

**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 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 are 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.

**WRONG NUMBER AFFIDAVIT (EXHIBIT C)**

**NO AUTHORIZATION AFFIDAVIT (EXHIBIT B)**

**MINOR ACCESS AFFIDAVIT (EXHIBIT A)**