

## Spam, Phishing and Spoofing Example

### Slide 1: The Spam / Phishing E-Mail

The link is to <http://www.vonagesupport.net> - it sounds legitimate, but the real Vonage is <http://www.vonage.com/support/>

The screenshot shows a Microsoft Word document titled 'Document1 - Microsoft Word' containing an email. The email header shows 'ACCOUNT LOCKED' and 'VONAGE [accounts@vonage.com]'. The body of the email features a Vonage logo, a warning message, and a link to 'Unlock your account'. Red arrows point from two text boxes to these elements. The first box points to the logo and the warning text, stating: 'Note the real, but illegally copied Vonage logo and the dire warnings.' The second box points to the 'Unlock your account' link, stating: 'If you mouse over and pause, (but do not click!). the underlying web address will appear. However it is not the real Vonage website.'

Document1 - Microsoft Word

ACCOUNT LOCKED

File Edit View Tools Actions Help

Reply Reply all Forward Add to calendar Delete Not junk Print Previous Next

VONAGE [accounts@vonage.com] Add contact 1/15/2010 1:19 PM

To: John Becker (john@medofficesystems.com);

ACCOUNT LOCKED

**Vonage**

VONAGE service locked. Follow up all the steps needed to update your services. Please begin the activation sequence as soon as possible. Failure to update your information will lead to the permanently suspension of your account.

[Unlock your account](#)

VONAGE SECURITY DEPARTMENT 2010(C)

Note the real, but illegally copied Vonage logo and the dire warnings.

If you mouse over and pause, (but do not click!). the underlying web address will appear. However it is not the real Vonage website.

start | Junk e-mail - Window... | ACCOUNT LOCKED | Vonage - Support - ... | Document1 - Microso... | 5:30 PM

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### Slide 2: The Fake Vonage Web Page

They have spoofed the Vonage logo, they thoughtfully even spoofed the new account offer box.

The screenshot shows a Windows Internet Explorer browser window titled "Vonage - Eight - Windows Internet Explorer". The address bar contains the URL "http://vonagesupport.net/#Eight". A red arrow points to this address bar with a text box that says: "The faked Vonage address: There is no 'vonagesupport.net'".

The main content of the page includes the Vonage logo, a "Login" section with fields for "Username:" and "Password:", and a "Submit" button. A red arrow points to the login form with a text box that says: "This is not a real login box, it captures your login account and password for purposes of identify theft."

There is also a promotional offer box titled "Check Out These Great Features!" with the text "Toll Free Plus" and "With Vonage Toll Free Plus, you can get your own toll free number for". Below this, it says "only \$4.99 month". A red arrow points to this offer box with a text box that says: "In an effort to look realistic, these enterprising hackers even copied the Vonage special offer ads!".

At the bottom of the page, there is a disclaimer: "FREE MONTH OFFER ONLY ON \$24.99 UNLIMITED RESIDENTIAL PLAN. NEW SUBSCRIBERS ONLY. PLAN FEE WAIVED BUT ALL OTHER CHARGES APPLY. Free Calls To Europe Offer (available only with Unlimited Residential Plan) Does Not Apply To Certain Call Types, Such As Calls To Cell Phones, and is limited to Italy, France, Spain, UK and Ireland. Vonage 911 service operates differently than traditional 911. See [www.vonage.com/911](http://www.vonage.com/911) for details. Rates exclude: broadband service, regulatory and activation fees and certain other charges, equipment, taxes, & shipping. Additional calling charges may apply on Basic Plans. International calls billed per minute. High-speed Internet required. Alarms and other systems may not be compatible. Offer valid in US only. Click for [Terms of](#) 7 Vonage Marketing, Inc., All Rights Reserved."

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### Slide 3: The REAL Vonage web page:

Note the differences: a real menu bar with many more options, the real web address, and real contact information.

The real Vonage web address, note the menus and links to other services and "Contact Us" links.

U.S. | [Canada](#) | [U.K.](#)

**Vonage**

[My Account / Login](#) | [Contact Us](#) | [FAQ](#)

Search

Home | **How Vonage Works** | **Calling Plans** | **Features** | **Support** | **Order Now**

### The Vonage Online Support Center

Get help, learn about our products, and contact us.

Support | Glossary | Can't find what you are looking for? [Contact Us >](#)

**Search Support**  
Enter a term and click Search.  
  
**Search**

**Learn More About Vonage**  
[What is Vonage?](#)  
[Coverage & Availability](#)  
[Number Transfer](#)  
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[Vonage Features](#)  
[Rate Plans & Fees](#)  
[Service Requirements](#)

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[Vonage Mobile FAQs](#)

**Getting Started**  
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[V Portal Device Configuration](#)  
[Multiple Phones](#)  
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[View Your Bill](#)  
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[How Do I Make A Payment?](#)  
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FEEDBACK

Done | Internet | 100% | 5:28 PM