

Email: Junk email for our domains

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I am getting junk mail from one of your domains, how can I make it stop?

WebNexus (SCR) is a "net responsible" ISP (Internet Service Provider) and we do not allow spam to come from our network. Our mailing lists are double opt-in and WebNexus/SCR specific. What double opt-in means is that to be placed on our mailing list you must request to be added. Once that request is submitted an email is sent to you to verify that you do indeed want to be on the selected lists. WebNexus/SCR Specific means that we don't advertise any products other than WebNexus/SCR products and even that is rare. Mostly they are used to inform customers about outages and/or changes in service. The only exception to this currently is the tips and tricks list which is a small teaching mailing list that offers information about how to use your computer and the internet safely and to the fullest potential.

However it may appear that there are "spam" emails that come from us. There are several viruses and spammers out there that use the webnexus.net, webnexus.com or scronline.com domain name for faked email addresses or for faking the "from" email server name. As an example the following page from McAfee's website describes one particular instance:

http://us.mcafee.com/virusInfo/default.asp?id=description&virus_k=137592

WebNexus/ SCR Receives quite a few spam reports of this nature. While we would love to help, there is really very little we can do to prevent it as the problem does not originate from our network. What we can do is inform users what they can do to get this email properly reported to the place it comes from.

The best freely available tool for this is <http://www.spamcop.net> This site will "read" the email and pull out the appropriate information to report it to the network administrators of the network the mail comes from as well as the site that is "spam-vertised". You will have to learn a few things about how to properly report email but once you learn, you can help kill off the scourge that is spam.

The other thing you can do is switch internet providers to one that filters your email for spam and viruses. While no filtering can be 100% many large ISPs do no filtering at all or use methods that don't work. Point of fact, many of the large ISPs don't even stop the spam coming from their network in the first place. Feel free to investigate your options as many smaller independant ISPs do so much more for the customer above and beyond the filtering of email.