US 20080104664A1

(19) **United States**

(12) **Patent Application Publication**

(10) **Pub. No.: US 2008/0104664 A1**

(43) **Pub. Date: May 1, 2008**

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(54) **SYSTEM AND METHOD TO GENERATE COMPLAINTS OF UNSOLICITED EMAILS**

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(21) Appl. No.: **11/965,174**

(22) Filed: **Dec. 27, 2007**

Related U.S. Application Data

(63) Continuation of application No. 10/864,763, filed on Jun. 8, 2004, which is a continuation of application No. 09/982,415, filed on Oct. 17, 2001, now Pat. No. 6,748,422.

(60) Provisional application No. 60/242,026, filed on Oct. 19, 2000.

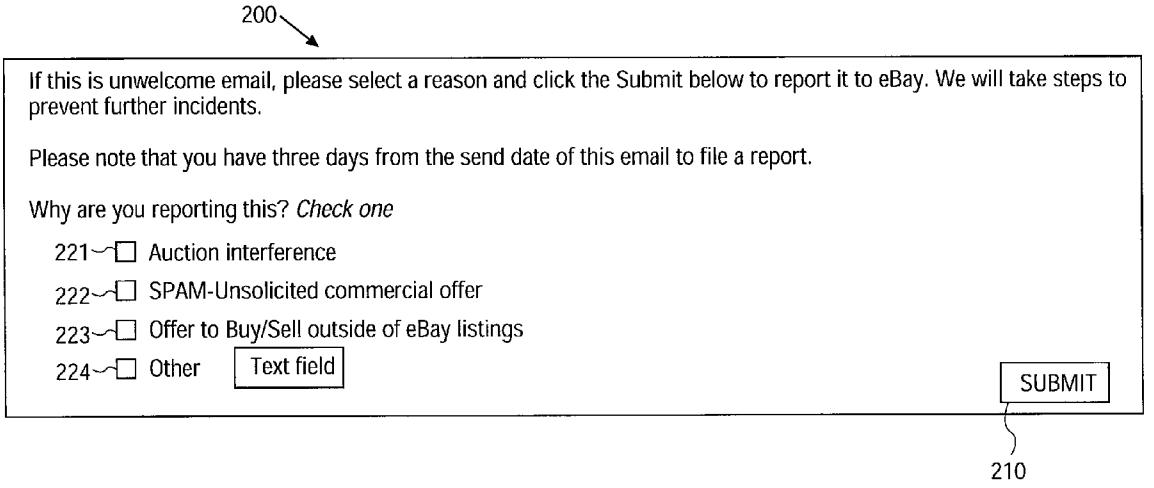
Publication Classification

(51) **Int. Cl.**
G06F 21/00 (2006.01)

(52) **U.S. Cl.** **726/1**

(57) **ABSTRACT**

A system and method to control sending of unsolicited communications over a network is provided. Typically, the network is the Internet and the system defines a SPAM prevention tool for users of an on-line service, such as an on-line bidding service. Users may contact an intended recipient with a contact form, which is forwarded to the recipient's e-mail address by an on-line service provider. A link accessible from a Web site allows recipients of unsolicited e-mail to complain to the on-line service provider. Sanctions are implemented against the sender of unsolicited e-mail based on the frequency of complaints. When the complaint level against a sender reaches a certain threshold, the sender is unable to use the contact form for a predetermined time period.



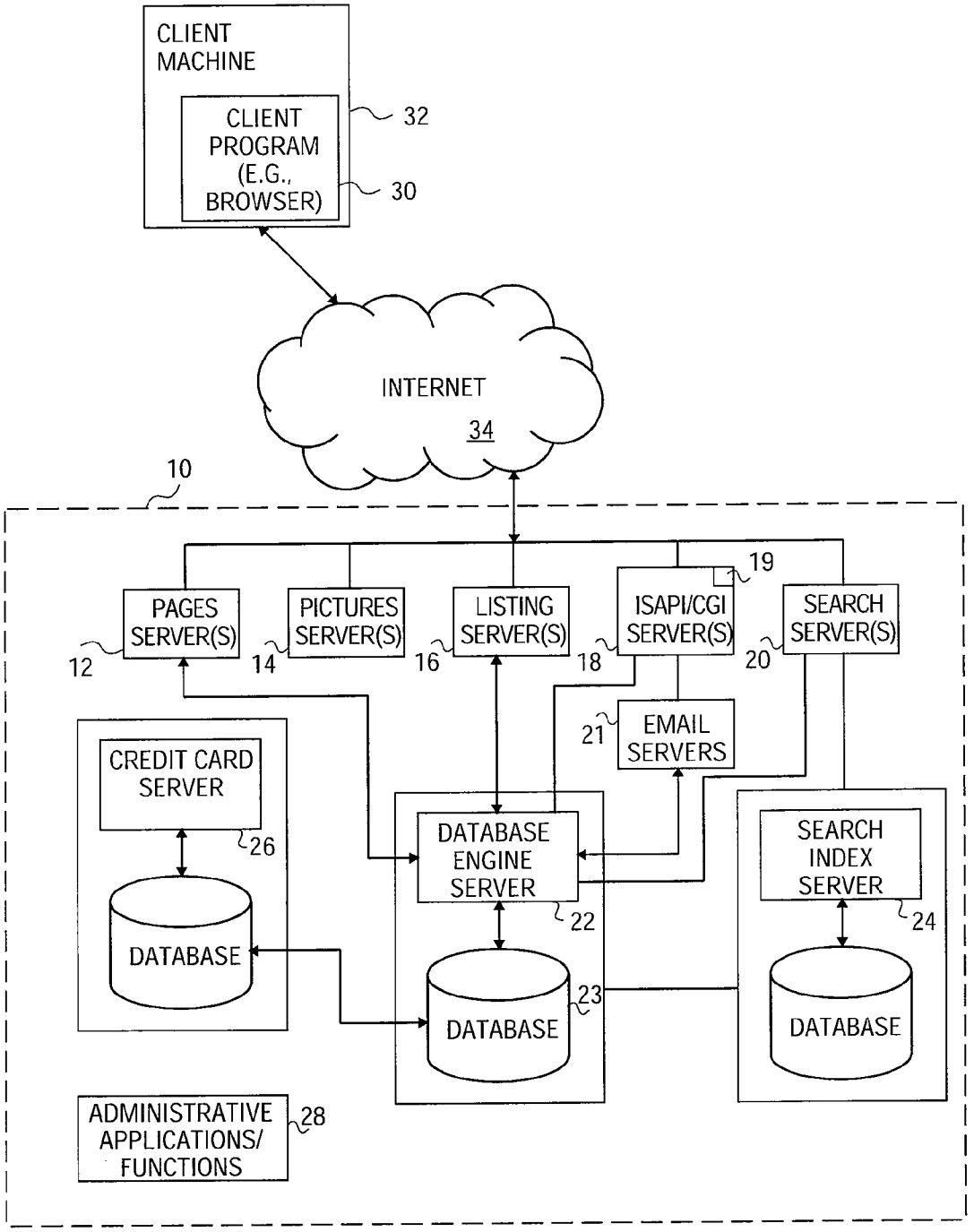

CLIENT MACHINE
CLIENT PROGRAM (E.G., BROWSER)
32
30
INTERNET
34
10
PAGES SERVER(S)
12
PICTURES SERVER(S)
14
LISTING SERVER(S)
16
ISAPI/CGI SERVER(S)
18
19
SEARCH SERVER(S)
20
EMAIL SERVERS
21
CREDIT CARD SERVER
26
DATABASE
DATABASE ENGINE SERVER
22
DATABASE
23
SEARCH INDEX SERVER
24
DATABASE
ADMINISTRATIVE APPLICATIONS/ FUNCTIONS
28

FIG. 1

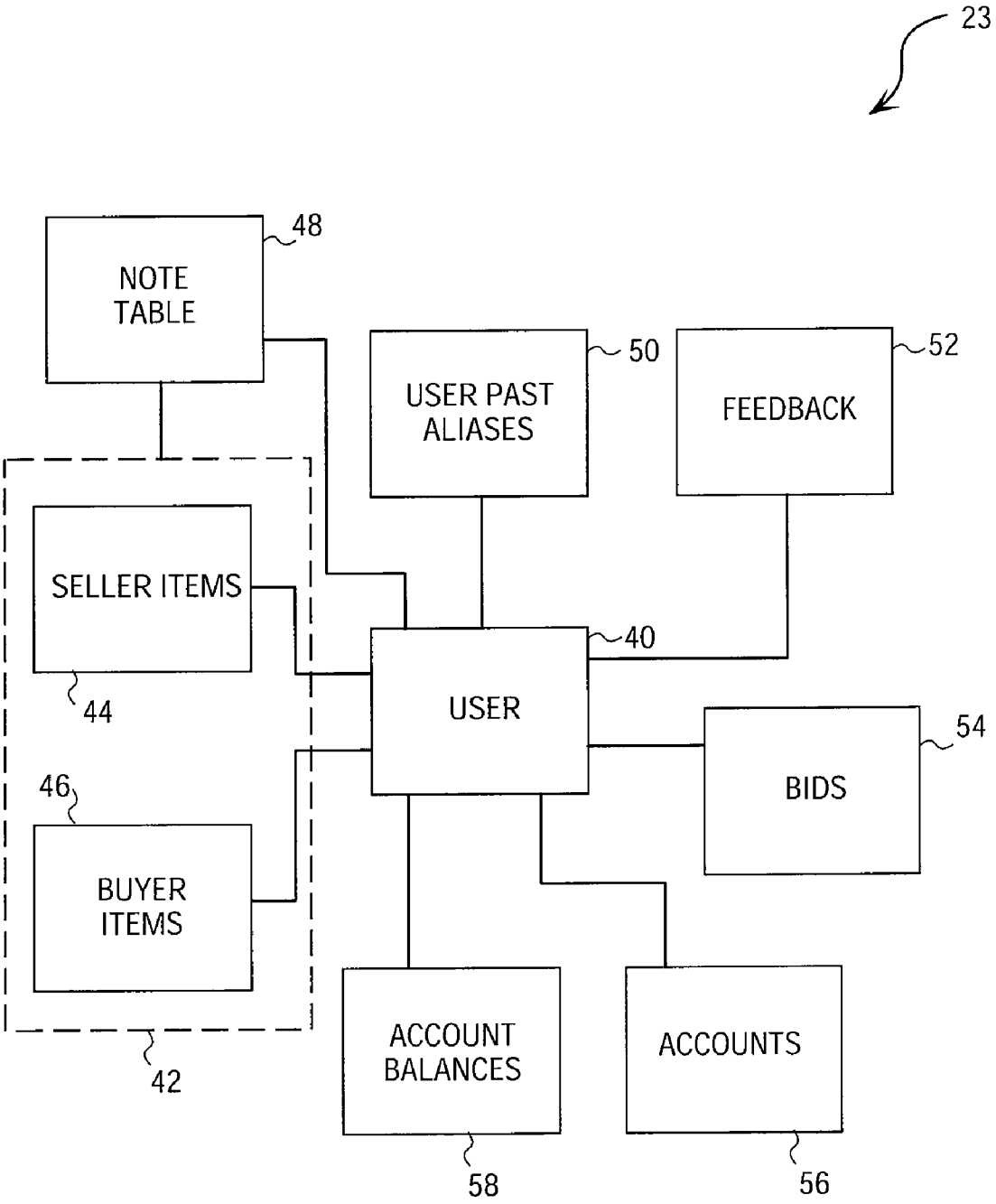

23
NOTE TABLE
48
USER PAST ALIASES
50
FEEDBACK
52
SELLER ITEMS
44
USER
40
BIDS
54
46
BUYER ITEMS
42
ACCOUNT BALANCES
58
ACCOUNTS
56

FIG. 2

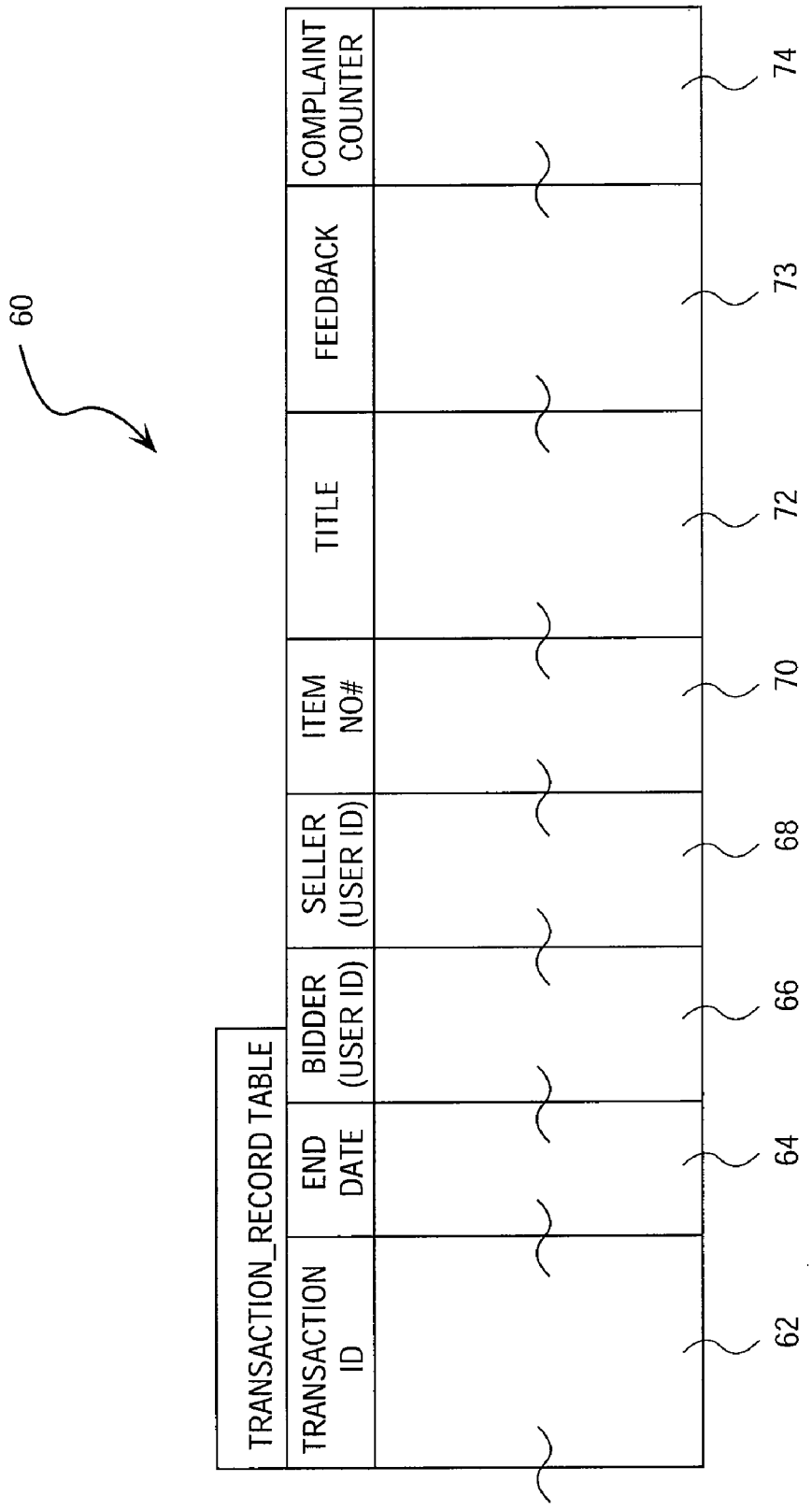

60
TRANSACTION_RECORD TABLE
TRANSACTION ID
END DATE
BIDDER (USER ID)
SELLER (USER ID)
ITEM NO#
TITLE
FEEDBACK
COMPLAINT COUNTER
62
64
66
68
70
72
73
74

FIG. 3

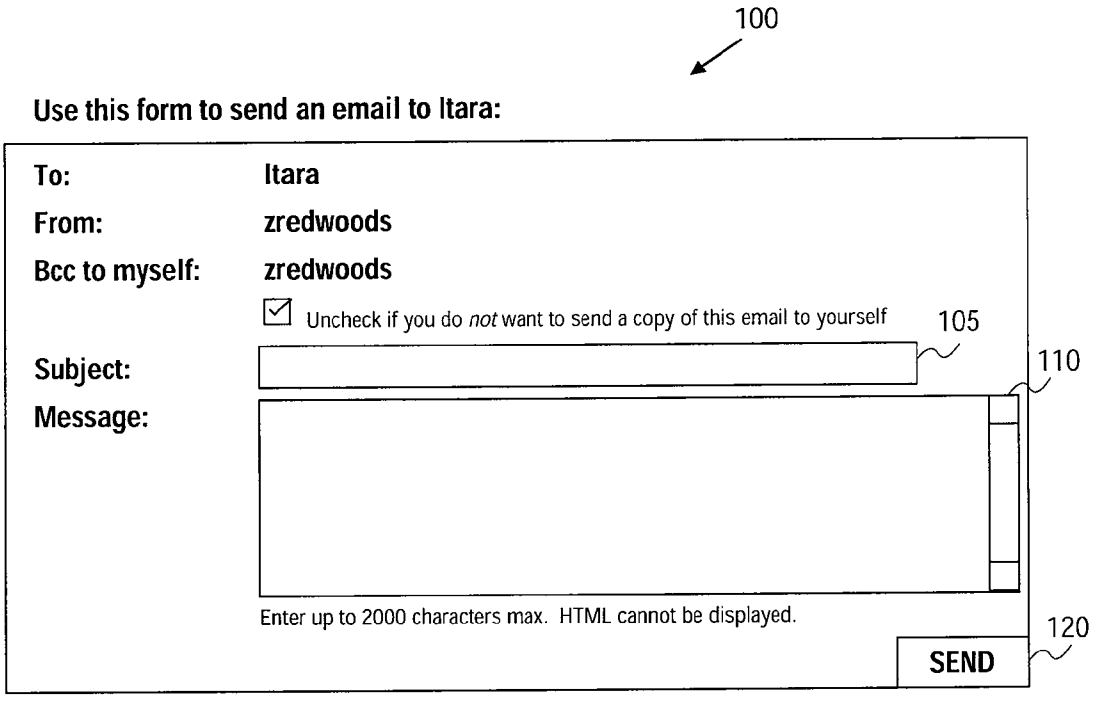

100
Use this form to send an email to Itara:
To:
Itara
From:
zredwoods
Bcc to myself:
zredwoods
Uncheck if you do *not* want to send a copy of this email to yourself
105
Subject:
110
Message:
Enter up to 2000 characters max. HTML cannot be displayed.
120
SEND

FIG. 4A

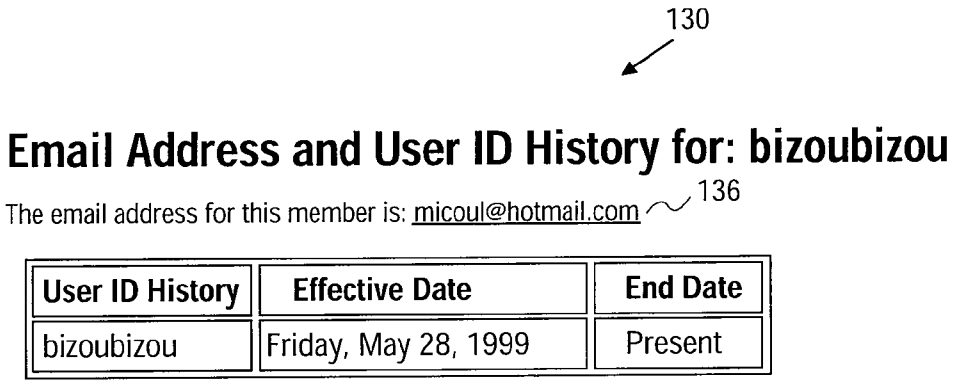

130
Email Address and User ID History for: bizoubizou
The email address for this member is: micoul@hotmail.com
136
User ID History
Effective Date
End Date
bizoubizou
Friday, May 28, 1999
Present
*** - Parts of prior User IDs that are email addresses are concealed to protect member privacy

FIG. 4B

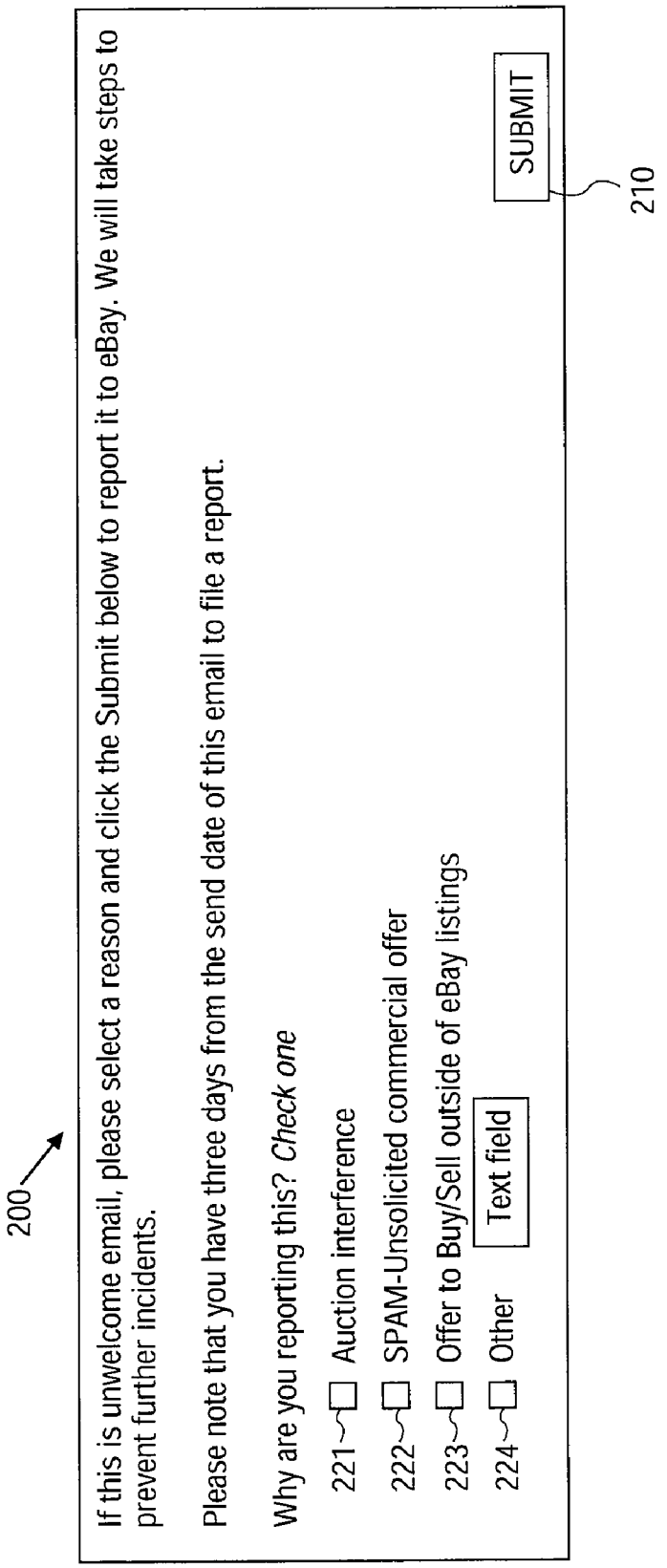

200
If this is unwelcome email, please select a reason and click the Submit below to report it to eBay. We will take steps to prevent further incidents.
Please note that you have three days from the send date of this email to file a report.
Why are you reporting this? Check one
221 Auction interference
222 SPAM-Unsolicited commercial offer
223 Offer to Buy/Sell outside of eBay listings
224 Other
Text field
SUBMIT
210

FIG. 5

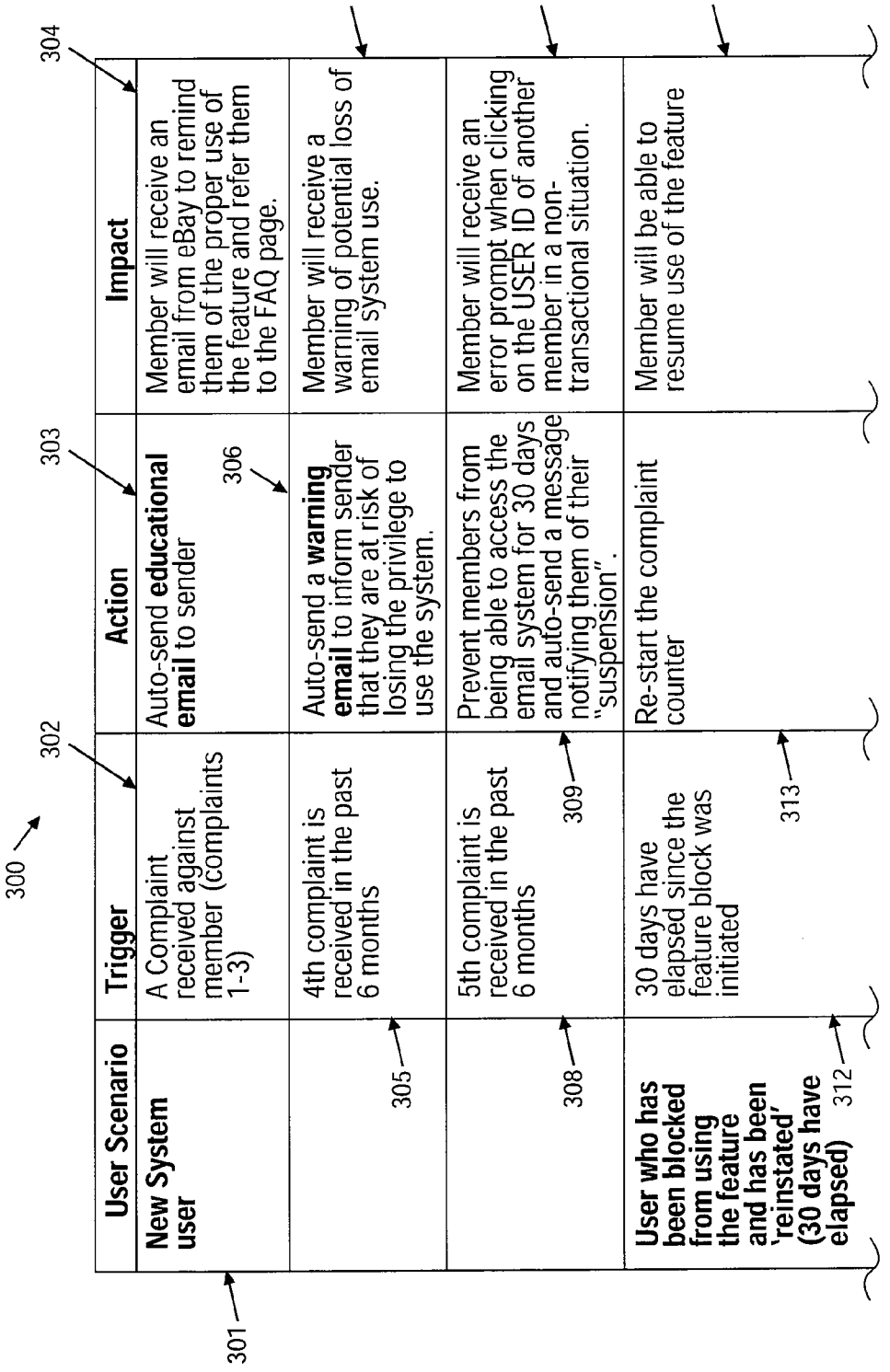

300
301
302
303
304
305
306
307
308
309
310
312
313
314
User Scenario
Trigger
Action
Impact
New System user
A Complaint received against member (complaints 1-3)
Auto-send educational email to sender
Member will receive an email from eBay to remind them of the proper use of the feature and refer them to the FAQ page.
4th complaint is received in the past 6 months
Auto-send a warning email to inform sender that they are at risk of losing the privilege to use the system.
Member will receive a warning of potential loss of email system use.
5th complaint is received in the past 6 months
Prevent members from being able to access the email system for 30 days and auto-send a message notifying them of their "suspension".
Member will receive an error prompt when clicking on the USER ID of another member in a non-transactional situation.
User who has been blocked from using the feature and has been 'reinstated' (30 days have elapsed)
30 days have elapsed since the feature block was initiated
Re-start the complaint counter
Member will be able to resume use of the feature

FIG. 6A

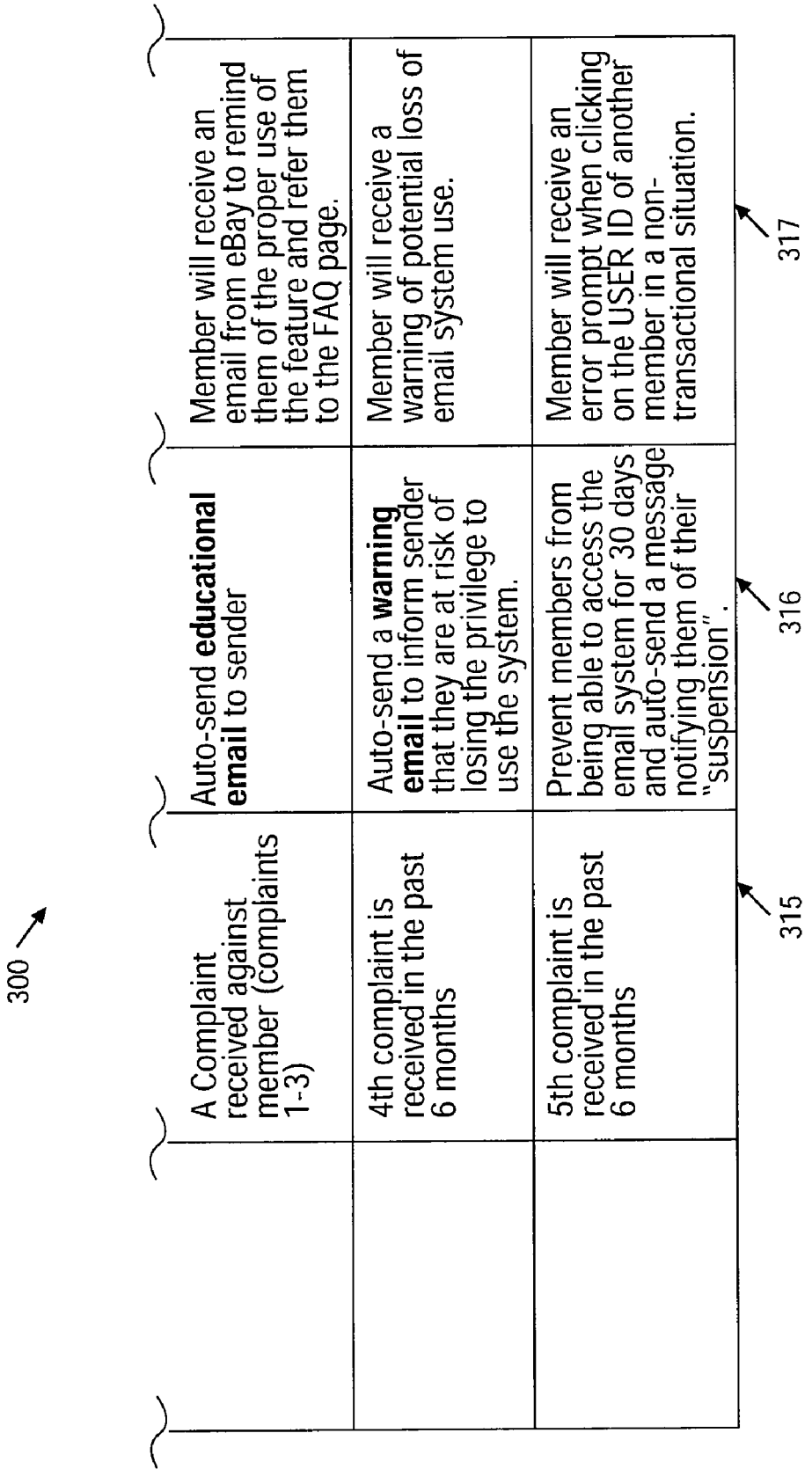

300
A Complaint received against member (complaints 1-3)
Auto-send **educational email** to sender
Member will receive an email from eBay to remind them of the feature and refer them to the FAQ page.
4th complaint is received in the past 6 months
Auto-send a **warning email** to inform sender that they are at risk of losing the privilege to use the system.
Member will receive a warning of potential loss of email system use.
5th complaint is received in the past 6 months
Prevent members from being able to access the email system for 30 days and auto-send a message notifying them of their "suspension".
Member will receive an error prompt when clicking on the USER ID of another member in a non-transactional situation.
315
316
317

FIG. 6B

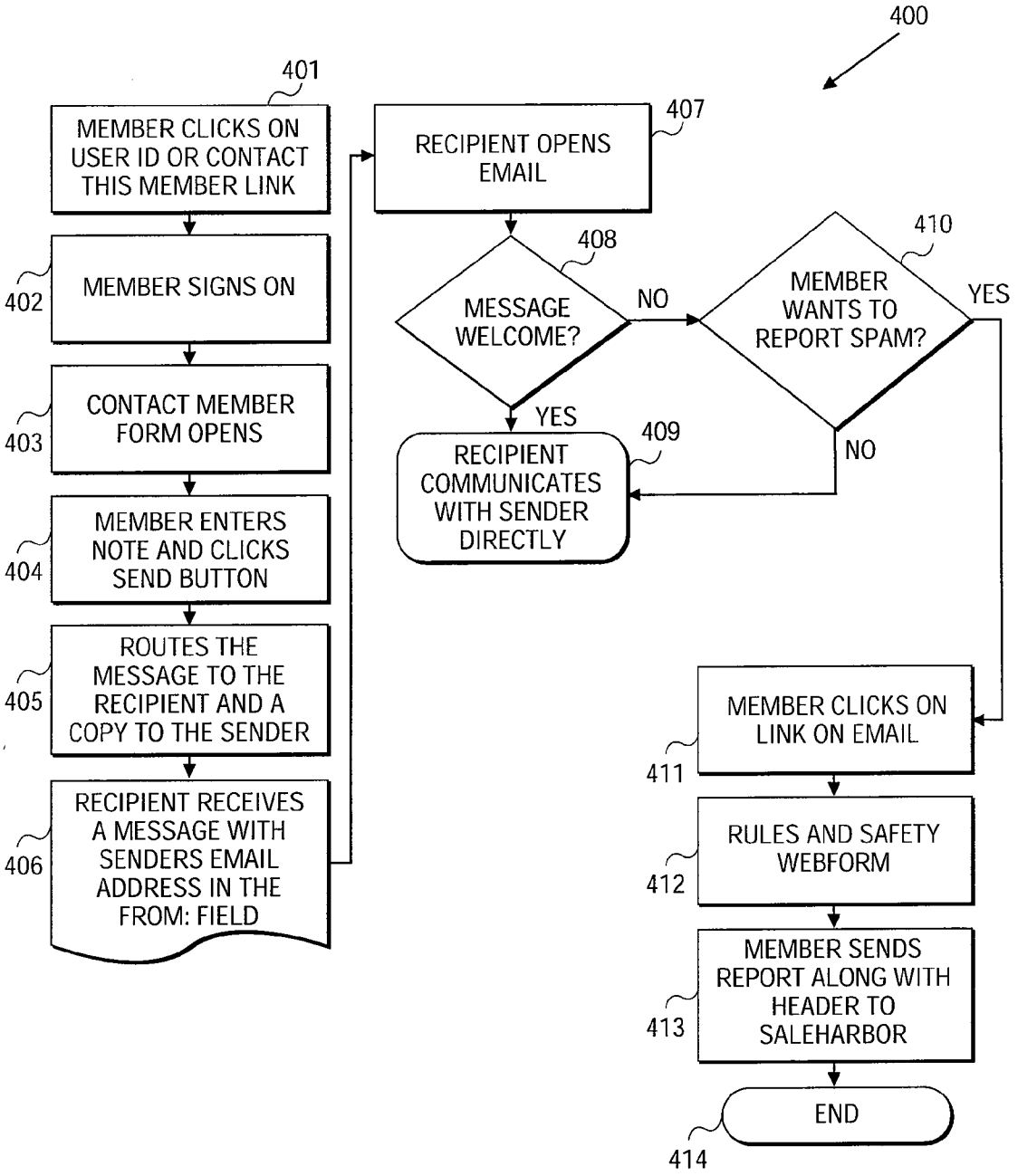

400
401
MEMBER CLICKS ON USER ID OR CONTACT THIS MEMBER LINK
402
MEMBER SIGNS ON
403
CONTACT MEMBER FORM OPENS
404
MEMBER ENTERS NOTE AND CLICKS SEND BUTTON
405
ROUTES THE MESSAGE TO THE RECIPIENT AND A COPY TO THE SENDER
406
RECIPIENT RECEIVES A MESSAGE WITH SENDERS EMAIL ADDRESS IN THE FROM: FIELD
407
RECIPIENT OPENS EMAIL
408
MESSAGE WELCOME?
NO
YES
409
RECIPIENT COMMUNICATES WITH SENDER DIRECTLY
410
MEMBER WANTS TO REPORT SPAM?
YES
NO
411
MEMBER CLICKS ON LINK ON EMAIL
412
RULES AND SAFETY WEBFORM
413
MEMBER SENDS REPORT ALONG WITH HEADER TO SALEHARBOR
414
END

FIG. 7A

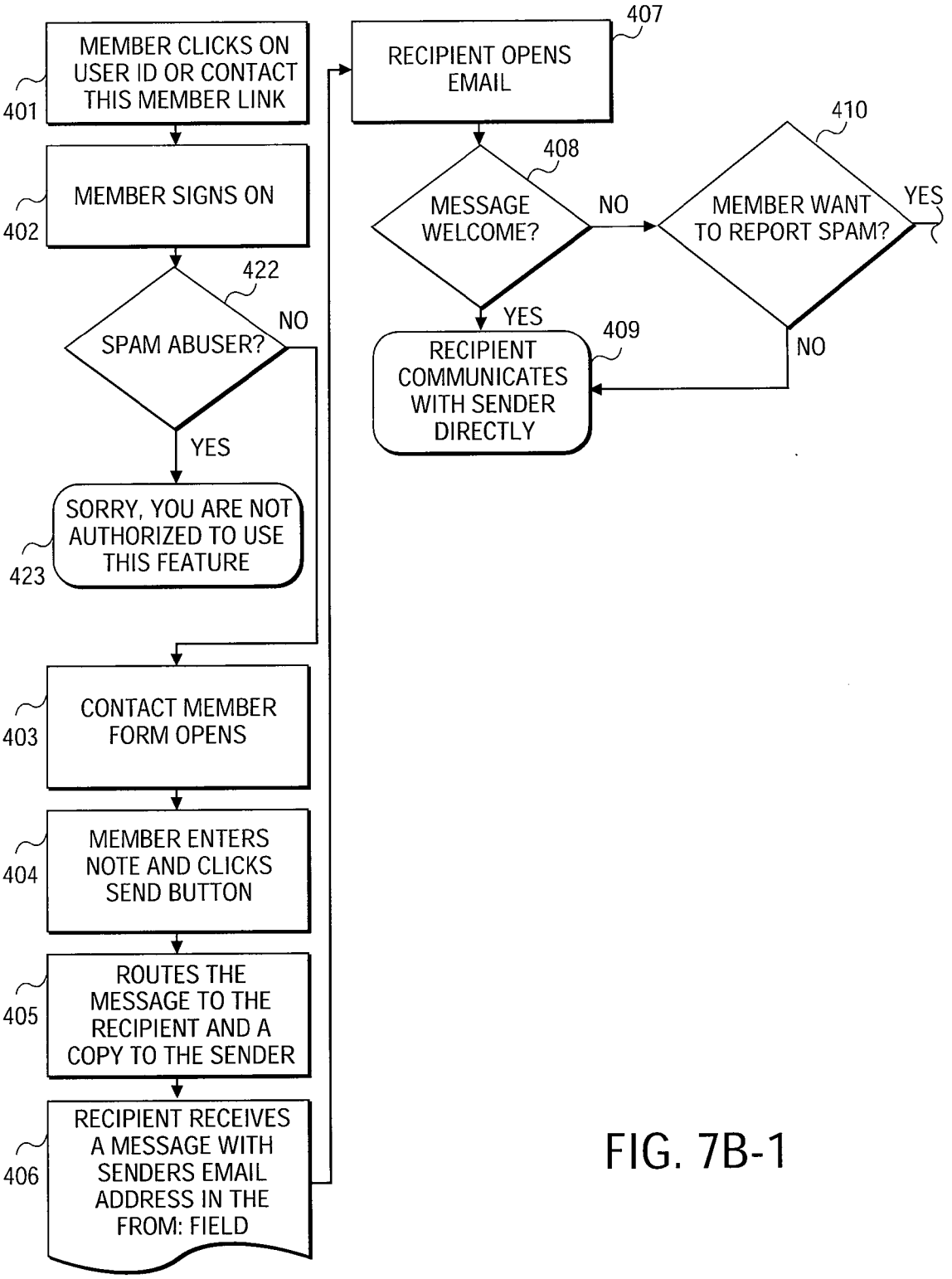

MEMBER CLICKS ON USER ID OR CONTACT THIS MEMBER LINK
401
MEMBER SIGNS ON
402
422
SPAM ABUSER?
NO
YES
SORRY, YOU ARE NOT AUTHORIZED TO USE THIS FEATURE
423
CONTACT MEMBER FORM OPENS
403
MEMBER ENTERS NOTE AND CLICKS SEND BUTTON
404
ROUTES THE MESSAGE TO THE RECIPIENT AND A COPY TO THE SENDER
405
RECIPIENT RECEIVES A MESSAGE WITH SENDERS EMAIL ADDRESS IN THE FROM: FIELD
406
407
RECIPIENT OPENS EMAIL
408
MESSAGE WELCOME?
NO
410
MEMBER WANT TO REPORT SPAM?
YES
NO
YES
409
RECIPIENT COMMUNICATES WITH SENDER DIRECTLY

FIG. 7B-1

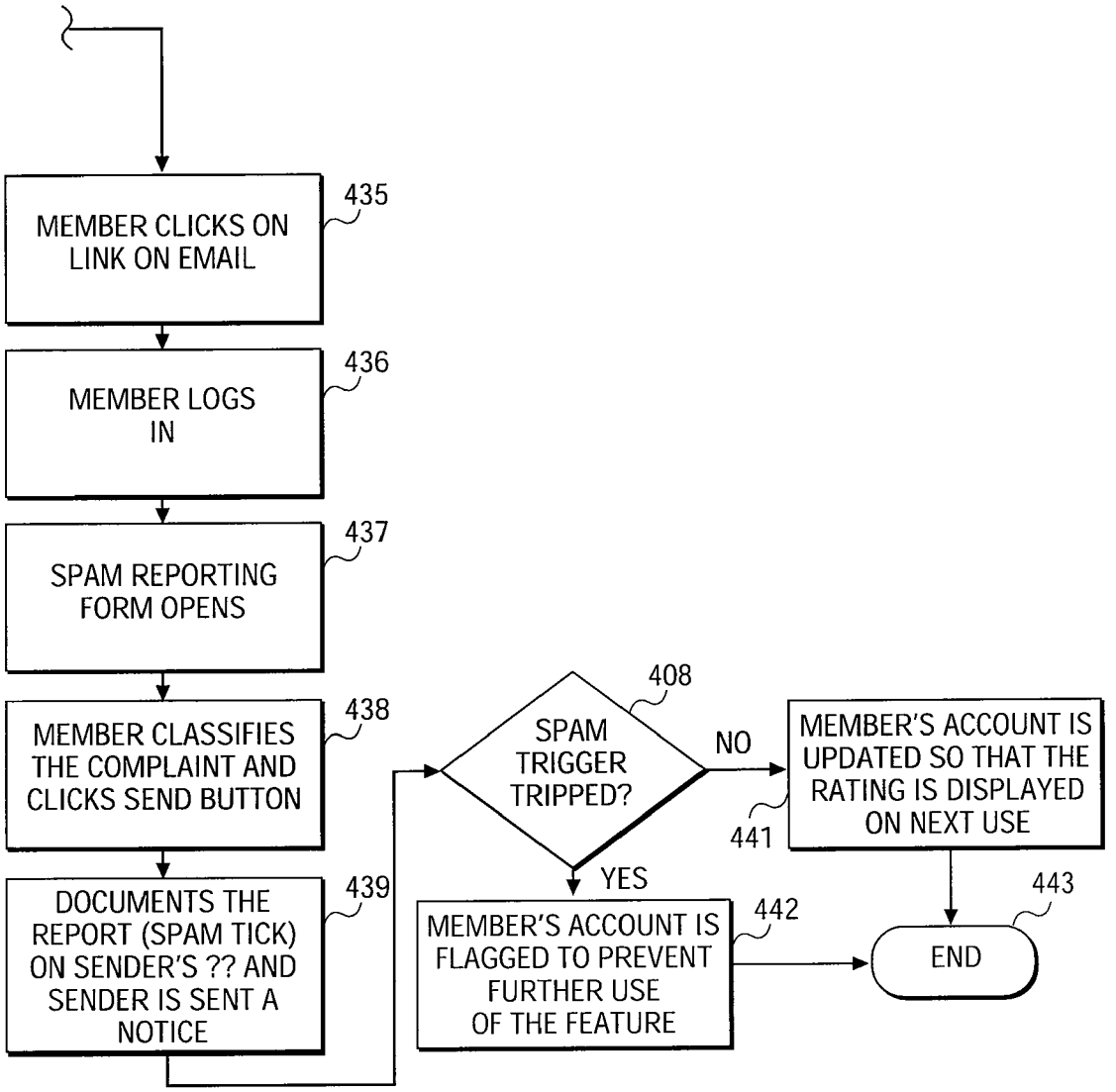

MEMBER CLICKS ON LINK ON EMAIL
435
MEMBER LOGS IN
436
SPAM REPORTING FORM OPENS
437
MEMBER CLASSIFIES THE COMPLAINT AND CLICKS SEND BUTTON
438
DOCUMENTS THE REPORT (SPAM TICK) ON SENDER'S ?? AND SENDER IS SENT A NOTICE
439
SPAM TRIGGER TRIPPED?
408
NO
YES
MEMBER'S ACCOUNT IS UPDATED SO THAT THE RATING IS DISPLAYED ON NEXT USE
441
MEMBER'S ACCOUNT IS FLAGGED TO PREVENT FURTHER USE OF THE FEATURE
442
END
443

FIG. 7B-2

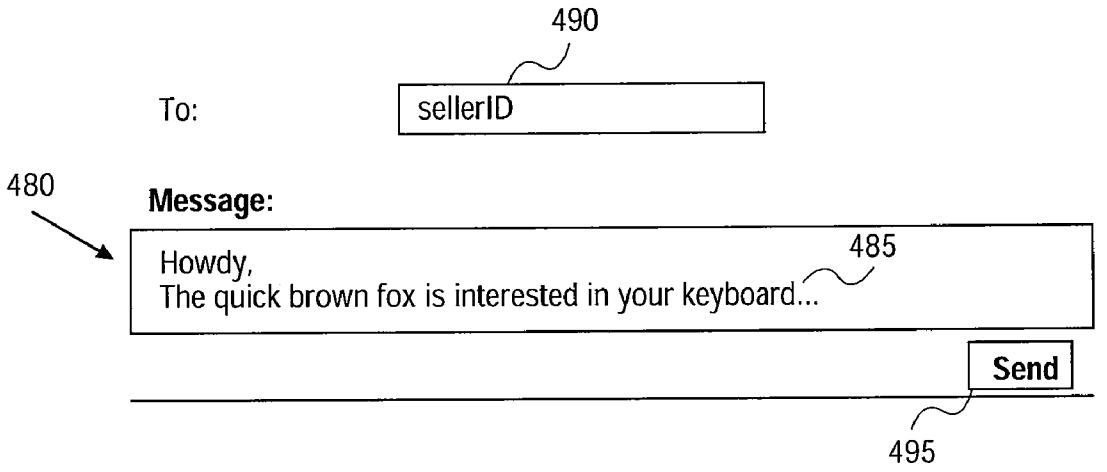

490
To:
sellerID
480
Message:
Howdy,
The quick brown fox is interested in your keyboard...
485
Send
495

FIG. 8

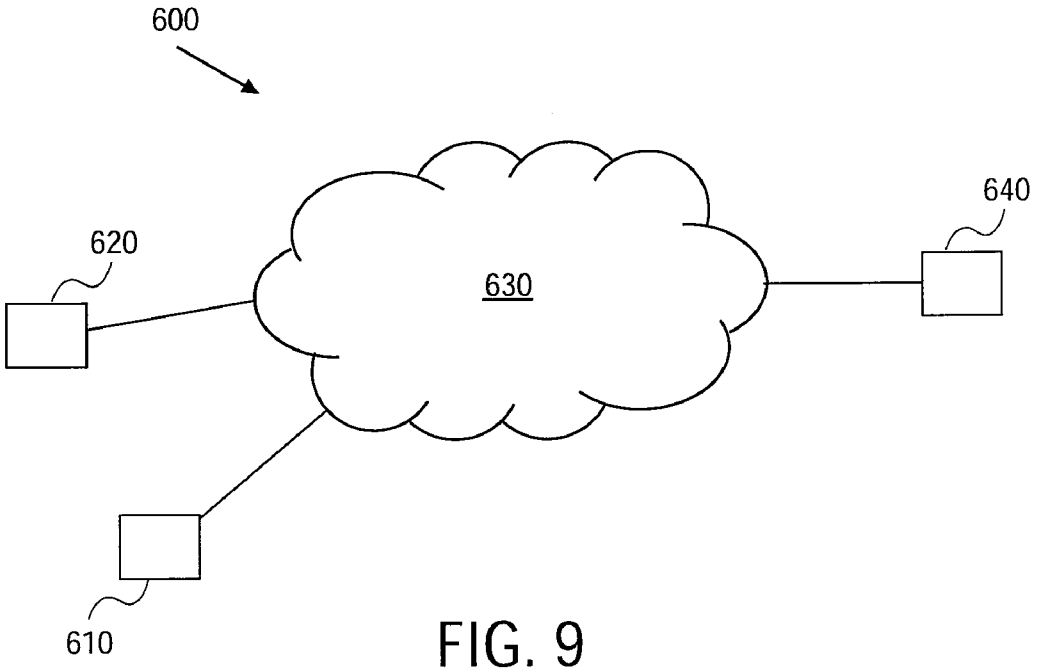

600
620
630
640
610

FIG. 9

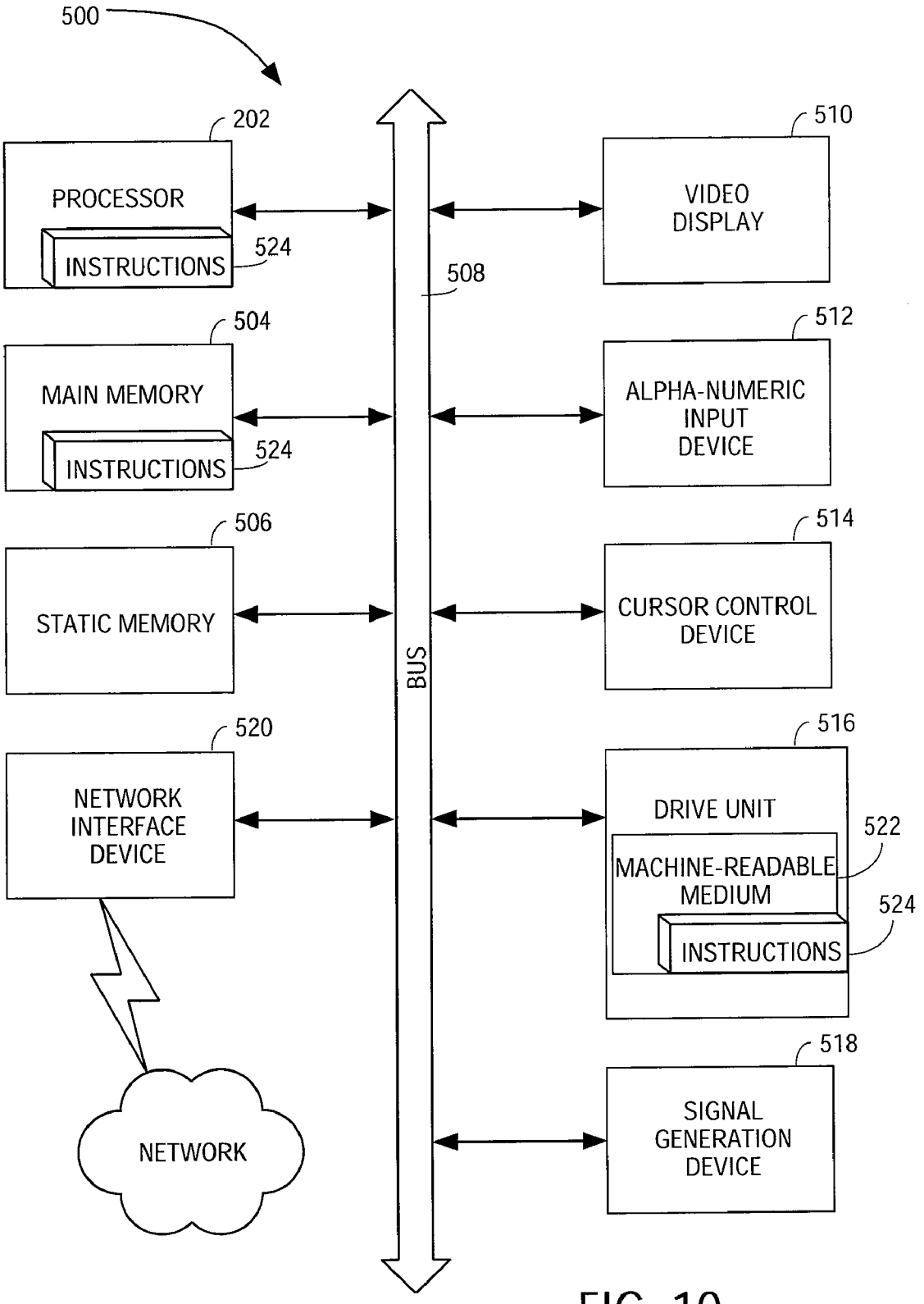

500
202
PROCESSOR
INSTRUCTIONS
524
504
MAIN MEMORY
INSTRUCTIONS
524
506
STATIC MEMORY
520
NETWORK INTERFACE DEVICE
NETWORK
BUS
508
510
VIDEO DISPLAY
512
ALPHA-NUMERIC INPUT DEVICE
514
CURSOR CONTROL DEVICE
516
DRIVE UNIT
MACHINE-READABLE MEDIUM
522
INSTRUCTIONS
524
518
SIGNAL GENERATION DEVICE

FIG. 10

SYSTEM AND METHOD TO GENERATE COMPLAINTS OF UNSOLICITED EMAILS

RELATED APPLICATIONS

[0001] The present patent application is a continuation of U.S. patent application Ser. No. 10/864,763 filed Jun. 8, 2004, entitled "System and Method to Control Sending of Unsolicited Communications Relating to a Plurality of Listings in a Network-Based System," which is a continuation of U.S. patent application Ser. No. 09/982,415 filed Oct. 17, 2001, entitled "System and Method to Control Sending of Unsolicited Communications Over a Network", which has issued as U.S. Pat. No. 6,748,422, which applications are incorporated herein by reference.

FIELD OF THE INVENTION

[0002] The present invention relates generally to electronic mail and, more particularly, to a system and method to control sending of unsolicited electronic mail over a network.

BACKGROUND

[0003] There is no question that the explosive growth of the Internet in recent years has changed classic business and economic models. One area in which this change has been noteworthy is in the use of mass marketing by electronic mail ("e-mail"). This form of marketing has become an attractive advertising medium for businesses and other organizations because it allows them to reach large numbers of consumers at minimal cost.

[0004] Nevertheless, the use of e-mail in this manner is often problematic for the recipients of these messages. On the Internet, SPAM is the term used to describe useless or unsolicited e-mail messages. Typically, the SPAM is of narrow interest. The aspiration of the "spammer" is to make a profit, even if only a small number of recipients respond. The sending and receiving of SPAM is especially onerous for online service providers because it reduces user satisfaction in their services. SPAM also wastes network resources and people's time.

[0005] Various methods exist to filter or otherwise counter unsolicited e-mail messages. For example, filtering techniques exist to block e-mail messages received from addresses that are sources of unsolicited e-mail. One problem associated with filtering techniques, however, is that the source of the unsolicited e-mail can easily change their address to bypass the system. Another problem associated with filtering techniques is that they often filter legitimate bulk e-mail messages that could be of interest to the user. Moreover, filtering techniques are often ineffective against robotic delivery programs that send out thousands of junk e-mail messages and create non-existent source addresses to prevent detection. The cost of monitoring robotic delivery programs is usually high.

[0006] Although functionality exists in the prior art to allow recipients to complain about unsolicited e-mail, the process can be burdensome and time-consuming for the user. In addition, to date there has been little functionality to monitor complaints against particular sources and to effectively curtail the sending of unsolicited e-mails from these sources based on this monitoring function.

BRIEF DESCRIPTION OF THE DRAWINGS

[0007] The present invention is illustrated by way of example, and not limitation, in the figures of the accompanying drawings in which like reference numerals refer to similar elements and which:

[0008] FIG. **1** is a block diagram of an exemplary web-based facility in the form of a network-based auction facility according to one embodiment of the present invention;

[0009] FIG. **2** is a database diagram illustrating an exemplary database, maintained by and accessed via a database engine server, that at least partially implements and supports a SPAM inhibiting tool in the auction facility according to one embodiment of the present invention;

[0010] FIG. **3** is an exploded view of the user table shown in FIG. **2**;

[0011] FIG. **4**A shows a sample form that allows users of an on-line service to engage in non-transactional communications with each other using e-mail according to one embodiment of the present invention;

[0012] FIG. **4**B shows a sample form that appears on a user's screen when a user is a party to a transaction with another user according to one embodiment of the present invention;

[0013] FIG. **5** shows a sample form for reporting a complaint regarding an unsolicited e-mail to a web-based commerce facility, according to one embodiment of the present invention;

[0014] FIGS. **6**A and **6**B show a matrix of exemplary sanctions implemented against users who SPAM other users of an on-line service according to one embodiment of the present invention;

[0015] FIG. **7**A is a diagram of a user-to-user non-transactional communication flow according to one embodiment of the present invention;

[0016] FIGS. **7**B-**1** and **7**B-**2** are diagrams of the user-to-user non-transactional communication flow of FIG. **7**A including implementation of a SPAM prevention feature;

[0017] FIG. **8** shows a sample form that allows a user of an on-line service to ask a seller a question without revealing the seller's e-mail address to the user according to one embodiment of the present invention;

[0018] FIG. **9** is a block diagram of a computer system connected to multiple client computer systems on a network; and

[0019] FIG. **10** is a high-level block diagram of an exemplary computer system.

DETAILED DESCRIPTION

[0020] Described herein is a system and method to control sending of unsolicited communications over a network. The system and method may thus define a SPAM prevention tool. Although well-suited for use in on-line commerce services, the SPAM prevention tool described below may also be utilized for other types of applications, such as simple on-line transactions (e.g., purchasing goods and services from a Web site). As such, throughout the following description specific details are set forth in order to provide a more thorough

understanding of the invention. However, the invention may be practiced without these particulars. In other instances, well known elements have not been shown or described in detail to avoid unnecessarily obscuring the present invention. Accordingly, the specification and drawings are to be regarded in an illustrative rather than a restrictive sense.

[0021] SPAM concerns are a major complaint received by on-line service providers. Typically, hundreds of requests by users to be unregistered from these services are received each month as a result of SPAM. These complaints are especially problematic for on-line commerce services, where individual buyers and sellers register on a Web site to buy and sell or to simply communicate with one another regarding topics of mutual interest or to petition one another for information. Bulletin boards or public forums encourage open communication between users. The cornerstone of these communities is the ability to communicate online (i.e., via e-mail). Therefore, on-line service providers are in the uncertain position of both trying to facilitate communication among users while simultaneously trying to prevent users from sending junk e-mail to one another.

[0022] What is needed is a system and method that allows users of on-line services to communicate with one another without viewing contact information (e.g., e-mail addresses) and functionality that allows recipients of unsolicited communications (e.g., e-mail) efficiently to complain about the incident. It would also be helpful if functionality existed to monitor the number of SPAM complaints received by a user and for the system to trigger events, such as the inability to use the system for a predetermined time period or to issue warning flags to a user based on thresholds.

[0023] Referring now to FIG. **1**, there is shown a block diagram of an exemplary web-based facility in the form of a network-based commerce or auction facility according to one embodiment of the present invention. While an exemplary embodiment of the present invention is described within the context of an auction facility, it will be appreciated by those skilled in the art that the invention will find application in many different types of computer-based, and network-based, commerce facilities.

[0024] The auction facility has a system **10** including one or more of a number of types of front-end servers, namely page servers **12** that deliver web pages (e.g., markup language documents), picture servers **14** that dynamically deliver images to be displayed within Web pages, listing servers **16**, ISAPI/CGI servers **18** that provide an intelligent interface to the back-end of the system **10**, and search servers **20** that handle search requests to the system **10**. A communication server arrangement in the form of e-mail servers **21** provide, inter alia, automated e-mail communications to users of the system **10**.

[0025] The back-end servers include a database engine server **22**, a search index server **24** and a credit card database server **26**, each of which maintains and facilitates access to a respective database. The back-end servers are also shown to include a number of administrative applications or functions **28** that are described in further detail below.

[0026] The network-based auction system **10** may be accessed by a client program **30**, such as a browser (e.g., the Internet Explorer distributed by Microsoft Corp. of Redmond, Wash.) that executes on a client machine **32** and accesses the system **10** via a network such as, for example, the Internet **34**. According to the embodiment illustrated by FIG. **1**, a user may contact another user via an electronic communication in the form of an e-mail forwarding feature contained in an e-mail look-up module **19** in the CGI server **18**. The system **10** determines the e-mail address of the intended recipient based on the presence of information that is on a web page containing a User ID in question (e.g., when a user is auctioning an item in the facility, the ID of the user appears on the web page). When a user clicks on the User ID from the web page, an item number (e.g., designating an item for sale) and the User ID is passed preferably to an internet server programming interface (ISAPI) to determine the transactional relationship between the clicked user and the requester. The ISAPI allows a web server (or other information server) to launch and interact with external programs in response to requests from clients. The ISAPI is in the form of dynamic link libraries (DLLs) which run in the same process space as the web server and are well known in the art. To determine the transactional relationship, the ISAPI retrieves an item number (if available), then retrieves an associated item record from the database **24**, and from that record determines if the requester is a seller or high-bidder on that item. The system **10** then displays the appropriate form (e.g., a contact member form or a form that allows a user to ask a seller a question see FIG. **8**) depending on whether the item is still active or not. If the item number is not available, the system **10** automatically displays the contact member form for the user. These forms will be described below.

[0027] FIG. **2** is a database diagram illustrating an exemplary database **23**, maintained by and accessed via the database engine server **22**, that at least partially implements and supports the auction system **10**. The database **23** is a relational database, and includes a number of tables having entries, or records, that are linked by indices and keys. Central to the database **23** is a user table **40**, which contains a record for each user of the auction system **10**. A user may operate as a seller, buyer, or both, within the auction system **10**. The database **23** also includes item tables **42** that may be linked to the user table **40**. Specifically, the item tables **42** include a seller items table **44** and a bidder items table **46**. A user record in the user table **40** may be linked to multiple items that are being, or have been, auctioned via the system **10**.

[0028] A number of other tables are also shown to be linked to the user table **40**, namely a user past aliases table **50**, a feedback table **52**, a bids table **54**, an accounts table **56**, and an account balances table **58**.

[0029] Referring now to FIG. **3**, reference numeral **60** shows an exemplary embodiment of the user table **40** shown in FIG. **2**. The user table **60** tracks information relating to any given transaction. For instance, the user table **60** of FIG. **3** has data entry fields for a transaction ID **62**, an end date **64**, a bidder's User ID **66**, a seller's User ID **68**, an item number **70**, and a title **72** of the item for sale. The feedback entry field **73** is a field that may be used to track complaints (e.g., SPAM complaints) against a particular user. The system **10** may also track complaints against a user by storing the complaints in a complaint counter data entry field **74**. When complaints against a user reach a particular threshold, sanctions are implemented against the user in a manner that will be described with reference to FIGS. **6A-6B** below.

[0030] Referring now to FIG. **4A**, there is shown an exemplary form **100**, in accordance with one embodiment of the

present invention, that allows users of an on-line service to engage in non-transactional communications with each other using e-mail.

[0031] A non-transactional communication is any communication between users of an on-line service that does not relate to an active transaction (e.g., a bid has been placed by the sending user on an item listed by the recipient user) for the purchase or sale of goods and/or services and in which both the sending user and the recipient user are parties to the transaction. The display of e-mail addresses on the site will be prevented to all users not involved in an active transaction. It should be noted that in an active transaction, a seller may view all bidder e-mail addresses and the bidder(s) may view the seller's e-mail address. However, the bidder(s) are not able to view other bidder e-mail addresses. In a closed successful transaction (up to 60 days, in one embodiment) the seller may view the winning bidder's e-mail address and the winning bidder may view the seller's e-mail address.

[0032] Using the form of FIG. **4**A, however, a user not actively involved in a transaction with another user (e.g., actively bidding on an item) may contact another user via an e-mail forwarding feature. This form appears only in cases where a sending user desires to contact a recipient user and where the intended recipient is not involved in a transaction (e.g., already bidding on an item) with the sending user.

[0033] According to the embodiment illustrated by FIG. **4**A, users gain access to the on-line system **10** by entering a user ID (i.e., a password) into a client machine or computer **32** coupled to the system **10** via a network (e.g., the Internet **34** shown in FIG. **1**). A contact user link or a link from the user ID (not shown in this view) opens the message or contact form **100** that allows entry of a subject heading in a subject heading field **105** and a message in a message field **110**. Alternatively, a form is provided that includes a field to receive a sending user ID. To access this form, the sending user is required to log into the system **10** using the user ID. In addition, the form may be configured to limit the amount of text that may be entered (e.g., to 2000 characters) and may be able to limit the number of times messages can be sent per day (e.g., default for 200). Of course, these parameters are flexible and others may be added where needed. When the sending user clicks on a "send" icon **120**, the message entered into the message field **110** is automatically forwarded to the recipient user. The recipient user will receive the message including the sending user's e-mail address so that the recipient user can respond if desired. The message entered into the message field **110** is sent to the recipient user by an electronic communication in the form of an SMS, markup language documentation, a FAX, automated telephone call, or the like.

[0034] Referring now to FIG. **4**B there is shown a sample form **130** that appears on a user's screen when a user is a party to a transaction with another user according to one embodiment of the present invention. The e-mail address **136** of the recipient user is clearly displayed. By clicking on the recipient's e-mail address **136**, the sending user is able to access a data entry field (not shown in this view) to send a message to the recipient with whom the sender is engaged in a transaction.

[0035] Referring now to FIG. **5**, there is shown a sample complaint form **200** for reporting a complaint, in accordance with one embodiment of the present invention, to the auction facility regarding an unsolicited e-mail. The form **200** of FIG. **5** provides functionality in the exemplary form of checkboxes to allow recipients of the forwarded messages of FIG. **4**A to tag the incident as a SPAM complaint and for the on-line service to automatically provide senders with warnings or educational messages using code contained within the system **10**. Recipients who click on a link (not shown in this view) are provided with the form and are then able to classify the reason by selecting one or more checkboxes **221**, **222**, **223**, and **224** for their complaint and to send their complaint to an on-line service. Users may also enter comments regarding the complaint. By simply clicking on a "submit" icon **210** or some other type of send feature, the complaint is forwarded by the on-line service to the intended recipient of the message.

[0036] Additional functionality is provided by the system **10** in that it monitors the number of SPAM complaints received against a user and triggers events (e.g., inability to use the feature, warning flags, suspension flags, etc.) based on thresholds, and displays the number of complaints against the user (their complaint level). The system **10** captures and stores the SPAM complaint frequency and associates these with the user account to allow for enforcement/policing processes as will be discussed in greater detail with reference to the embodiment illustrated by FIGS. **6**A-**6**B.

[0037] Referring now to FIGS. **6**A-**6**B, there is shown a matrix **300** of the sanctions implemented against users who SPAM other users of the on-line service, in accordance with one embodiment of the present invention, provided by the system **10**. The sanctions embody methods to be performed by a computer such as a server coupled to client computers (see FIGS. **1** and **9**). The methods are performed by computer programs that respond to certain user actions with various sanctions implemented against the users. Describing the methods by reference to the matrix **300** enables one skilled in the art to develop such programs including such instructions to carry out the methods on suitably configured computers. The processor of the computer executes these instructions from computer-readable media acting as either a local computer or a remote server. If written in a programming language conforming to a recognized standard, such instructions can be executed on a variety of hardware platforms and for interface to a variety of operating systems. In addition, the present invention is not described with reference to any particular programming language. It will be appreciated that a variety of programming languages may be used to implement the teachings of the invention described herein. Furthermore, it is common in the art to speak of software, in one form or another (e.g., program, procedure, process, application, module, logic, etc.) as taking an action or causing a result. Such expressions are merely a shorthand way of saying that execution of the software by a computer causes the processor of the computer to perform an action or produce a result. It will be further appreciated that the instructions represented in the blocks in FIGS. **6**A-**6**B are not required to be performed in the order illustrated, and that all the processing represented by the blocks may not be necessary to practice the invention.

[0038] According to the embodiment illustrated by FIGS. **6**A-**6**B, if a new system user (block **301**) is complained against by a SPAM recipient by more than a predetermined threshold, e.g. 1-3 times (block **302**), the system **10** automatically sends an educational e-mail (block **303**) to the sending user who sent the SPAM. For example, the warning could state that the on-line service does not tolerate unsolicited commercial e-mail (SPAM) and transaction interference, and

will take steps to protect its users from this abuse. The sanction on the sender may be nominal (e.g., the sender may be referred to the on-line service provider's FAQ page (block **304**)). If the sender of SPAM receives a fourth complaint within six months (block **305**), the system **10** automatically sends a warning (block **306**) to the sender (block **307**). If the sending user of SPAM receives a fifth complaint in six months (block **308**), the system **10** automatically prevents the user sending the SPAM from being able to access the e-mail system for 30 days (block **309**) and sends a message notifying the sender of their suspension (block **310**). This particular sender will subsequently receive an error prompt when clicking on the user ID of another user when trying to access the contact form used for non-transactional communications among users described in the embodiment illustrated by FIG. **4**A.

[**0039**] A user who has been blocked from using the feature that allows forwarding of non-transactional e-mails (see block **311**), and that has been reinstated (e.g., 30 days have elapsed as shown in block **312**), is allowed to use the feature again. The system **10** re-starts the complaint counter (block **313**) and the user will be able to resume use of the feature (block **314**). The same triggers, actions, and impacts (blocks **315**, **316**, **317**, etc.) apply to the reinstated user (block **311**) (i.e., one who has previously been suspended from the system **10** for SPAM) as to the new user (block **301**) of the system **10**. Of course, it should be appreciated that the triggers, actions, and impacts described in the embodiment illustrated by FIGS. **6**A-**6**B are flexible. For example, in another embodiment the sanctions against a new user (block **301**) may be entirely different (e.g., less stringent) than the sanctions implemented against a reinstated user (block **311**).

[**0040**] Referring now to FIG. **7**A there is shown a diagram of a user-to-user non-transactional communication flow **400** according to one embodiment of the present invention. A user clicks on the user ID or "Contact this User" link (block **401**) and signs on (block **402**). The sample contact form **100** (see FIG. **4**A) that allows the user to engage in a non-transactional communication (e.g., the user has not yet bid on the item the seller has listed and requires further information) with another user is then provided (block **403**). The user enters a quick message in the message field **110** (e.g., "Hello. I see you are interested in beanies. I have an offer you won't be able to refuse . . . ") and clicks the "send" button **120** (block **404**). The on-line service routes the message to the recipient user and, if requested by the sender, forwards a copy of the message to the sending user (block **405**). The recipient user receives the message including the sender's e-mail address in a "From: field" (block **406**). The recipient proceeds to open the mail (block **407**). If the message is welcome (block **408**) then the recipient user communicates directly with the sending user (block **409**). If the recipient user chooses to report the message **110** as SPAM (block **410**) then the recipient user clicks on a link (block **411**) and completes the form **200** (see FIG. **5**) for reporting a complaint to the auction facility of unsolicited e-mail (block **412**). The recipient user sends the form **200** (block **413**) by clicking the "submit" icon **210** and the process is complete (block **414**).

[**0041**] Referring now to FIGS. **7**B**1**-**7**B**2** there is shown a diagram of the user-to-user non-transactional communication flow of FIG. **7**A further including implementation of a SPAM prevention feature. As in FIG. **7**A, the user clicks on the User ID (block **401**) and signs on (block **402**). However, in the flow diagram of FIGS. **7**B**1**-**7**B**2**, the system **10** queries whether or not this user is a SPAM abuser (block **422**) by searching the complaint counter **74** in the user table **60** illustrated in FIG. **3**. For example, a database management system in the database server that operates with a known database language such as structured query language (SQL) may be used to manage, store, and retrieve information from the user table **60** regarding SPAM complaints against a user (see FIG. **3**). The system **10** checks how many complaints have been associated with the user's account. If the SPAM counter for the user is past a given threshold, the user is unable to access the contact form **100** for non-transactional communications (block **423**) and is thus prevented from contacting the intended recipient. If the user is not a SPAM abuser, the user may proceed to open the contact form **100** (block **403**), and proceed through the steps previously described in FIG. **7**A (blocks **404**, **405**, **406**, etc.). If, the recipient wants to report SPAM, the user clicks on a link (block **435**) and logs in with a user ID (block **436**). The complaint form **200** (see FIG. **5**) opens (block **437**). The user may classify the complaint as SPAM and submit the complaint (block **438**). The on-line service documents the report in the sender's file and sends a notice to the sender (block **439**) (see FIGS. **6**A-**6**B). The system **10** is then queried to see if the SPAM trigger should be tripped (e.g., if the user has reached a threshold where the user has accumulated a certain number of SPAM complaints) (block **440**). If the answer to the query is "yes", then the user's account and further use of the contact form **100** will be prevented (block **442**). If the answer is "no", then the user's account is updated so that the SPAM rating is displayed during the user's next use of the system **10** (block **441**) and the process is complete (block **443**).

[**0042**] It should be appreciated, of course, that the instructions represented by the blocks in FIGS. **7**A and **7**B**1**-**7**B**2** are not required to be performed in the order illustrated, and that all the processing represented by the blocks may not be necessary to practice the invention.

[**0043**] As the sending user may not be provided with direct contact information, but merely a user **10** of the recipient, the sending user may be inhibited from contacting the recipient user directly. The system **10** may use the user ID to obtain direct contact information whereafter the sending user's message **110** may be forwarded in an automated fashion to the recipient user.

[**0044**] Referring now to FIG. **8** there is shown a sample form **480** that allows a user of an on-line service to ask a seller a question without revealing the seller's e-mail address to the user in accordance with one embodiment of the present invention. The form **480** is presented to a user who wants to ask the seller a question **485**, and the user is assumed to be a potential bidder. A seller's ID **490** is visible to users on the Web site. A link (not shown in this view) to access the form **480** will only be visible while the transaction is still active and to high bidders after successful transactions. The sender may fill out the form **480** and press a "send" icon **495**. The form **480** will be forwarded to the seller by the on-line service. The seller will receive the e-mail with the sender's return address.

[**0045**] Referring now to FIG. **9** there is shown a further example of a server computer system **600** connected to multiple client computers on a network **630**. It should be understood that although only two client computers **610** and **620** are illustrated in this example, in operation it is anticipated that essentially any number of client computers may utilize the facility **600** through the network **630**. A server **640** may

include the system described herein to prevent SPAM being sent to users of an on-line service, such as the on-line bidding service described herein. System users may communicate with the system **600** through the Internet **630** using the client computers **610** and **620**. Although the network **630** is described herein as being the Internet, alternatively, the network **630** may be a corporate intranet, a Wide Area Network (WAN), a Local Area Network (LAN), or any other system of interconnections enabling two or more computers to exchange information. Further, the network **630** may include a wireless network, such that one or more of client devices **610** and **620** may be wireless devices.

[**0046**] FIG. **10** shows a diagrammatic representation of machine in the exemplary form of a computer system **500** within which a set of instructions, for causing the machine to perform any one of the methodologies discussed above, may be executed. In alternative embodiments, the machine may comprise a network router, a network switch, a network bridge, Personal Digital Assistant (PDA), a cellular telephone, a web appliance or any machine capable of executing a sequence of instructions that specify actions to be taken by that machine.

[**0047**] The computer system **500** includes a processor **502**, a main memory **504** and a static memory **506**, which communicate with each other via a bus **508**. The computer system **500** may further include a video display unit **510** (e.g., a liquid crystal display (LCD) or cathode ray tube (CRT). The computer system **500** also includes an alpha-numeric input device **512** (e.g. a keyword), a cursor control device **514** (e.g. a mouse) a disk drive unit **516**, a signal generation device **518** (e.g. a speaker) and a network interface device **520**.

[**0048**] The disk drive unit **516** includes a machine-readable medium **522** on which is stored a set of instructions (i.e., software) **524** embodying any one, or all, of the methodologies described above. The software **524** is also shown to reside, completely or at least partially, within the maim memory **504** and/or within the processor **502**. The software **524** may further be transmitted or received via the network interface device **520**. For the purposes of this specification, the term "machine-readable medium" shall be taken to include any medium which is capable of storing or encoding a sequence of instructions for execution by the machine and that cause the machine to perform any one of the methodologies of the present invention. The term "machine-readable medium" shall accordingly be taken to included, but not be limited to, solid-state memories, optical and magnetic disks, and carriers wave signals.

[**0049**] Thus, a method and a system to control sending of unsolicited communications over a network have been described. Although the present invention has been described with reference to specific exemplary embodiments, it will be evident that various modifications and changes may be made to these embodiments without departing from the broader spirit and scope of the invention. Accordingly, the specification and drawings are to be regarded in an illustrative rather than a restrictive sense.

What is claimed:

1. A method to complain about spam communications over a network, comprising:

generating a complaint form responsive to a request to file a complaint against a sender of an unsolicited communication;

associating the complaint with the sender of the unsolicited communication using a user identifier instead of contact information of the sender of the unsolicited communication; and

enforcing a complaint policy against the sender of the unsolicited communication.

2. The method of claim 1, further comprising monitoring a number of complaints against the sender of the unsolicited communication.

3. The method of claim 1, further comprising causing a notification to be sent to the sender of the unsolicited communication responsive to receiving the complaint.

4. The method of claim 3, wherein the notification is sent using the contact information of the sender of the unsolicited communication.

5. The method of claim 1, wherein the complaint form is used to classify and describe the complaint.

6. A system to complain about spam communication over a network, comprising:

means for generating a complaint form responsive to a request to file a complaint against a sender of the spam communication;

means for associating the complaint with the sender of the spam communication using a user identifier instead of contact information of the sender of the spam communication; and

means for causing a notification to be sent to the sender of the spam communication.

7. The system of claim 6, further comprising means for applying a complaint policy against the sender of the spam communication.

8. The system of claim 7, wherein the complaint policy includes a complaint threshold.

9. The system of claim 7, further comprising means for applying actions against the sender of the spain communication when the complaint policy is violated.

10. The system of claim 9, wherein the actions are related to one or more of warning, rating modification, and suspension.

11. The system of claim 6, wherein the complaint form is to include options to classify the complaint and to describe the complaint.

12. A computer readable medium containing sequences of instructions which are executable by a system, and which, when executed by the system, cause the system to perform a method of complaining about spam communications over a network, comprising:

generating a complaint form responsive to a request to file a complaint against a sender of a spam communication;

associating the complaint with the sender of the spam communication using a user identifier instead of contact information of the sender of the spam communication;

monitoring a number of complaints against the sender of the spam communication; and

applying a complaint policy against the sender of the spam communication.

13. The computer readable medium of claim 12, further comprising causing a notification to be sent to the sender of the spam communication when the complaint policy is violated.

14. The computer readable medium of claim 13, wherein the notification is sent using the contact information of the sender of the spam communication.

15. A system to complain about unsolicited communication over a network, comprising:

means for generating a complaint form to receive a complaint from a first member of a network-based system against a second member of the network-based system, the complaint related to a communication initiated by the second member, the communication not related to an item listed for sale by the network; and

means for notifying the second member of the complaint using information associated with a member identifier of the second member.

16. The system of claim 15, further comprising means for the first member to associate the complaint with the member identifier of the second member without the first member knowing the contact information of the second member.

17. The system of claim 16, further comprising means for applying one or more actions against the second member as a result of the complaint.

18. A method for complaining about spam communication, comprising:

generating a complaint form to receive a complaint from a first member of a network-based system against a second member of the network-based system, the complaint related to a communication initiated by the second member, the communication not related to an item listed for sale by the network-based system; and

notifying the second member of the complaint using information associated with a member identifier of the second member.

19. The method of claim 18, further comprising enabling the first member to associate the complaint with the member identifier of the second member without the first member knowing the contact information of the second member.

20. The method of claim 19, further comprising applying one or more actions against the second member as a result of the complaint.

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