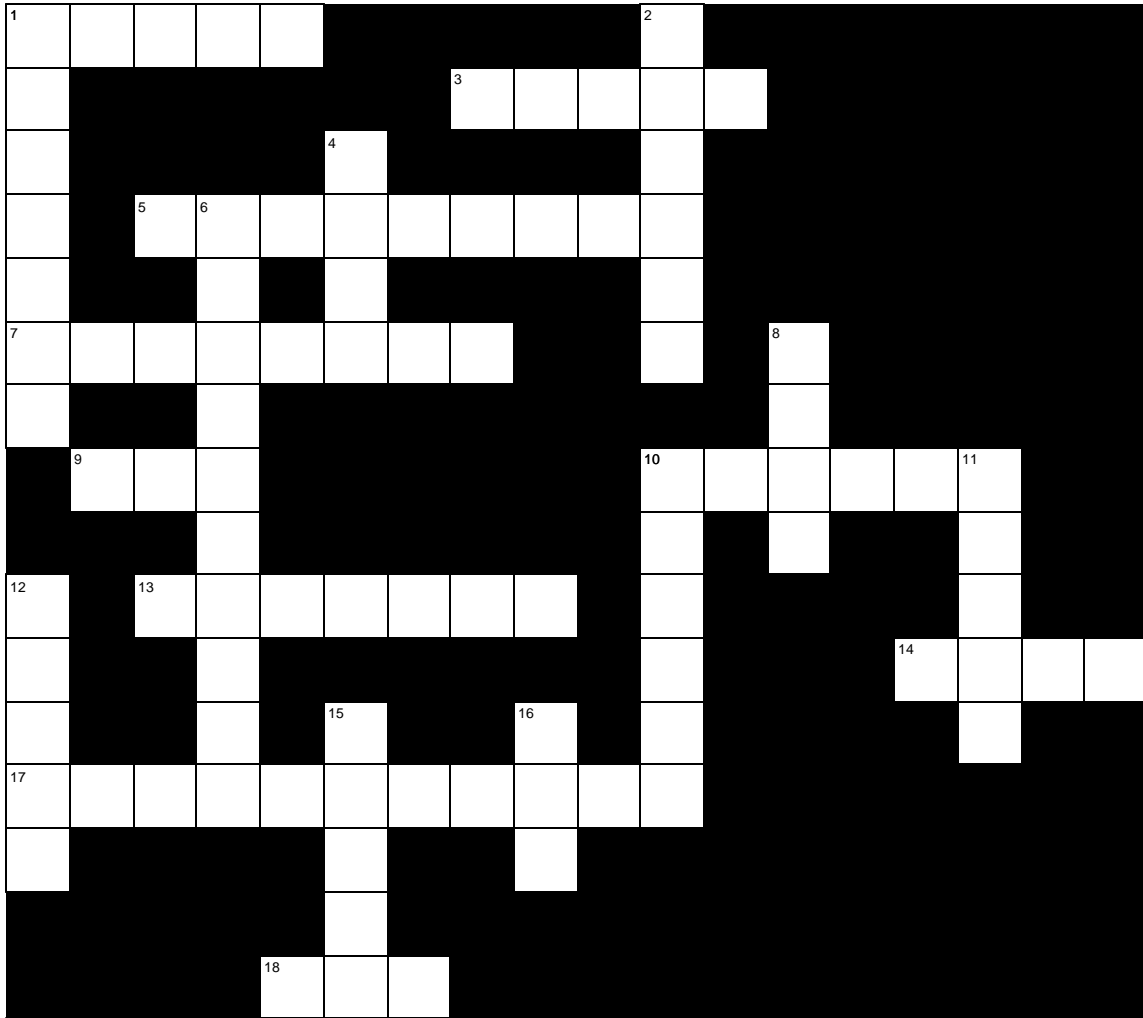


## Chapter 5. Netiquette



### Across

1. Organization that fights spam.
3. A message written in anger.
5. Paper mail.
7. Combination of a few characters which, when turned sideways, conjure a facial expression.
9. Frequently asked questions.
10. Stories designed to prey upon people's fears, sensitivities, or desires.
13. Citizen of the Internet.

14. To participate in a conversation on the Internet without responding to any of the messages.
17. Someone who writes a message intended to douse a flame.
18. A company that sells Internet access.

### Down

1. A person who intentionally causes trouble on a network.
2. A friendly, happy emoticon.

4. Government agency that helps keep people informed about computer hoaxes and viruses.
6. Internet etiquette.
8. Unwanted messages posted to newsgroups or sent to a list of users through e-mail.

10. A person who can program quickly.
11. Write a message in all caps.
12. Shorthand way to show you think something is funny.

15. Damaging computer program often transmitted via e-mail.
16. A TLA for 'By the way.'