information for end-user's whose messages have been blocked

The first thing to note is that there are several types of error codes that you may see when you receive a Non-Delivery Report (NDR) which we explain below;

450 Error
There are several reasons for receiving a nondelivery report with a 450 status error.

- The sending system may be attempting to connect too often. Like most service providers we limit the number of connections any one sender can make simultaneously.
- Connection attempts that are made too frequently in a given period of time will also result in this error message.
- Periods of transient heavy traffic on our mail servers can also result in delays and this error. Most commonly this is when our servers receive a very large amount of spam in a short period of time

What do I do with a 450 error?

These are temporary occurrences and should clear up soon. If the sending system does not try to automatically send the message again, ask your correspondent to re-send the message and it should get through.