# SelectSurvey.NET Hosted Service Anti-Spam Policy

ClassApps.com, Inc. does not tolerate the transmission of spam. We monitor all traffic to and from our web servers for indications of spamming and maintain a spam abuse compliant center to register allegations of spam abuse. Customers suspected to be using ClassApps Hosted services for the purpose of sending spam are fully investigated. Once ClassApps determines there is a problem with spam, ClassApps will take the appropriate action to resolve the situation. Our spam abuse compliant center can be reached by email at tech@ClassApps.com.

**How We Define Spam**

We define spam as the sending of Unsolicited Commercial Email (UCE), Unsolicited Bulk Email (UBE) or Unsolicited Facsimiles (Fax), which is email or facsimile sent to recipients as an advertisement or otherwise, without first obtaining prior confirmed consent to receive these communications from the sender. This can include, but is not limited to, the following:

i.Email Messages

ii.Newsgroup postings

iii.Windows system messages

iv.Pop-up messages (aka "adware" or "spyware" messages)

v.Instant messages (using AOL, MSN, Yahoo or other instant messenger programs)

vi.Online chat room advertisements

vii.Guestbook or Website Forum postings

viii.Facsimile Solicitations

**What We Allow and Don't Allow**

We will not allow our servers and services to be used for the purposes described above. In order to use the SelectSurvey.NET hosted services, you must not only abide by all applicable laws and regulations, which include the Can-Spam Act of 2003 and the Telephone Consumer Protection Act, but you must also abide by ClassApps's no spam policies. Commercial advertising and/or bulk emails or faxes may only be sent to recipients who have already "opted-in" to receive

messages from the sender specifically. They must include a legitimate return address and reply-to address, the sender's physical address, and an opt-out method in the footer of the email or fax. Upon request by ClassApps, conclusive proof of opt-in may be required for an email address or fax number.

**What We Do**

If ClassApps determines the services in question are being used in association with spam, ClassApps will re-direct, suspend, or cancel any hosting, email boxes or other applicable services for a period of no less than two (2) days. The registrant or customer will be required to respond by email to ClassApps stating that they will cease to send spam and/or have spam sent on their behalf. ClassApps will require a non-refundable reactivation fee to be paid before the site, email boxes and/or services are reactivated. In the event ClassApps determines the abuse has not stopped after services have been restored the first time, ClassApps may terminate the hosting and email boxes associated with domain name in question. To Report Spam Abuse: We encourage all customers and recipients of email generated from our products and services to report suspected spam. Suspected abuse can be reported by email or through our email:

Email: tech@ClassApps.com