The AOL "Big Picture"
March 2000

- US Members - 23 million
- International Members - 3 million
- Simultaneous Users - 1,602,181
- Sessions/day - 58 million (World Wide)
- E-mails/day - 120 million
- E-mail Recipients/day - 173 million
- IM's/day - 651 million
- Web Hits/day - 6 billion
- Stock Quotes - 245 million

America Online Interactive Features

- Member Directory
- Member Profiles
- Buddy Lists
- Instant Messages
- E-Mail (with attached files)
- People Connection Chat Rooms
- WWW Pages with hyperlinks from e-mail or Instant Messages

AOL Neighborhood Watch

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Keeping the AOL Community Safe

E-mail & Hyperlink Safety

Scammers often use hyperlinks to direct you to Web sites that look like official AOL or AOL.COM pages, but are not. The e-mails and Web pages may claim that you've won a prize or encourage you to sign up for testing of a new product or service. They may even look identical to AOL services such as AOL NetMail. **NEVER click on hyperlinks in e-mail sent to you by strangers.**

Notify AOL

Shopping & Banking

Parental Controls: Take charge of your kids' online experience.

E-mail Safety: Find out what you can do about junk mail and more.

Computer Safety: Learn how to spot & avoid viruses and Trojan Horse programs.

Suggested Safeguards: Tips to keep your online time fun and safe.

Keyword: Neighborhood Watch

When you click on **Submit** it takes you to an almost identical page:
http://205.188.137.185/BlueMountain43/blue.scr
If you agree to download the file, it downloads blue.scr, which is a trojan virus pretending to be a .scr file (screen saver)

Password / Credit Card Solicitation Scam

AOL Billing Error

Subj: **AOL Billing Error**
Date: 5/31/00 12:39:44 PM Eastern Daylight Time
From: [redacted]
To: [redacted]
Sent on: AOL 5.0 for Windows sub 104

Dear Valued Customer,

There has been a problem with the AOL Billing Server and we require that you re-enter your billing information so that you may continue using your AOL account. Please click on the link below.

AOL Billing Update Center

Thank you,
John D.
AOL Billing Update Team

Reply
Forward
Reply All
Add Address

Delete
1 of 1
Help

AOL.COM

AOL Mail | My AOL.COM | People/Chat | Search | Shop | Web Centers | Try AOL FREE!

You are here: Home > AOL Billing Center

AOL Billing Center

Answers to common questions

- Why have I been brought here?
- I want to stay with AOL, how do I keep my account?
- What if I dont have another Credit card?

Please follow these 4 quick steps, then click "OK."

1 Enter your current credit card information.

AOL Accepts

Credit Card Type: Visa

Debit/Credit: Select

Credit Card Number: (e.g. 1234 5678 1234 0000 for Visa)

Expiration Date: 02 / 2000

Fullname from Credit card

Bank name

Important Guidelines

Please type in your current credit card used for your AOL account.

For name and address, please consult your billing records and credit card receipts. Please type your name and address *as it appears on your credit card statements.*

You must be the credit card holder or authorized user of the credit card.