

From: Stan Scarano <sscarano@netkonnnect.net>
To: <access@fcc.gov>
Date: 4/26/00 5:00PM
Subject: Netscape discrimination against the disability community

00-30

Dear Sir:

I am co-president of the National Coalition for the Chemically Injured (NCCI) a 501 (c)(3) corporation that advocates for the chemical injury/multiple chemical sensitivity (MCS) community. I have had a Netscape webmail account for over a year. In February of this year, I became locked out of my account. The account is used primarily for NCCI correspondence with our member organizations and others concerning MCS and other environmental issues. I told the Netscape nectcenter-feedback personnel that I was disabled and that our organization works on behalf of a disabled community and asked them to restore access to the account as soon as possible because we had several major initiatives under way. They have absolutely refused to restore access or answer my requests. I have emailed them almost daily. I even called their corporate legal department to tell them of my experience and that I was going to file an ADA complaint with the Justice Department. I have asked that as an interim measure that they transfer my email to another account so that I can continue my work. I have also told them that it is possible that a first time caller, who does not get assistance or a response may be severely injured or worse. None of this seems to matter to them.

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY**DOCKET FILE COPY ORIGINAL**

Their parent company is AOL who is currently going through a merger approval with your organization. I would vote against it because they are so callous to the disability community. Even if the break in service was accidental the more than twenty messages explaining our plight, the possible impact on the MCS community, and my appeal to their humanity have all been met with silence and inaction. That is NOT the kind of "Social Responsibility" that we expect from the "Corporate" community.

Sincerely,

Stan Scarano,
Co-President, National Coalition for the Chemically Injured

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