

Dear IDA,

As part of my job, I sometimes monitor an e-mail account with a 100 MB capacity. I find that if I do not constantly delete the spam e-mails, within hours, the account approaches its capacity limit and runs the risk of bouncing back legitimate e-mail.

Given the sheer volume of spam the account receives, it would take more than two hours every day to respond to every sender and unsubscribe from the mailing list - time that would be better spent on real work.

While the move to promote e-commerce is laudable, opening the floodgates to spam would not be the best way of achieving this.

After all, an irritated computer user is unlikely to turn into a happy customer.

Thank you for seeking public feedback and for taking the time to read this.

regards,
Janice Tay