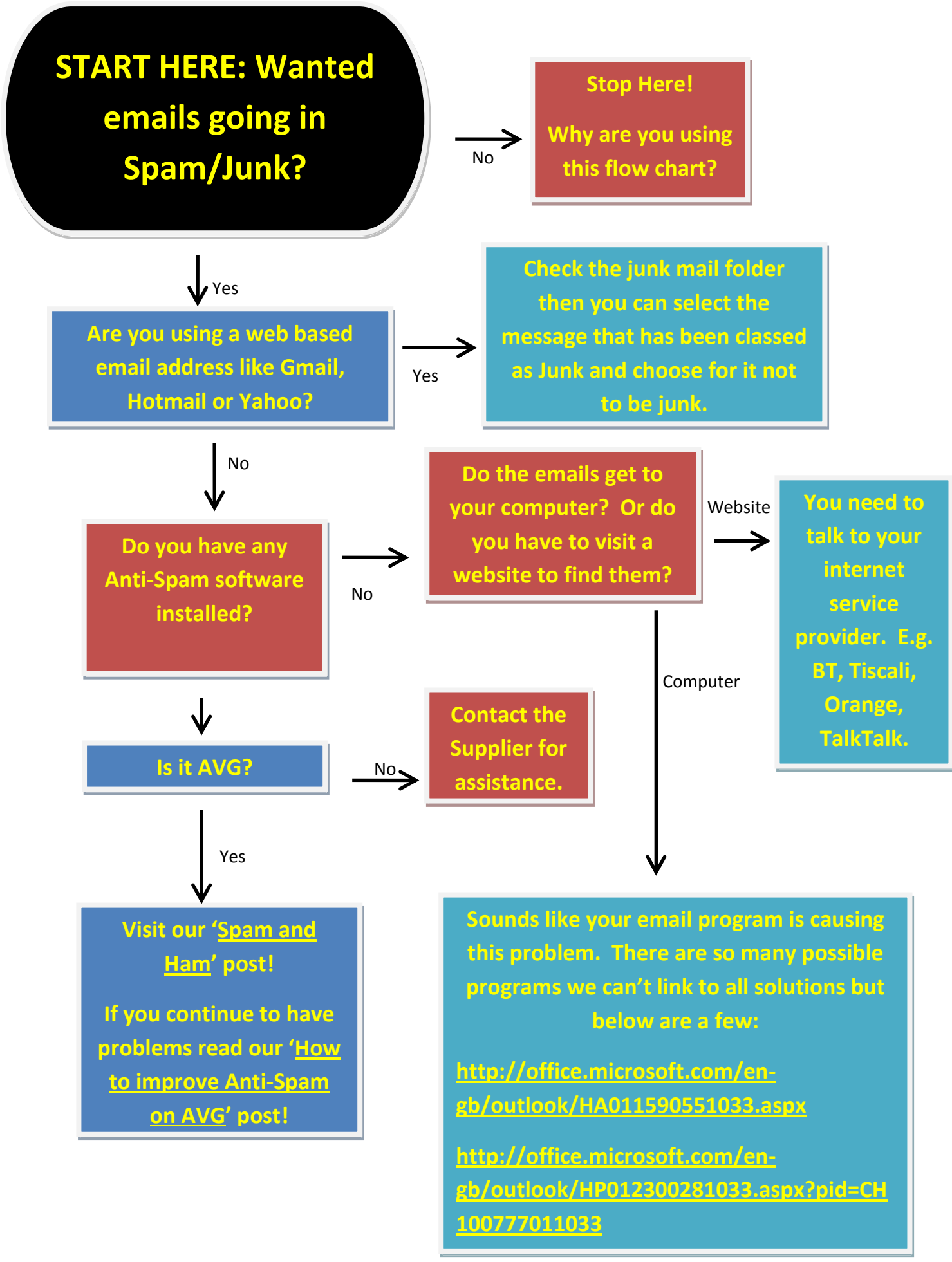Brandstar's Flow Chart for Determining a Solution to Spam Problem