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Ms Valerie Smith
P.O. Box 90598
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Toronto, Ontario M1J 3N7

VIA E-MAIL:

Dear Ms. Smith:

I am writing in response to your letter dated June 2, 2003 in which you informed Rogers that you have received unsolicited commercial e-mails, some of which you believe may involve child pornography. You have questioned what efforts Rogers has taken to block such e-mails.

As you may be aware from recent media coverage, unsolicited bulk commercial e-mail is a complex, international issue for which there is no single solution. Rogers, like other Canadian ISPs, prohibits its own customers from using our Internet access service to send unsolicited, bulk or commercial messages. We actively monitor compliance by our customer base with this policy. In our experience however, the vast majority of unsolicited e-mail originates from outside the Rogers network.

Although Rogers monitors spam activity by its customers on our networks, we encourage individual customers to adopt whatever defensive measures are best-suited to their circumstances to ensure that they minimize receipt of unsolicited e-mails. Some customers attempt to minimize this likelihood by using only anonymous e-mail addresses or secondary accounts for non-personal correspondence. Others choose to install "anti-spam" filtering software on their personal computers. This software is widely available to the general public. We recommend that you consider whether such software would be suitable for your purposes.

You will find other useful information on dealing with unsolicited bulk e-mail on our Rogers Help website (www.rogershelp.com). A four-part spam tutorial can be found under the heading "Report an Email Concern/SPAM". This tutorial includes step-by-step instructions that allow customers to trace the origin of unsolicited messages and report their receipt to the spam originator's Internet service provider.

You indicate that you have sent two messages to abuse@rogers.com but have not yet received a response. I am advised that it would be our practice to investigate any such complaints and report any suspected incident of child pornography to the police. Unfortunately, Rogers does not have the resources to advise each sender of e-mails of the outcome of these investigations, however I assure you that these matters are taken seriously and all companies in the Rogers group have lengthy records of active cooperation with law enforcement officials on these and other matters.

We hope this information is helpful to you.

Yours truly,

Dana Drake

Dana Drake
St. Litigation Law Clerk