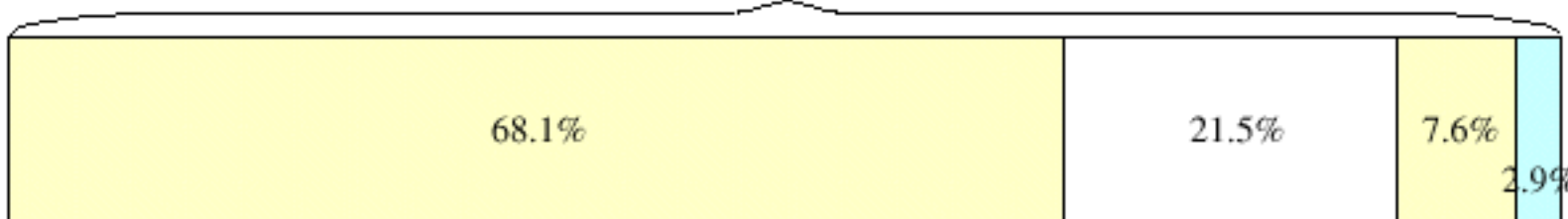


## Questionnaire Survey (May 2001)

About 90% of users who changed address resulted in less junk e-mail

**89.6%**



Eliminated junk e-mail    Less junk e-mail    No change    Not sure

84% of users who have never received junk e-mail use original username, not telephone number.

