Sometimes it Just Takes a Letter

by Susan Daley

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INTRODUCTION

My name is Susan, I am the result of enough exceptional life experiences to last several incarnations, when memories surface I often think they couldn't possibly be real, that if someone were telling me these stories I'd think they were greatly embellished, but they're not. These experiences have provided a voluminous 'hard-drive' from which to download information on a boatload of subjects, and when it falls short, I am extremely resourceful and my cloud is virtually unlimited!

Most of my career has been in the entertainment industry. From the age of 17 until just last year, that's pretty much where I spent my life. I started in the Music Industry in Montreal, my home town, in an office of about 15 people. This office housed a concert promoter, record company, artist management company and graphic arts company – all of whom were related financially and executively; this was probably where I first heard the term 'conflict of interest,' but I digress. This company partnered with another in Toronto and together we booked National Tours with every artist you've ever heard of. I started as receptionist and worked my way through every department until I headed the Concert Division, where the big picture hides behind an ugly spot on the wall.

I then moved to Los Angeles to take care of a very sick friend and entered the world of Film & Television via Hollywood talent agencies. This is where I fell into accounting. It wasn't in my plan, but I was good at it, this is also when the internet portended a very different world – I still remember my AOL password and the horror I felt when some stranger popped up on my

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instant messenger asking if I wanted to go for a coffee. Since then I've not put my address or photo anywhere on the web where it could be accessed by anyone who hasn't been thoroughly vetted. You shouldn't either.

After Los Angeles I moved back to Canada, my French having lost its lustre and the French language having become much more prominent in my absence, Montreal was no longer an option, so I went to its arch enemy, Toronto, 'Hollywood North,' where I found work at a talent agency – I knew they'd hire me, after all, I just came from the real Hollywood. Thankfully, albeit sadly, predictable. I spent several years there, did some freelance work, became controller at an FX company, went off to a reality-show based television production company and finally landed right back where I started, or so I thought. The concert promoter with whom I began my career and the partner in Toronto had gone through many iterations and name changes, they were now a humongous conglomerate, and despite the familiar faces, I wasn't in Kansas anymore.

You must know of course that I am skipping much, it's not like I went seamlessly from one job to another, there was downtime, there was a lot of temp work at Hollywood studios, there were road manager gigs, bookkeeping gigs, personal assistant to a very famous but giant ass of a singer from the days of yore, who, mercifully, was in Europe most of the year, (the time difference provided much needed relief.) A few detours into the holistic world of alternative therapies and much, much more.

I am a sponge; I soak up everything about every department in every company I work
for. I even became the default IT person in a couple of companies, and embodied the Business and Legal Affairs departments in a few others, I have a talent for anticipating red flags, and I write a damn good letter – often rendering it unnecessary to contact a lawyer when threatened with a lawsuit, cease and desist letter or some such thing.

I have become fluent in many languages; English, Legalese, Accounting/Finance Speak, Logic, Snark, and conversational French, well, that's a little rusty, but I'm working on it.

This is not an autobiography, so I will spare you any more details on my storied life, I'll just say that throughout my experiences, what struck me the most, what fired me up and became one of the very reasons I went to work each day, was witnessing bullying. I was always a very loyal and devoted employee and colleague. When big corporations or landlords, financial institutions, upper management, etc. applied pressure on someone lacking the resources, I would spring into action with abandon. I am rabid when I see an injustice and trust me, I've seen many.

There is nothing I abhor more than a 'Goliath' threatening the security and/or livelihood of someone they perceive as weak. Too often the 'Davids' succumb and give up something they value because they fear the alternative. This makes my blood boil, this makes me insane. This is why I created www.WritingWrongs.ca and what now gets me up every day.

So far I've been highly successful helping friends address threats or disputes, create content for their websites and prepare speeches for presentations, and it's proved much easier
than I thought. I am a self-contained arsenal. As I mentioned, I speak fluent legalese, I am an excellent researcher, fluent in Accounting/Finance and can understand and explain the bottom line in lay terms. I am like a dog with a bone once I take on a project, my fuel is bullies. Of course I spit them out, they are a renewable energy – and I'm very ecologically conscious.

In this e-book I'll tell you about a couple of situations friends and I have faced and how we dealt with them, as well as some information on e-books and the new copyright laws. I hope you glean enough basic information to realize that calling a lawyer is, much of the time, not necessary – nobody wants to spend money on lawyers and you probably don't have to.

Following are a few tips and tidbits of information that may prove useful to you, I hope they do, that's my intention.

**DISPUTE RELATED LETTERS**

We all have to resolve a dispute or present our case at some point in our lives, it's a rite of passage. Some people are just better at putting their thoughts on paper than others. This is certainly not to say they're less competent, just that they express their brilliance in other ways.

Regardless of your eloquence, when defending your position or making a claim, you're emotionally invested, this is never a good time to fire off a missive – trust me, been there. It's also hard to resist pointing out every single flaw with your opponent's reasoning while keeping your response concise.

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We must always assume that the recipient of our statement has a very limited attention span and thus will put our letter at the bottom of the pile should it be too verbose, repetitive, or require a modicum of effort to decipher. We must also assume that they don't care; they're just putting in the hours until they can go back to their lives.

If we pepper our letter with insults, these 'customer service reps,' for lack of a better word, will make us pay. They can misfile it or claim they never received it, etc. just to prolong our agony.

If we're responding to a lawyer or someone experienced in thuggery, they will immediately hone in on our anger and realize that they have the upper hand. When we expose our anger, we reveal our weakness, that's when they pounce!

If you're doing this yourself, I recommend the following,

**GENERAL RULES OF THUMB FOR DISPUTE RELATED LETTERS**

- Gather all pertinent history of the issue(s) in question; emails, letters, invoices, etc. Put them in an isolated 'evidence' folder on your desktop.
- Write out, in list form, every allegation against you (or them, if you are initiating the claim.)
- Attach the corresponding evidence to each allegation. Some of your evidence may address more than one allegation, attach it anyway, no matter how many times you're
attaching the same email or document.

- When you've finished, look to see if you're missing any 'backup.'

- Don't worry if you're missing some things, i.e., a phone conversation you had with them; if you can remember approximately when you had the conversation, write that down, if you were on a cell phone or have the means to check call-logs, be specific about the time and date that conversation occurred. The more 'evidence' you provide, the less confident they will be.

- Write a first draft without holding anything back, tell them they're asshats if that's what you want to do, or how amazed you are that they're holding a position that would presumably require some ability to understand polysyllabic words, you know what I mean, let out your fury!

- Edit your draft, take out all the insults, take out anything that reveals your emotional state until only dry facts and a few fundamental words remain.

- Read it again; pay particular attention to the word(s) that follow “I” or “You” as they tend to be either defensive or accusatory.

- Read it one more time, pretend you're receiving it while you're in a bad mood, is there anything in the letter that would set you off? Better yet, have an unbiased third party look at it.

- If you've done all the above, you can go ahead and push send.

Of course this list isn't all-encompassing, for example, when you have a verbal agreement and therefor have no documented proof of its existence, it's your word against theirs. There are ways around most 'hiccups' and I'd be happy to share more at another time, but I'm
trying to keep this relatively short.

I personally throw in a few hereinafter's, notwithstanding's, 'let the record show's' etc. with a soupcon of snark, this often makes them think it actually comes from a lawyer – they don't want to pay a lawyer anymore than you do, if they think you've lawyered up, they'll do what they can to get your file off their desks 95% of the time, unless they're confident they have a case.

It's always wise to have an unbiased third party proofread what you're sending out, we're never objective when advocating for ourselves.

**LANDLORD/TENANT DISPUTE EXAMPLE**

I've just recently done this for myself. Having been a homeowner for the last two decades, I had to do some research on my options when I realized that my landlord was not honouring his responsibilities per the lease we both signed.

**BACKGROUND**

I moved into a new development which consists of 2 lots of 4 townhouses each and 3 vacant lots for 'to be constructed' townhouses. I was the only tenant in one of the 4 townhouse lots because somebody, after 6 weeks, did a fly-by-night. This was not my problem. I understood that the property management company was dependant upon rental income to provide the services outlined in the lease, but again, not my problem. I was accommodating at

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first, but after the destruction of 2 pairs of awesome shoes, a slow leak in my tire and pulling a tick out of my scalp, I was done!

The vacant lots became overrun with weeds that grew to my height, I'm 5'8" - they had yet to lay the sod around the complex, forcing me to walk through mud every time it rained, and it rained a lot! There was a garbage heap replete with old tires in one of the vacant lots and there was no asphalt in the parking area. To add insult to injury, I saw a neighbour from the house adjacent to this property dump a wheelbarrow full of weeds onto one of the lots. The place was such an eyesore, it's no wonder he thought it was a dumping ground.

**ACTIONS**

My calls to the property management firm went unanswered, emails ignored, I was getting more and more irate with each passing day. Pulling little stones out of the pads of my dog's paws was infuriating and time-consuming - enough was enough. I went online and researched my options.

The most obvious solution was the Landlord/Tenant Tribunal, but that (a) costs money (b) requires a lot of legwork and evidence collecting (c) wants me to lay out funds for damage repair before being reimbursed (d) ultimately recommends I take the landlord to small claims court, lengthy processes all.

I was not satisfied with the remedies suggested, so, I looked into city by-laws. There are property standards requirements in every city and county. I found the relevant by-laws and the

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contact name and email address of the by-law enforcer in my town. I sent a list of all the contraventions committed, as well as pictures of the 'crimes.' I explained that I was unable to resolve this with the landlord, that it was a blight on the city and the fact that I pulled a tick from my scalp revealed it to be a health and safety issue as well – this is Lyme Disease Country!

The by-law enforcer promptly replied and told me that I was correct, the company was in clear violation of the Property Standards Act, but there was an additional option available to him that would expedite the matter. He said he would serve them an official notice giving them 2 weeks to bring the place up to code or he would hire a crew to do it and send them the bill.

The place looks lovely now and the property manager is afraid of me, so all's well. Oh, there is a downside; getting the place all prettied up resulted in new tenants. I was used to being the only person in a 4 townhouse lot, now I'm next door to a family with 2 dogs and 3 kids under the age of 7.

But I didn't have to pay or file anything, I didn't have to go to small claims court, I sent one email and my complaints were addressed and remedied within 2 weeks. Most landlords would never assume you'd take your complaints beyond the Landlord/Tenant Tribunal and/or small claims court. This is far more effective and you already pay for the service!

The Property Standards Act never comes up in internet searches about landlord/tenant disputes, and that's typical of lazy government, but this is why we pay taxes, avail yourself of the services to which you are entitled – It's your right!!

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A friend of mine built and registered a website for her small business using a relatively
 generic phrase that was also an available domain name. She put an awful lot of effort into both
 the business and the website and was starting to reap the rewards. At the time, if you googled
 that phrase, her website was the 3rd result returned, impressive indeed.

A few months later she received a Trademark Infringement, Cease & Desist' letter from a
 company threatening to get their lawyers after her if she did not immediately change the name
 (remember, it was registered with (CIRA) The Canadian Internet Registration Authority.) Of
 course she was alarmed, she thought of the amount of work and money she'd already invested
 and the level of exposure she had garnered under that name, changing it would cause a ripple
 effect that a new business could not easily sustain.

She would have to change the related Facebook and other social media pages she
 painstakingly created, re-gain followers, (like that's sending a positive message,) shell out
 money for another domain name and website build, among other things. It was a daunting
 prospect and she hadn't done anything wrong!

The charges in the Cease & Desist or Else letter were “Consumer Confusion” and
 “Dilution of Mark.” These are common charges in these letters and are generally what you
 must defend against.

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DEFENCES FOR CUSTOMER CONFUSION

“Genericization.” Genericization generally renders a trademark unenforceable. If the™ term or phrase has become so generic that it's bandied about indiscriminately and/or encompasses far more than its original meaning, it cannot be enforced. Remember when Paris Hilton wanted to trademark 'That's Hot!' or Donald Trump 'You're Fired!?' It couldn't be done, they were too generic.

When registering a Trademark the following rules apply:

“Geographical Locations.” You may not register a word that uses a geographical location commonly known to be the place of origin of the goods, i.e. 'Canadian Ice Cream' – All ice cream made in Canada is Canadian ice cream.

“Clearly Descriptive Marks.” i.e. Sweet Ice Cream – All Ice Cream can be described as sweet.

“Statements of Use.” You must describe the full scope of the goods and/or services in association with the trademark. Anything outside of the stated purview cannot be enforced.

Of course there are other rules, but these are the ones pertinent to the situation to which I am referring. Also, I searched the government's Trademark Database and found the exact wording of my friend's company to be available, she has since registered it and it is pending approval.

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In this case it was remarkably effortless to provide a defence for “Consumer Confusion” as their position was audacious; The products & services could not be more dissimilar, were it a game show, I'm sure they would be acceptable examples of opposites. There would never be any consumer confusion. There would indeed be consumer confusion with a few of the other similarly named companies out there, as a lot of them were in the same field, but those were large corporations and these guys were ill equipped to play with the big boys.

**DILUTION OF MARK**

Dilution of Mark; This suggests that the 'offending' company's usage of the trademark somehow tarnishes the image or reputation of the Trademark holder. That, were consumer confusion in play, their business would suffer because the offender's products or services were inferior, or had a bad reputation.

This company hadn't updated any reference to their TM term in over 2 years, it was virtual abandonment, they let their social media accounts hibernate and their dedicated domain name lapse. They had but 3 references on their umbrella website which had dead links and no activity since the pages were created. If anyone was diluting the mark.....needless to say, we never heard back from them after filing our response.

Already with the passing of Bill C-11 in Canada and SOPA in the USA, niche companies have emerged to try to cash in on the new and expanded penalties. They're called Trademark
Trolls.” These people Trademark thousands of buzz/trend words and then seek out ‘infringers.’ For the most part, if it gets as far as court, their case is dismissed. However, there are small organizations who succumb to this blackmail and don't let it get as far as court. They don't have the funds to pay a lawyer and believe they're over a barrel, so they pay the ransom and sometimes even surrender use of the slogan or phrase that helped identify their business in a sea of competition— they just want the monster to go away.

Attempts to scare and intimidate smaller organizations and entrepreneurs by threatening lawsuits is not a new ploy, and not wholly unsuccessful. They rely on the investment the 'little guy' has already made to build his business, and hope he will decide it's cheaper to pay for the 'right' to use 'their' trademark. This too often works. That being said, sometimes even the big guys get burned – as Bruce Springsteen did in one of the first ever cases of cybersquatting, it's unbelievable to me that Bruce Springsteen lost the right to dotcom his own name. He lost it to a cybersquatter who bought 1000 celebrity domain names. That in and of itself should have shown bad faith and malicious intent.

This guy, Jeff Burgar, has tied up BruceSpringsteen.com until 2030. If you go to the site you'll see a 404 Error, there's no server, it's dormant. The WIPO made a monumentally bad decision and that Burgar guy should never be allowed to listen to music again!

Not lost on anyone is the government's incompetence, the Canadian Internet Registration Authority is registering domain names containing trademarks registered with the Canadian Intellectual Property Office. The same goes for the USA's related offices, but I don't want to get
started on government incompetence, this is an e-book not a tome. The law has a long way to
go before it catches up with the internet.

The moral of the story is, before you even think of calling a lawyer, do your research!
The answers are out there, if you can't find them, or can't invest the time, e-mail me, I'll help
you!

E-BOOKS

I was reading up on how Bill C-11 and SOPA (and every other country's version of
same) would affect E-Books in particular, and the restrictions are a ridiculous collection of the
laughably absurd – well, it would be laughable if the consequences weren't astronomical fines
and jail time, it is then, terrifying.

All of us probably have enough evidence on our devices that could land us in jail and we
are completely oblivious. You suffer a disappointment and a friend sends you a lovely passage
or poem that speaks to you, so you save it. Unless your friend was the original author, you could
both be felons. Her for copying and pasting copyrighted material and transmitting it to you
without the author or his/her estate's permission, and/or, if permission was obtained, once the
document was transmitted to you, unless she removed all records of it from her device – she's
guilty! Oh and you're in possession of stolen property.

Now, I can pretty much assure you that these strict laws were not created to benefit the
author. As a matter of fact, they'd probably be mortified to learn that an e-book or song they sold for $0.99 could cost someone tens of thousands of dollars and possibly incarceration.

I could go off on a ceaseless rant here, but again, this is an e-book. Suffice to say, I worked with several companies who did not 'have the best interest of the artist in mind.' I was very young and naive, but as I became close friends with many artists, I got a glimpse of the dark underbelly of some of my previous employers. For the sake of staying on topic, the reason I've included this chapter on e-books is because it has become the new darling of self-promotion and a lot of unsuspecting people could land themselves in real trouble if they don't know the legalities of purchasing 'pre-written' or 'royalty free' e-books.

ROYALTY FREE

I was contacted to 'clean up' an e-book. I was told it would require some light editing, the entrepreneur just wanted it presentable enough to put on her website as a free give-away. She said she couldn't write to save her life, but was advised by people in her network that giving away an e-book was a fast and easy way to collect the most precious lead of all, that ever elusive email address.

The woman, we'll call her Leslie, sent me her e-book for embellishment with instructions not to spend too much time on it, she didn't really care about it and time was of the essence.

The thing was horribly written, it looked like a bunch of blogs sewn together with the

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words “and” or “also” interspersed with additional personal anecdotes that were clearly written in a different voice.

Through a series of events, I would learn that she obtained this 'e-book' through a 'royalty free' website that may or may not have encouraged altering, customizing and personalizing the book to use as a promotional tool. I say may or may not because I don't know exactly where she got it.

I googled a few of the 'exercises' in her e-book to get more information, I landed on a few blog pages that, word for word, comprised chapters in Leslie's e-book. I was appalled. There was no credit given to the original creator of the information, and, the same information was found on several blogs, all lacking the same thing, credit or reference to the original document.

Further googling landed me on a few of these 'royalty free e-book' websites, my faith in humanity dwindled. One man offered several e-books of 'proven self-help programs.' For $69 you could buy an e-book detailing a 'coaching' program he wrote, you were free to put your name on it, say you wrote it, alter or edit it in anyway you wanted and give it away or sell it, owing him nothing more. There were several programs, you were encouraged to introduce them all into your own business. There were also testimonials from personal coaches who were using them in their business! Wouldn't you rather a personal coach obtain all his/her course information by participating in an actual course? How much do they even know about the service they're charging you for? If you follow the ancestry, I believe you'll find this to be

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the great-great-grandchild of the snake oil salesman.

But, it's not stealing, I find it a repugnant act, but it's not stealing, the author is giving you permission. What is stealing is what some of the other websites are doing; offering e-books on a variety of topical subjects that you can copy and paste and call your own. They are completely devoid of any reference to the actual author(s) they are an aggregate of blogs separated by headings and virtually no other formatting. This looks like where Leslie got hers. I clicked on a few to find they were removed for copyright infringement, but most remained.

If you're thinking of giving away a free e-book, do yourself a favour, either write it yourself, or hire someone to write one for you. Under the new laws the price you pay for getting something for nothing, could be your freedom! Plus, why should you make money off of someone else's work without the benefit of an arrangement?

The trademark trolls I referred to earlier have a cousin; copyright trolls, these guys either buy up publishing and chase down infringers, or just offer services to chase down those who infringe upon your copyrights.

As the majority of generic e-book authors sell you their e-book for use as a give-away with express instructions NOT to alter it in any way. They obviously have a record of who they sold them to. They can hire a copyright troll to go through their clients' websites, download the free e-book and see if there were any changes made. If there were, I remind you of what I said

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at the top of this chapter, Bill C11 and SOPA etc. can cause you more grief than you could imagine.

Again, I do believe artists should absolutely be paid for their work, and if you expect to be paid for yours, you must honour that – you get what you give.

MUSIC

I was rather disgusted to learn that Warner Chappell recently acquired the rights to 'Happy Birthday' long in the public domain. Happy freaking Birthday! This case is currently in court, but in the interim, Warner Chappell are charging $10K per use in a film, I suspect it's less for TV. Maybe you've seen allusions to it on your favourite show, when someone is cut off before singing the second line to Happy Birthday and switches over to 'For He's a Jolly Good Fellow.'

Happy Birthday has been in the public domain since forever; in 2009 Warner Chappell bought the publishing from a small company that claims to represent the songwriters, although that is very much in dispute. If the court decision returns Happy Birthday to its proper place in the public domain, Warner Chappell will have to return the licensing fees they've collected since 2009. I am praying for that outcome.

The fact that they're such a huge company is very likely why the courts are having a

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hard time with this. Warner Chappell is one of the conglomerates behind SOPA, lobbying hard for its implementation. They're also among the corporations who make more money off an artist's work than the actual artist, due to the artist's naivete when they signed their 7 year slave contract, which stripped them of the title 'artist' and turned them into 'content-creator' instead.

Pharrell and Robin Thicke lost the case for their song “Blurred Lines” to Marvin Gaye's estate. That sent shockwaves through the music industry and personally, I don't see it. I do see the blatant similarities between Tom Petty's “I Won't Back Down” and Sam Smith's 'Stay With Me." The first time I heard Smith's song I was half listening and thought it was a remake, a very, very slow remake, but then I noticed the words weren't the same. Smith said he had never heard Petty's song, but accepted the similarities. (I have heard no reports that he'd previously lived in a cave.)

Classic songs are ubiquitous; you don't even realize you're taking them in. They're absorbed into your subconscious and take root. It happens a lot, as Tom Petty himself said in a note to Sam Smith “…All my years of songwriting have shown me these things can happen. Most times you catch it before it gets out the studio door, but in this case it got by…”

There are standard chord progressions in popular music, you will find similarities in a lot of them, and, every big artist has experienced defending him/herself in a law suit from a songwriter claiming a hit song to be theirs, it goes with the territory.
With the advent of YouTube, File Sharing, Streaming, etc. Fair Use has become a very popular phrase. In the famous case of Lenz v Universal Music, Stephanie Lenz posted a YouTube video of her 13 month old son dancing to Prince's “Let's Go Crazy.” Four months later, YouTube received a take-down notice from Universal Music (owner of the copyrighted song) pursuant to the DMCA (Digital Millennium Copyright Act) claiming use of the song in the video violated the act. YouTube complied.

Ms. Lenz immediately informed YouTube that her video was within the scope of fair use and demanded it be put back online. YouTube restored the video six weeks later, (the DMCA requires 2 weeks) and Ms. Lenz sued Universal for Misrepresentation under the DMCA and wanted the courts to issue her a declaration stating that her use of the song was non-infringing. Ms. Lenz is being represented by the Electronic Frontier Foundation who assert that Universal had acted in bad faith by ordering the video be taken down and misrepresented DMCA.

Obviously Universal wanted her case dismissed and the Electronic Frontier Foundation view this as a precedent, and will fight to the finish. The video was posted in 2007, it is now 2015, it has over a million views – due obviously to the publicity surrounding the case, and eight years later, it's still in the appeals process.

What we have discovered throughout this battle is that Universal has employees whose sole job is to scour the internet looking for copyright infringers and send out mass take-down
notices. 'Dream Crushers' if you will. We've also learned that a lot of artists, Prince included, hire companies like "Web Sheriff" to do the same thing. This often pits artists against their fans – remember Metallica v Napster?

On a side note, I was very surprised to learn that Prince sided with the record company on this, given his very well documented antagonistic relationship with labels, and this particular usage is innocuous, to me he's employing the same tactics of his 'mortal enemies.' There is a link at the end of this e-book, check it out yourself!

Again, the internet is relatively new, and lawmakers are scrambling to keep up with it. There will be new laws, new means of distribution and the courts will be kept very busy for a long time. But consider this.....if Ms. Lenz were to have lost her case immediately, the world may never have been exposed to Justin Bieber! Kinda makes me re-think my position on the issue.
We're all just trying to live our lives and make a decent living in this ever changing world. On first glance, there is no balance of power. Special Interest groups have more influence on policymakers than we do, and we're the ones that financially support all of them! It isn't fair at all, and it's up to us to change things. We have the numbers, we just have to be on the same page.

Whether we're addressing an accusation or launching one, whether we're defending ourselves against a weighty opponent or attacking one, we have to find ways to match their resources without draining our own.

Social Media is an excellent tool. Companies are afraid of social media, the last thing they want to see published all over the internet is negative posts or articles about their brand. An added hashtag and some amplification, i.e. retweets, and these Goliath's are virtually rendered Davidian. They will want to stop negative press before it becomes a PR nightmare.

Corporate Publicists came into existence because companies needed spin to distract the public from the light someone was shining on their dark dealings. Always shine the light! Total darkness is shattered by a mere flicker of light.

I think we can do it. Everybody's good at something, I'm extremely good at research and writing, this can be my contribution to the cause. You're excellent at something too! So, if you

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find yourself needing someone with my talents, let's work something out. I am a big fan of the barter system, failing that, I'm a hell of a lot cheaper than a lawyer or accountant!

We have more options than we are aware of. We have more power than we are aware of. We are purposefully kept in the dark. The resources are not widely publicized as the people with the money don't want us to know how to fight them. But we can, and there are more of us than there are of them.

For more information on any of the subject matter in this e-book, check out the links on the next page. If you'd like to work with me, please email me at susan@writingwrongs.ca I'd love to hear from you, and I guarantee you your information will be kept private.

I'm not a salesperson, to receive this e-book I have not asked for your email address. You're free to pass it along in full or just portions of it, but please give me credit, I spent my time and energy creating it. I hope you enjoyed reading it – thank you for your time.

~Susan

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• Courtney Love’s unedited speech for the Digital Hollywood Online Entertainment
  Conference in 2000 – still highly relevant today:
  http://www.gerryhemingway.com/piracy.html

• The Rule of Law on the Internet – this is a link to a PDF over 100 pages long.

• Fair Use Defence (Wikipedia)
  https://en.wikipedia.org/wiki/Fair_use#Practical_effect_of_fair_use_defense

• Lenz v Universal Music (Wikipedia)

• Cybersquatting, Giving the Domain Name Registry a Bad Name.
  http://www.domainsherpa.com/cybersquatting-giving-the-domain-name-industry-a-bad-name

• Bruce Springsteen and Julia Roberts Domain Name Case.
  http://www.ivanhoffman.com/bruce.html

• 335,000 Banned Fans: The History of Metallica’s Costly Napster Battle
  http://ultimateclassicrock.com/metallica-napster-lawsuit/


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