

STUDIO433

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AOL European Operations Ltd
Network House
IDA Industrial Park
Cork Road
Waterford
Republic of Ireland

Dear Sir or Madam,

BLOCKING OF EMAIL TO AOL USERS

One of your dial-up customers has been in touch with you regarding non-receipt of mail addressed to email discussion lists (or groups) that operate from our servers. He tells me you need a written statement from me for the block to be lifted (his email attached).

The list he is subscribed to addresses mail to theblower@studio433.co.uk. This is a hobby group, for those interested in railway signalling. There are currently 205 users on the group, about a dozen of which are AOL customers.

We also operate a number of other discussion lists or newsletters, and anybody using our hosting service has the option of running their own under their domain name. Such features are usually offered with professional web hosting services. The software that runs the lists has a number of features built in to protect against abuse of the service. Additionally, all of our customers are aware that in the event of their misuse of such features, their account will be terminated. We have never encountered any improper use, and do not expect to.

Email lists are not a rare feature of the Internet. I must say that I find it alarming that you automatically block mail on such a basic criteria. I fully understand your desire to stamp out Unsolicited Commercial Email, but in my opinion your approach is unacceptable as genuine mail to the user is deleted without advice to either the user or sender.

I look forward to hearing from you that the situation has been resolved. Do feel welcome to contact me if there is anything you would like to discuss.

Yours sincerely,

John Hinson