

Yesterday I had a very bad experience with an ISP (peoplepc). They were offering a free 30 day trial of their internet service for \$9.95 so I decided to try it for the 30 days and see if it was worth switching for. After going through all of their setup procedure including having to give them a credit card number, they downloaded some software to my computer. The software ran and then said that it needed to re-boot my system. When my system came back up everything had been changed on the desktop, I could no longer access my old internet and theirs didn't work at all. It went into an unrecoverable situation where it was asking for some information but wouldn't allow you to enter it and wouldn't continue without it, the only out was to stop that task using windows. At this point I decided that I didn't want their system on my computer at all and called them for instructions on how to remove it from my computer. To say the least they didn't want to help at all but finally said that I'd have to call a 900 phone number they would charge me \$1.95 per minute to help me remove a free trial from my computer.

I'd like you to investigate this kind of practice and make some laws that would punish computer organizations for changing or modifying anything on a computer that does not belong to them. As far as I am concerned this was no different than someone sending me a virus or trojan. If they are going to change anything on a computer I want them to be extremely explicit (in extreme detail) what they are going to put on my computer and what they are going to change.

It took me more than three hours to get this all straightened out and their software off of my computer. I work in the computer business and would welcome help in this area, because this is becoming the norm not the exception. I strongly suspect that there is another ISP that is doing the same thing though I don't have the nerve to try it out after the experience with peoplepc. The other ISP is netzero/juno.

Peoplepc goes into great detail in their license agreement as to what their rights are, but never mention what they were about to do to my computer.

Any help you can give to all of us out here in the internet world would be greatly appreciated and I'm not normally one for more government control. If I can be of any help please let me know.

Thanks

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