

Applied Voices LLC

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RelayPhone E-mail Forwarding Service**Guidelines for Use**

rev 1.0, Last updated: April 30, 2009

Users of the RelayPhone E-mail Forwarding Service agree to abide by the following usage guidelines:

1. Users acknowledge that information submitted to the RelayPhone service travels over the public internet in an unencrypted format. Privacy cannot be ensured. RelayPhone should never be used to transmit extremely sensitive information, such as banking account numbers and passwords.
2. Users of the RelayPhone system must adhere to the usage guidelines of the web hosting providers that provide network and computing services to Applied Voices LLC, currently ThePlanet.com.
 - The usage guidelines for ThePlanet.com are available at <http://www.theplanet.com/content/Documents/legal/Planet-AUP.pdf>
3. The RelayPhone system shall not be used to engage in or support any form of illegal activity.
4. The RelayPhone service may not be used to send unsolicited mass E-mails, i.e. spam.
5. Applied Voices LLC provides this service as a courtesy to our customers. Users agree that Applied Voices LLC may, at its sole discretion, discontinue this service, or impose limits on its operation, at any time without further notice. Users agree that there shall be no form of compensation due to users in the event of a service discontinuation or disruption. While Applied Voices LLC hopes that this free service will prove useful to its customers, there is no service-level expectation or guarantee of any kind.
6. Customers are advised to retain copies of their recordings and to verify delivery of E-mail messages. Do not rely on this service for critical communications.
7. Users are required to provide valid name and contact information. Do not use this system to forge E-mail messages.
8. Applied Voices LLC reserves the right to deny service to individuals and/or their devices based on their device hardware ID, username, IP address, E-mail address, or other identifying information. For example, Applied Voices LLC may block access to the service in response to complaints of abuse or illegal activity by E-mail recipients.

Privacy Policy

In normal usage, recordings will reside on the RelayPhone system for just a few minutes, and then will be automatically deleted. Applied Voices LLC does not maintain

an archive of recordings, and merely acts as an E-mail forwarding service. Applied Voices LLC does not review recordings before forwarding them, and in normal usage will not listen to or retain copies of customer's recordings.

System logs may capture non-audio information associated with recordings, such as delivery status notifications, the FROM/Reply-To and TO address of an E-mail message, the IP addresses involved, the code number used, and the unique numerical identifier of the device that initiated the transmission. We may, from time to time, utilize the FROM/Reply-To E-mail addresses to provide E-mail updates to users regarding upcoming service disruptions or changes. By obtaining a numeric activation code for a 'REPLY-TO' E-mail address, users agree to permit Applied Voices LLC to send these E-mails.

In normal operation of the service, Applied Voices LLC will never listen to or retain a customer's recording. However, in very unusual circumstances, Applied Voices LLC and its service provider ThePlanet do reserve the right to access or retain recordings transiting the RelayPhone system:

1. To comply with lawful intercept requests by duly authorized government agencies, to cooperate with criminal investigations, and to comply with court orders.
2. In response to abuse complaints that lead us to believe that human life or property is in imminent jeopardy.
3. To comply with abuse investigations undertaken by our service provider, ThePlanet.com, as outlined in their usage policy document referenced above.

These usage guidelines do not (a) obligate Applied Voices LLC to monitor, review, or police the data and content residing on the RelayPhone service, or (b) create any obligation or duty of Applied Voices LLC to any party that is not a Customer, including, but not limited to, any Third Party User. Unless and until notified, Applied Voices LLC is not likely to be aware of any violations of this AUP or any violations of law. Applied Voices LLC expects all Users to notify us of any violations of law or violations of these usage guidelines. Applied Voices LLC EXPRESSLY DISCLAIMS ANY LIABILITY FOR THE DATA AND CONTENT TRANSMITTED THROUGH OR INTERMEDIATELY, TEMPORARILY OR PERMANENTLY STORED ON THE RELAYPHONE SERVICE OR ANY SERVER AND FOR THE ACTIONS OR OMISSION OF USERS.