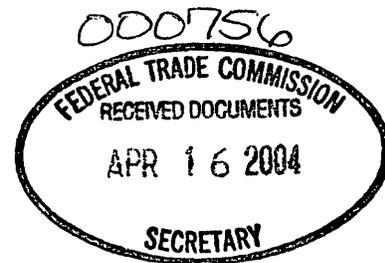


Holly Cotter
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April 15, 2004

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

To the Commissioners,

I appreciate the government's efforts to solve the problem of unsolicited email. However, I'm concerned how the proposed suppression lists will affect the small business person as well as the consumer.

Suppression lists will make it too costly and labor-intensive for legitimate small businesses to continue using the internet as a business tool. It will force many entrepreneurs out of business entirely, and will result in crippling many other small businesses.

The use of suppression lists will also have a negative impact on consumers. Not only will many publications they enjoy receiving simply stop in the face of the extra costs associated with suppression lists, but their ability to compare prices offered by different merchants will suffer as the small businesses will no longer be able to make their offers available on the internet.

There is one more aspect of suppression lists you must consider. Once the spammers get their hands on the suppression lists, you will see an INCREASE in the unsolicited bulk email is sent...to every individual on the suppression lists.

In the long run, I believe the suppression lists will hurt small businesses and consumers alike, and make it EASIER for spammers to continue in their illegal activities.

I agree that spam is a problem, and that something needs to be done about it. However, as a small business person and consumer myself, I want to see laws put into place that will not hurt legitimate business people and consumers.

Respectfully,

Holly Cotter, President