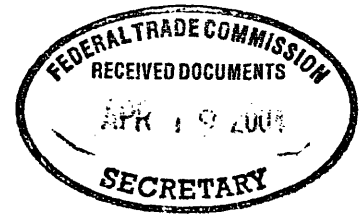


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April 15, 2004

Re: CAN-SPAM Act Rulemaking, Project No. R411008

To the Commissioners,

While unsolicited bulk email is certainly a costly and annoying problem, the proposed requirement for merchants to maintain suppression lists will only lead to a different set of problems. In fact, it will undoubtedly kill numerous legitimate businesses.

I was surprised that this "solution" was even proposed, because it's such a silly idea.

As a consumer, I've subscribed and unsubscribed to numerous email publications. Many of these publications promoted the same products, as affiliates. Under the suppression list guidelines, if I unsubscribed to one of these publications, I'd wind up being removed from them all. Now, how on earth does being forcibly removed from lists I want to be on help me reduce my spam problem?

And how does killing numerous legitimate businesses help anybody?

In short, requiring the use of suppression lists will only harm legitimate businesses and consumers. It won't do a thing to reduce the deluge of unsolicited email. I urge you to dump this proposal.

Respectfully,

A handwritten signature in cursive script that reads "Joan Linwood". The signature is written in black ink and is positioned above the typed name and address.

Joan Linwood
Knoxville, TN