

From: Julia Crosswell
Posted At: Thursday, April 15, 2004 12:13 PM
Posted To: spywareworkshop2004
Conversation: Spyware Workshop - Comment, P044509
Subject: Spyware Workshop - Comment, P044509

Dear FTC,

Thank you for taking a look at SpyWare.

I am not an IT specialist - I am simply a mom who is in charge of keeping our 3 computers up and running. Last week my husband's computer got hijacked and he lost his internet connection. It was replaced by the spyware's configuration. I was up until 1 am cleaning it up. Although we have good anti-spam software, the problem was not resolved until I booted up into SAFE MODE and re-ran the anti-spam program. We run AdAware anti-spam software at least once a day on each computer. We check for updates every day or two. We are still invaded. We are going to have to pay the extra \$40 per computer to upgrade Ad-Aware to the full version so we can stop the hijacking on the internet, before it downloads to our computer.

I am not taking issue with a web site's right to have ads on its site. I enjoy shopping on the internet and ads can be very useful - even a site's pop-up ads. However, I have not found any way in which spyware and hijackings induce me to shop. Pop-ups, unrelated to the site I visiting, assure I will NEVER purchase the product the pop-up is advertising.

I do not understand how it is legal for someone to access your computer and change your settings without consent. That is what hijacking software does. If I turned my television to NBC, would it be fair for NBC to then change the settings on my TV so I could only receive NBC affiliated channels, or even worse, switch my cable provider? That is what hijacking software does to my computers.

Please make their actions illegal. Then please get some funds from Congress and ENFORCE it with fines and jail time.

Sincerely,

Julia Crosswell
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