

From: Don Fairchild
Posted At: Thursday, May 13, 2004 1:15 PM
Posted To: spywareworkshop2004
Conversation: Spyware Workshop - Comments from Fairchild Software Inc.
Subject: Spyware Workshop - Comments from Fairchild Software Inc.

Ladies and Gentlemen of the Federal Trade Commission.

I am writing this comment email in response to the recent hearings regarding spyware and Adware as it exists today on our general population of Home Computers today.

My opinion and perspective is a rather unique position as I own and operate a Computer Repair business in the Richmond Virginia area, you could consider this letter as representing all those computer users who have been damaged by either Spyware and Adware.

My repair service fixes all forms of software and hardware problems in the Personal Computer markets, I have over 30 years of development and repair experience in this field. The calls that we get from our customers are nearly 90% related to slowed performance of the computer over a period of months and occasionally within a short period of time in only a matter of days. All customers either on Broadband or Dialup connections are equally affected by Spyware and Adware.

Our experience here has been that fully all of those customers (90%), have lost all or a significant portion of their system performance due to Spyware and Adware. This to the point that they feel they have to call a repair shop to fix these problems. Since there is not any guidelines, limitations, or legal barriers to stop the Spyware and Adware onslaught, then the customer(victim) has no alternative but to request that our repair services remove the offending programs from their system so that the computer is usable once again.

It is painfully obvious that the Adware/Spyware folks only view the home computer as another medium for transmitting advertisements or gathering marketing information, and since there are millions of these advertisers trying to use our computers then the customer has no choice but to block these programs from their machines no matter what. Can you just imagine the chaos of having thousands of salesmen banging on your front door at all hours of the day and night?

I can remember the not so distant past when advertising was not allowed on the Internet by mandate of the people on the internet. Therefore I feel that it is the duty of the Government to uphold the will of the people and block all forms of advertising via the internet (period).

I am confident that proper controls on this problem and other computer usage problems will be resolved and penalties for violations will be used.

Thank you for your time,

Donald Fairchild
Fairchild Software Inc.
Chesterfield, VA