

Dear Vistabeam Customer,

As many of you may be aware, we have had an issue lately with spammers "spoofing" people's email addresses. These spam emails make it appear like you are sending a spam message to yourself.

Our technical support and operations staff have been working on this issue and took steps at the beginning of January to resolve it. We saw some immediate and positive results to our steps on January 2nd and it appears that this issue is now resolved, but we will continue to work on it wherever we see it pop up.

As for these spam messages that you had been receiving, it is perfectly safe to delete these messages. None of the messages that we have found so far have contained any viruses. They were just very annoying for anyone who did receive them.

One thing you can do to help minimize issues such as these is to save your Vistabeam email address for friends, family, and important business contacts. Activate and use a second email address through Yahoo, Hotmail, or Gmail to fill out forms and applications at online sites. This helps ease the load on our spam filters and makes less work for you in managing any spam.

Thank you very much for choosing Vistabeam as your High Speed Internet provider! Have a great 2009

Sincerely,

The Vistabeam Technical Support Staff