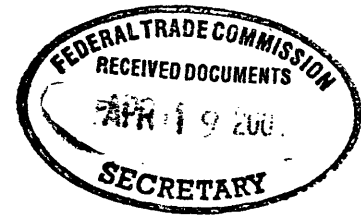


5506 Wind Drift Dr.  
Powell, Ohio 43065-7514  
April 17, 2004



Federal Trade Commission/Office of the Secretary  
Room 159-H  
600 Pennsylvania Avenue, N.W.  
Washington, D.C.  
20580

000816

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

To the Commissioners:

Your efforts to control the problem of SPAM (unsolicited email) are appreciated. I applaud your efforts to curb the problem. However, I am concerned about the proposed requirement for merchants to maintain suppression lists. This sounds like a good idea on the surface, but I feel that it will impose an undue hardship on American businesses like mine while allowing foreigners (who are the originators of most SPAM in my opinion) to flaunt this law.

There are so many problems and costs associated with this idea, and so much damage done to consumers and businesses alike, that I feel I must urge you to reconsider this matter more carefully.

Requirement of the use of suppression lists will seriously damage many of the legitimate publications available on the net. My specific concern is for harm to publishers who require permission from the consumer prior to adding them to any list.

They're not who CAN-SPAM was designed to put out of business, but this requirement will very likely have that effect.

There's also the potential for significant harm to consumers, because of the problem of properly knowing their intent when they unsubscribe from a list. On top of that, these suppression lists could easily fall into the hands of spammers, leading to more spam instead of less.

I was quite surprised at the potential problems this ruling could involve, and urge you in the strongest possible terms to reconsider its implementation in light of these problems,

Respectfully,

A handwritten signature in black ink that reads "John W. Mann". The signature is fluid and cursive, with a long horizontal line extending to the right.

John W. Mann, President  
MannMade Software