

Tony Roberts

Concerns over online services and internet/email generally.

My concerns about using on-line services are the intrusion of junk mail (usually completely superfluous offers of a personal nature) and the fear of acquiring a virus. We are told to get a firewall, a virus checker, a spam filter and pop ups blockers. But why on earth should we the customers have to do all this? Why is it that the web sites and our ISP cannot do this for us? Why is it all so difficult? Why can't it be as easy as using the phone?

When I e-mailed the Sunday Times last week about sudden difficulties with entering the Where Was I quiz, I was advised to disable any pop up blockers. This is surely irresponsible but in any event, why should I be put to this trouble?

Don't get me wrong. I think E-mail and the Internet are the greatest advances for years but please please make it easy for us. Perhaps start by using standard English and not some private gobbledegook language which seems aimed solely at the members of some secret society. And while you are at it, tell the Sunday Times to leave "cookies" for the food page!