

POLICY STATEMENT CLAUSES

Chat Room Restrictions

Due to system constraints, users of Provider's services are prohibited from installing their own chat rooms. As a service to our users, however, we provide a wide selection of Java chat rooms for a small extra charge that will fill your needs without hindering the performance of the server for other users.

Children's Sites

Many of Provider's web pages place a "cookie" in the browser files of a visitor's computer. The cookie itself does not contain any personal information. Although cookies enable Provider to relate a visitor's use of Provider's site to information that the visitor has specifically and knowingly provided, Provider does not do so for any sites specifically designed for and aimed at children. Provider believes that parents should supervise their children's online activities and should consider using parental control tools available from online services and software manufacturers that help provide a kid-friendly online environment. These tools can also prevent children from disclosing online any personal information without parental permission.

Complaint Procedure

We take seriously any complaints received by visitors to and users of our site, and attempt to respond to every complaint in a timely fashion. If you have a complaint regarding the site, materials contained on the site, inappropriate behavior or postings by other users of the site, or otherwise concerning our site or visitors and/or users of our site, you may submit your complaint to us by emailing our Customer Service representatives at [email address]. Please use the word "Complaint" in the subject line, and include the following information in your email:

- (a) your name, address and, if you are a subscriber, your userID;
- (b) the basis of your complaint;
- (c) if your complaint concerns the activities of other users/visitors to the site, the specific type of inappropriate or offensive behavior engaged in or materials posted and, insofar as possible, the identity of the offending user/visitor;
- (d) the date(s) such behavior occurred or such materials were posted.

A Customer Service representative will respond to your email within _____ hours of its receipt and if, in Provider's determination, your complaint is a valid one, Provider will within a reasonable time period take action to deal with the circumstances from which the complaint arose.

E-mail and Communications Not Privileged

Your e-mail and other electronic communications are, in most cases, viewed only by you and the party or parties to whom you address your message. However, as the system operator, Provider may need to review or monitor the electronic mail and other communications of our users from time to time. In addition, Provider reserves the right to copy and distribute to third parties any information associated with your activities on Provider's system. You agree that you should not expect to have a right to privacy in any of your communications.

Entire Agreement

You acknowledge and agree that this policy statement comprises the entire understanding between you and Provider and supersedes any prior agreements between you and Provider with respect to the subject matter hereof.