DISPUTE RESOLUTION PROCESS ALYON TECHNOLOGIES, INC.

Dispute Resolution Process: The procedures on this page apply only to those consumers who have received a bill for Videotext Service charges incurred on or before June 15, 2003, and who have not communicated with Alyon concerning this bill in the past. If you are such a consumer, you have an opportunity to dispute this bill pursuant to a Final Agreed Judgment And Consent Order filed in the Iowa District Court of Polk County, and an agreed Order approved by the Federal Court for the Northern District of Georgia and the Federal Trade Commission.

If you believe you should not be required to pay the billed charges, you may follow the dispute procedures set forth below which include fully completing and signing an affidavit (forms of which are furnished below). The facts and information you furnish in your affidavit is represented by you as being true and correct to the best of your knowledge. Please understand that under the law, a false statement by you may subject you to penalties for perjury which may include a fine or imprisonment for up to five (5) years or both. Moreover, in its agreed Order, Alyon has retained all of its legal rights to pursue appropriate legal action against any consumer who submits an untruthful affidavit. Therefore, you should carefully review the three affidavit forms provided below and, if applicable, complete and execute the appropriate one and return it by First Class Mail to the Company. The Company must receive your affidavit NO LATER THAN forty-five (45) days from the date contained on your billing statement.

MINOR ACCESS AFFIDAVIT (Exhibit A) Follows

NO AUTHORIZATION AFFIDAVIT (Exhibit B) [Follows]

WRONG NUMBER AFFIDAVIT (Exhibit C) [Follows]

EXHIBIT A

ALYON Technologies

Minor-Access Affidavit

Send completed Affidavit to: Alyon Technologies PO Box 923299 Norcross, GA 30010-3299

Customer Information:		
Name:		
Address:		
City/State/Zip Code:		
Home Phone Number:		
Work Phone Number:		
Alyon Technologies Account	t Number:	
Alyon Technologies Billing I	Phone Number:	
Amount of Disputed Charges	s: \$	vice without my authorization.
Date(s) of Invoice in Dispute		
	ie dispute (explain why yo	ou think you think a child incurred the
charges):		
addresses listed on the accour you are submitting is truthful in an agreed Order approved	nt. To be eligible for a cre and accurate to the best of by the Federal Court for the Alyon has retained all of it	this form. Responses will be sent to the dit, you must affirm that the information f your knowledge. Please be aware that he Northern District of Georgia and the s legal rights to pursue appropriate legal affidavit.
statement subject to the penalti	ies for perjury under 18 U	of my knowledge and make this s.S.C. § 1001 and 28 U.S.C. §1746, more than five (5) years, or both.
Signature	Print your name	Date

EXHIBIT B

ALYON Technologies

No-Authorization Affidavit

Send completed Affidavit to: Alyon Technologies PO Box 923299 Norcross, GA 30010-3299

Customer Information:		
Name:		
Address:		
City/State/Zip Code:		
Home Phone Number:		
Work Phone Number:		
Alyon Technologies Accoun		
Alyon Technologies Billing	Phone Number:	
Dispute Information:		
		he person responsible for the bill) for
		eccessed the service nor authorized
anyone else to access the ser		
Amount of Disputed Charge		
Date(s) of Invoice in Dispute		
Give a brief explanation of the	ne dispute:	
		his form. Responses will be sent to the
		lit, you must affirm that the information
		f your knowledge. Please be aware that
		he Northern District of Georgia and the
Federal Trade Commission, A	Alyon has retained all of its	s legal rights to pursue appropriate legal
action against any consumer	who submits an untruthful	affidavit.
		of my knowledge and make this
		S.C. § 1001 and 28 U.S.C. §1746,
which provide for a possible f	ine or imprisonment of not	more than five (5) years, or both.
Signature	Print your name	Date
0151141410	r init your name	Daic

EXHIBIT C

ALYON Technologies

Wrong-Number Affidavit

Send completed Affidavit to: Alyon Technologies PO Box 923299 Norcross, GA 30010-3299

Customer Informatio	n:			
Name:				
Address:				
City/State/Zip Code:				
Home Phone Number	r:			
Work Phone Number	•			
Alyon Technologies	Account Number:			
Alyon Technologies	Billing Phone Number:			
Dispute Information:				
Nature of Disputed C	harges: The telephone number on	the bill is not a telephone number that		
I was subscribed to at	t the time of the charges itemized	on the bill.		
Amount of Disputed	Charges: \$			
Date(s) of Invoice in	Dispute:			
		u think you were billed for a call you		
are not responsible fo	or):			
addresses listed on the you are submitting is	e account. To be eligible for a cree truthful and accurate to the best of	his form. Responses will be sent to the lit, you must affirm that the information f your knowledge. Please be aware that		
in an agreed Order ap	proved by the Federal Court for t	he Northern District of Georgia and the		
Federal Trade Commission, Alyon has retained all of its legal rights to pursue appropriate legal action against any consumer who submits an untruthful affidavit.				
action against any cor	isumer who submits an untruthful	amuavit.		
statement subject to the	oing is true and correct to the best e penalties for perjury under 18 U. ssible fine or imprisonment of not	S.C. § 1001 and 28 U.S.C. §1746,		
Signature	Print your name	 Date		