

To: info@windells.com  
From: Bob Simpson <bob@pobox.com>  
Subject: Unsolicited Advertising you've been sending me (since 2003!)  
Cc: webmaster@windells.com, roxanne@windells.com, kim@windells.com, jeanette@windells.com, tim@windells.com, neal@windells.com, sean@windells.com  
Bcc:  
Attached:

At 10:19 AM 9/18/2008, Sean Harkins wrote:  
If you can not see Flyer/Poster, please visit:

[http://s511.photobucket.com/albums/s360/Windells\\_Camp/?action=view&current=WinterPrices.jpg](http://s511.photobucket.com/albums/s360/Windells_Camp/?action=view&current=WinterPrices.jpg)

#### EXECUTIVE SUMMARY

I have no relationship with your company whatsoever.  
You've been sending me junk mail for five (5) years now, off and on.  
Please stop.  
Please fix your e-mail address databases.  
Please fix your data handling processes.  
Please give me the name of the person in charge there.

#### TOO MUCH DETAIL

Here is a brief history of the junk mail I have received from you:

2003-Nov-05 Automated reply from your site to someone who used my e-mail on your site (that apparently you didn't validate) which started this whole mess.

2003-Nov-05 I write a short note asking to have this fixed.

2003-Nov-06 Roxanne Korda tells me it's been taken care of.

2004-Feb-20 Automated reply from your reservation system about an incomplete "online" reservation. I ignore it.

2005-Jan-20 News/Announcement from "U.S. Snowboarding News Bureau" <noreply@ussa.org> for "BILLY KINDER" <bob@pobox.com> (obviously not me) talking about your Snowboard Camp. It's seems clear they got my e-mail address from Windells.

2005-Jan-21 Advertisement, more of the above.

2005-Feb-02 Advertisement from Roxanne Korda <Roxanne@windells.com>, exhorting me to contact Kim Larecy <kim@windells.com> about some event and the "dumping" at your camp--which sounds kind of unsavory.

2005-Feb-22 Some personal picture from jeanette@windells.com of an Orca about to eat some dog. Creepy.

2005-Mar-30 Advertisement from jeanette@windells.com

2005-Apr-15 Advertisement from "tim windell" with a batch of pictures of snow.

2005-Apr-23 More photos of snow from jeanette@windells.com and tim@windells.com. These pics are much bigger this time, just in case...the snow was...too small...in the previous set. I guess.

2005-May-02 I send mail to various folks asking them to get me off your list. I get no response.

2005-May-25 I send another note and get no response. However, junk mail from Windells stops. For a while.

2005-Nov-16 More advertising. Also contains 360 e-mail addresses of the other recipients of this message. (From "a.gruidel@comcast.net" to "gwhite1058@aol.com", in alphabetical order.). Presumably these are some of your customers. I ignored this one since my spam-catcher intercepted it. It's about "tearing it in BOB all night," which I find somewhat ironic.

2006-Mar-10 More advertising.

2006-Mar-10 I send mail to you again, asking to be removed from your lists and get no response.

2006-Apr-21 I send mail to you again, asking to be removed from your lists.

2006-Apr-21 I get a reply from an unidentified person at Windells telling me

- 1) they will "do their best" to make sure my address is off your list,
- 2) if they take me off the list it would not happen again,
- 3) there is no one actually in charge at Windells,

2006-Apr-21 I get a follow-up from the unidentified person telling me:

- 4) they have gone through all their address books,
- 5) they have not found my e-mail address,
- 6) I should be off your list,
- 7) they hope I don't get any more e-mail from Windells.

Me too.

2006-Nov-20 Alas, more advertising. This time from Neal Drake <neal@windells.com> and mostly illegible HTML. Guess Mx. 2006-Apr missed one... or more... copies of my e-mail address.

2006-Nov-20 I send mail to you again, asking to be removed from your lists.

2006-Nov-28 Neal Drake responds, telling me all pobox.com addresses have been removed from the database. Too bad for anyone else using a pobox.com address, eh? C'est la vie.

2008-Jun-20 More advertising, from a service you apparently started using called constantcontact.com, which was caught by my spam filter, which I ignored.

2008-Sep-18 (Yesterday) More advertising, this time from Sean Harkins <sean@windells.com>, mostly just a big

image.

So...

- 1) Please remove my e-mail address from your database again.
- 2) Please confirm that you have done so.
- 3) Please find the "reservoir of infection" that keeps causing this and fix it.

Also, who is the "person in charge" there? The President. The CEO. The Head Honcho. The Current Talking-Stick-Holder of the Autonomous Collective, or whatever it is you call them. The person with the "The Buck Stops Here" plaque on their desk. The person the police call at 3AM when they "need to talk to someone in charge." The name on the lease. The person that signs the checks. Whoever it is, I would really like a word with them. Seriously.

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Bob Simpson <bob@pobox.com>

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The inconvenience of poor quality lingers on long after the thrill of  
a bargain has been made.

-- G.K. Chesterson