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## FreeLists Featured List

Once a month, a FreeLists mailing list is chosen to be the month's "Featured List." We interview the owner of the list to find out what the list is all about, and how they've liked our disliked features of our service. If you'd like to recommend a list to be a future future Featured List, please [drop us a line](#).

This month's featured list is [Techassist](#). We interviewed Clint, the list owner.

**FreeLists:** Please describe your list for us and other readers: What is the general focus of your list? What topics are most-often discussed? How much traffic is generally passed on the list in an average day?

**Techassist:** Our list (backed by a member's only website) is a place where consumer electronics repair technicians can post their tough repair problems. These posts are currently seen by about 300 members in every US state and about 30 other countries, and growing by about 10 new members per day. Topics are mostly the repair problems of TV's, VCR's, monitors, and other consumer electronics. Actually, I've never counted the posts in a typical day. It seems to be on par with some other similar lists, which is ROUGHLY about 40-50 posts per day, however, we have actually had some unsubscribe, claiming they receive too many posts!

**FreeLists:** Please tell us a bit about yourself. What are your interests? How did you come to run this list?

**Techassist:** Born in 1960, born & raised in Baton Rouge. I started my main business <http://orpheuscomputing.com> about 20 years ago as "Orpheus Audio" after backing out of a medical career, and getting a minor degree (of all things) in architectural design w/backgrounds in art, graphics design & drafting. Back then, my business was only consumer electronics repair, but in recent years (since the creation of website about 4 years ago) has been only computer hardware & consumer electronics sales. The "electronics repair" aspect of the site remained, and will remain. Interests are science, biology, medicine, physics & astronomy. I belonged to several electronics repair lists, and have tried to remain active in the help of other electronics repair techs, which is how I met Jay Knoll, the founder of our current list, "TechAssist". He asked me on as an administrator of his creation <http://tech-assist.org> an the list provider at the time, Listbot. We were not pleased with that list (banner adds, posting problems, downtime, etc), hence my search for a better list, which led me to FreeLists. He and I both sort of 'run it'.

**FreeLists:** How did you hear about FreeLists, and why did you choose our service rather than one of the many others available? What features and/or benefits attracted you? Are you satisfied with the service? Where is there room for improvement?

**Techassist:** FreeLists was found in a search for "Free email lists". The choice was a simple one. Not only free, but actually had more features and options than pay lists.

Of course the first thing that attracted me, was the price and no banners! Then, the fact the list had fully searchable archives updated daily was the next "selling point" so to speak. This is great for our members....it's sort of like having a mini repair database they can search through. Other things were; "reply" & "reply all" having the same function (other lists w/o this feature can be problematic. One must click "reply all" for the reply to be posted, then if the original sender's email address is not removed, they will get dup's.) We all have been MORE than satisfied with the list & it has received praise and thanks from our members. I have never seen so many features or options available at ANY price, and the fact that all attachments can be stripped, as well as HTML posts converted to plain text, makes it the safest/best list around. I would also like to mention the support. It is incredible. With lists in the past with "Listbot" and "Topica", it was a nightmare. They never replied to email, and on the rare occasions they did, weeks later, you were met basically with \*BS\*. :) John with FreeLists has been exceptional in the support of FreeLists. EVERY email sent to him with a question has not only been gladly, politely answered, but answered the same day. I cannot say enough how much that matters with me. The only room for improvement I can see, is putting the menu where one selects the list to login to, in alphabetical order. [Editor's note: What Clint mentions here is probably the most-requested feature request we receive. I'm under the impression though that it's being taken care of by the developers of our Mailing List Manager, Listar.]

**FreeLists:** Do you have any advice for other list owners?

**Techassist:** Yes, for one, choose FreeLists! Next, set your list options to strip attachments & convert HTML to plain text & have a good informative "subscribe confirm/welcome" message sent to all members when they join your list.

**FreeLists:** Do you run any other lists at FreeLists? Are you a subscriber on any other FreeLists list? How has your experience with these lists been?

**Techassist:** No, this is the only FreeLists list we have at time, we & our members have been very pleased with it.

**FreeLists:** What are your plans for the future with your list? Do you plan to expand to a second or third list to handle multiple topics?

**Techassist:** Not at this time, but that is a possibility to think about. Some members may repair only monitors (for example), and may have no interest in the repair of TV's or VCR's. If we get enough requests for an additional list, we will add another.

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