



Connie Vecellio
Federal Trade Commission
600 Pennsylvania Avenue, Room F4634
N.W. Washington, D.C. 20580

April 8, 2002

Dear Ms. Vecellio,

We are providing this letter in connection with the compliance report submitted by Juno Online Services, Inc., (the "Report") pursuant to the Consent Order issued by the Federal Trade Commission on June 25, 2001, and served on July 9, 2001 (the "Order").

As we have discussed, Juno desires to clarify or supplement the Report as set forth below.

- 1) You have indicated that the Report does not provide any indication of Juno's compliance with Part X.D.2 of the Order.

Juno has not required the repayment of the applicable rebate by any subscriber as described in Part X.D.2 of the Order.

- 2) You have indicated that Exhibit C-1 may not fully comply with Part VI of the Order.

We believe that Part VI disclosure is not required on Exhibit C-1 because such Exhibit contains no price representation as discussed on page 18 of the confidential version of the Report. Juno makes the required Part VI disclosure in Exhibits B-1 or B-4, which must be viewed by a subscriber prior to viewing Exhibit C-1. However, Juno elected to also provide such Part VI disclosure on Step 4 of Exhibit C-1, which was inadvertently omitted from the Report as we have discussed. For your reference, the missing Step 4 is substantially similar to Step 4 of Exhibit C-2 with respect to such disclosure.

Juno has discontinued use of Exhibit C-1.

- 3) You have indicated that Exhibit C-1 may not fully comply with Part III.B of the Order.

Juno provided such Part III.B disclosure on Step 4 of Exhibit C-1, which was inadvertently omitted from the report as we have discussed. For your reference, the missing Step 4 is substantially similar to Step 4 of Exhibit C-2 with respect to such disclosure.

Juno has discontinued use of Exhibit C-1. Additionally, please see paragraph 9 of this letter.

- 4) You have indicated that the identical text set forth in both FAQ 10 of Exhibit B-2 and FAQ 12 of Exhibit B-3 may not fully comply with Part VI of the Order.

Although Part VI disclosure is not required in such areas, you have indicated that the telephone disclosure provided may confuse a subscriber with respect Part VI. We do not believe this is the case when placed in the context of the actual registration process. A subscriber may complete the normal registration process without viewing the subject text in Exhibits B-2 or B-3. Even if a subscriber views such text, such subscriber *must* view compliant links clearly labeled Additional Phone Charges May Apply on Exhibits B-1 or B-4 prior to viewing the subject text in Exhibits B-2 or B-3. Exhibits B-2 and B-3 are only viewed if the subscriber chooses to click on the more generally labeled links Frequently Asked Questions on Exhibits B-1 or B-4. The subscriber *must* again view links clearly labeled Additional Phone Charges May Apply on Exhibits C-1 or C-2 (and the successor online registration process as currently used by Juno) which are displayed to a subscriber subsequent to Exhibits B-1 or B-4.

Juno has discontinued use of Exhibits B-2 and B-3. However, Juno has modified the subject text as currently used in successor materials by deleting such text in its entirety and replacing it with the following language:

"Juno does not charge any additional phone charges. However, depending upon the Juno access numbers you choose, your location and your calling plan, you may incur toll charges and long distance charges in excess of local service charges on your telephone bill. To find out whether you will incur any charges, and if so, the amounts of such charges, please contact your local telephone company. You are responsible for all such charges."

- 5) You have indicated that the text "Local telephone charges may apply" as presented in the Terms and Conditions section of the FAQs for Exhibit F-1 may not fully comply with Part VI of the Order.

Although Part VI disclosure is not required in such areas, you have indicated that the telephone disclosure provided may confuse a subscriber with respect Part VI. We do not believe this is the case when placed in the context of the actual registration process. A subscriber may complete the entire registration process without viewing the subject text. Even if a subscriber views such text, such subscriber *must* view the compliant link clearly labeled Additional Phone Charges May Apply on the main body of Exhibit F-1 prior to and subsequent to electing to view the subject text, which is accessed by clicking on the generally labeled "To learn more about Juno Web" link on the main body of Exhibit F-1.

Juno has discontinued use of Exhibit F-1.

- 6) You have indicated that the text "Local telephone charges may apply" as presented in the Terms and Conditions dialogue box in each of Exhibits G-1 to G10 may not fully comply with Part VI of the Order.

Although Part VI disclosure is not required in such areas, you have indicated that the telephone disclosure provided may confuse a subscriber with respect Part VI. We do not believe this is the case when placed in the context of the actual registration process. A subscriber may complete the entire registration process without viewing the subject text. Even if a subscriber views such text, such subscriber *must* view the compliant disclaimer and link clearly labeled Additional phone and live tech support charges may apply, Significant phone charges may apply, or Additional phone charges may apply on the applicable main registration form prior to and subsequent to electing to view the subject text, which text is which is accessed by clicking on the generally labeled "Terms and Conditions" button on the main registration form.

Juno discontinued the use of Exhibits G-5, G-6 and G-8 on August 30, 2001, August 5, 2001, and August 30, 2001, respectively, as discussed on page 20 of the confidential version of the Report. Furthermore, Juno has discontinued use of the other exhibits in Exhibit G. Juno will remove the subject text from successor materials.

- 7) You have inquired regarding Part VI disclosure provided by Juno to subscribers that are required to change access telephone numbers due to discontinuation of access telephone numbers.

As we have discussed, Part VI disclosure is not required in such circumstances pursuant to the Order. However, Juno includes appropriate Part VI disclosure in the notices it provides to such subscribers. Additionally, current versions of Juno software include appropriate Part VI disclosure during the access telephone number selection process.

8) You have indicated that the incorrect application form was provided to subscribers eligible for redress pursuant to Part X.A.1. of the Order.

As we have agreed, Juno is resending the appropriate materials, including a corrected application form, to the affected subscribers.

9) You have indicated that Exhibits E-11-16, G-2,3,5,6,8, and I-1,2 may not fully comply with Part III.B of the Order.

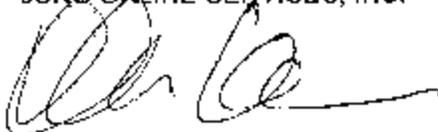
We believe that Juno has complied with Part III.B. of the Order. Although the cancellation links included in other Exhibits are not included in the foregoing Exhibits, Juno's web site prior to, during, and after the registration process, included a hyperlink to the cancellation procedure as described in Part III.1. Juno also provided access to the cancellation procedures through a toll-free telephone number prior to, during and after the registration process as described in Part III.2. Pursuant to the Order, Juno has complied with Part III.B by satisfying the conditions described in Part III.1 and Part III.2. The cancellation links included with the other Exhibits are above and beyond the requirements of the Order.

Juno discontinued use of Exhibits E-11, E-16, G-5, G-6 and G-8 on August 7, 2001, July 30, 2001, August 30, 2001, August 5, 2001 and August 30, 2001, respectively, as discussed on page 20 of the confidential version of the Report. Furthermore, Juno has discontinued use of Exhibits E-12 to E-15, G-2, G-3, I1 and I2.

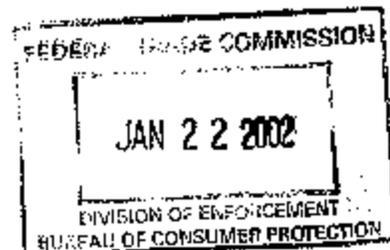
We hope this adequately addresses your concerns. If you have any questions, please do not hesitate to contact me at 805.418.2351.

Sincerely,

JUNO ONLINE SERVICES, INC.



Dan Lawrence
Vice President, Corporate Counsel



Federal Trade Commission
600 Pennsylvania Avenue, Room F4634
N.W. Washington, D.C. 20580

January 18, 2002

Dear Ms. Vecellio,

United Online, Inc., on behalf of its wholly owned subsidiary, Juno Online Services, Inc., shares your concern with respect to Juno's distribution of redress notices under the Consent Order. We acquired Juno on September 25, 2001, several months after the redress notices were distributed. We required Juno to covenant in the merger agreement that they would comply with the Consent Order, but our team was otherwise not involved in the redress process. However, we have worked diligently to become familiar with the facts and circumstances associated with the redress process and are fully committed to correcting Juno's non-compliance. The Juno personnel directly responsible for compliance with the Consent Order, who is no longer with the company, has assured us that the non-compliance was an unintentional oversight.

We propose the following remedy for Juno's mailing of the incorrect application form to subscribers described in Section X.A.1 of the Consent Order.

The following materials will be distributed:

- An exact copy of the form letter described as a part of Attachment A in Section X.B.1 of the Consent Order;
- An exact copy of the application form described as a part of Attachment A in Section X.B.1 of the Consent Order;
- A short explanatory letter indicating that (i) the incorrect application form was previously provided to the subscriber, (ii) if the user has not submitted an application, the user should review the enclosed materials, and (iii) if the subscriber has already submitted an application form, their application is not affected by the error, no further action is needed, and submitting an additional application form will not result in a larger refund;
- The mailing envelope will conform with the requirements set forth in Section X.B of the Consent Order; and
- The subscriber will be provided 60 days after mailing to submit the application.

Such materials will be distributed to the members of the class of subscribers described in Section X.A.1 of the Consent Order that were sent the original mailing except the following:

- Subscribers that have already submitted an application form; and
- Subscribers for which the original mailing was returned by the U.S. Postal Service as undeliverable and for which we were unable to obtain a corrected address via the National Change of Address registry;

We regret that Juno's error may have discouraged some subscribers from submitting the application form for redress, and believe that the actions described above provide an appropriate remedy for such subscribers. If you find this acceptable, we will promptly distribute the materials as described herein.

We thank you for bringing this issue to our attention, and we want to assure you that it is our intention to ensure Juno's compliance in all respects with the Consent Order going forward. Please contact Dan Lawrence at 805.418.2351 or myself at 805 418.2315 with any questions or comments.

Sincerely,

UNITED ONLINE, INC.

A handwritten signature in dark ink, appearing to read 'Frederic A. Randall, Jr.'.

Frederic A. Randall, Jr.
Executive Vice President and General Counsel

UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION



In the Matter of)
)
JUNO ONLINE SERVICES, INC.)
)
a corporation.)
)
_____)

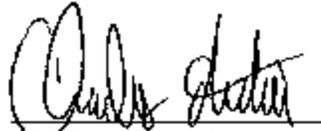
Docket No. C-4016

AFFIDAVIT OF CHARLES E. ARDAI

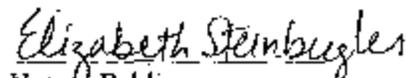
STATE OF NEW YORK)
) ss:
COUNTY OF NEW YORK)

Charles E. Ardai, being first duly sworn, deposes and says:

1. I am the President and Chief Executive Officer of Juno Online Services, Inc., ("Juno") and make this affidavit on behalf of Juno in connection with the Compliance Report to the Federal Trade Commission in Docket No. C-4016.
2. I have assisted in the preparation of and carefully reviewed the Compliance Report in order to verify its accuracy.
3. To the best of my knowledge, information and belief, the statements made in the Compliance Report are true and accurate.


Charles E. Ardai

SUBSCRIBED AND SWORN TO
before me this 6 day of
September 2001.


Notary Public

ELIZABETH STEINBUGLER
Notary Public, State of New York
No. 01ST6060223
Qualified in New York County
Commission Expires June 18, 2003

UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION



In the Matter of)
)
JUNO ONLINE SERVICES, INC.) Docket No. C-4016
a corporation.)
_____)
_____)

COMPLIANCE REPORT

Juno Online Services, Inc. ("Juno") submits this report of compliance with the Consent Order (the "Order") issued by the Commission on June 25, 2001, and served on July 9, 2001.

Pursuant to Part XV. of the Order, Juno is required to file with the Commission, within 60 days of service of the Order, a report detailing the manner in which Juno has complied with the Order. Further, by letter dated July 19, 2001, the Division of Enforcement has requested that Juno provide certain additional information concerning the Order. Accordingly, this report sets forth each Order provision, the manner in which Juno has complied with such provision and the additional information requested by the Division of Enforcement.

I. Compliance Efforts

This Compliance Report demonstrates Juno's compliance with each paragraph of the Consent Order. Juno has made every effort to supply the Commission with all of the information and materials required by the Order and as outlined in the Division of Enforcement's letter of July 19, 2001. To the extent that additional responsive materials may be discovered or the Commission has need of additional information, Juno requests the opportunity to supplement this report.

II. Confidentiality

Certain information contained in this Compliance Report is confidential, business proprietary information. This information is confidential commercial information regarding certain Juno business practices, policies and systems. In some cases the information relates to planned or possible future advertising or marketing strategies. Disclosure of this information to Juno's competitors is likely to cause Juno competitive harm. Thus, the information is exempt from disclosure pursuant to section 6(f) of the FTC Act, 15 U.S.C. § 46(f), Exemption 4 of the Freedom Of Information Act, 5 U.S.C. § 552(b)(4), and section 4.10(a)(2) of the Commission's Rules, 16 C.F.R. § 410(a)(2). Juno has redacted from this version the information as to which it requests confidential treatment and is filing

simultaneously herewith two copies of this Compliance Report containing the confidential material.

III. Documents and Exhibits

Pursuant to the July 19, 2001, letter from the Division of Enforcement to Juno, the following requested documents and exhibits are produced:

1. *Any advertising or promotional materials (as defined in the enclosed document entitled Definition of Promotional Material), which the respondent issued or continued to use after July 9, 2001, containing any representation with respect to price, cost, or the availability of any electronic mail, Internet, or other online service appearing in or made accessible via:*

(a) product labeling or on-package materials;

These materials are attached hereto as **Exhibits A1 to A6**.

(b) point-of-purchase displays, literature or other materials;

Juno conducted no promotions of this type on or after July 9, 2001.

(c) newspapers, magazines and periodicals;

Juno conducted no newspaper, magazine or periodical promotions on or after July 9, 2001.

(d) radio and television;

Juno conducted no radio or television promotions on or after July 9, 2001.

(e) solicitation letters, leaflets, flyers, pamphlets, brochures, or any other items mailed or distributed to consumers;

These materials are attached hereto as **Exhibits A1 to A6**.

(f) computer programs, disks, CD-ROMs, DVDs, phone mail systems, faxback or similar faxing systems, or online computer networks or services, including dial-in electronic bulletin boards; and

These materials are attached hereto as **Exhibits A1 – A6, B1 – B8, C1 – C2, D1 – D3, E1 – E27, F1 – F28, G1 – G11, H1 – H19, I1 – I3**.

(g) any other type of media.

No materials of this type exist.

2. *For each promotion which the respondent offered or continued to offer after July 9, 2001, in which respondent made any representation with respect to price, cost, or the*

availability of any electronic mail, Internet or other online service, all the terms and conditions of the offer.

See Index to Exhibits.

3. *An explanation of the steps respondent has taken to comply with the requirements set forth in Part II. of the Order that respondent shall not begin to compute the billing cycle for such service or any free trial period for such service, until the consumer is able to access such electronic mail, Internet or other online service.*

See Response to Part II. of the Order.

4. *An explanation of the steps respondent has taken to comply with the requirements set forth in Part III. of the Order that respondent shall disclose, clearly and conspicuously during the registration process for any such service and thereafter, in a manner that is readily accessible by consumers: (1) all cancellation procedures consumers must follow to cancel the service; and (2) the date certain by which consumers must cancel the service to avoid incurring any charges or fees.*

See Response to Part III. of the Order.

5. *An explanation of the steps respondent has taken to comply with the requirements set forth in Part IV. of the Order that respondent shall (a) provide to consumers reasonable means to cancel any such service, including, but not limited to, means to cancel electronically and through a toll-free telephone number; (b) maintain adequate customer support to receive and process consumers' requests for cancellation of any such service; and (c) process promptly any consumer's request for cancellation of any such service and terminate such service prior to the next billing cycle.*

See Response to Part IV. of the Order.

6. *An explanation of the steps respondent has taken to comply with the requirements set forth in Part VII. of the Order that respondent shall (a) provide reasonable means that are readily accessible to consumers, including at a minimum a toll-free telephone number and a directory accessible on its Web site, to determine the telephone numbers available for accessing any such service and the town or city where those numbers are located; and (b) maintain adequate customer support to respond to consumer inquiries regarding the telephone numbers available for accessing any such electronic mail, Internet or other online service and the town or city where those numbers are located.*

See Response to Part VII. of the Order.

7. *An explanation of the steps respondent has taken to comply with the requirements set forth in Part X of the Order pertaining to offering reimbursement to certain subscribers to respondent's services. A complete response requires production of a list identifying the name and address of each purchaser who was provided with a copy of Attachment A and/or B to the Order. Also submit an explanation of the steps*

respondent has taken to comply with the requirements set forth in Part X.F. of the Order pertaining to offering subscribers an opportunity to correct applications for reimbursement and of steps taken to comply with the record-keeping requirements of Parts X.G. and I. of the Order.

See Response to Part X. of the Order.

IV. Specific Order Provisions and Compliance Therewith

Part I. of the Order provides:

IT IS ORDERED that respondent, directly or through any corporation, subsidiary, division, or other device, in connection with the advertising, promotion, offering of sale, sale or distribution of any electronic mail, Internet, or other online service in or affecting commerce, shall not misrepresent, in any manner, expressly or by implication:

- A. the price or cost to consumers of such service;*
- B. the ability of or terms by which consumers can cancel any such service;*
- C. the amount of time consumers have to use such service during any free trial period without incurring any charges or fees;*
- D. that any such service is available for purchase when it is not; and*
- E. the purpose for which respondent is requesting or collecting credit card or any other personally identifying information from consumers.*

Juno has undertaken a review of the advertising and promotional materials for its services in order to make certain that the promotions make accurate representations with respect to each of the issues described in Parts I.A through I.E of the Order.

With respect to the price or cost to consumers of its services, Juno includes information about all costs (e.g., monthly subscription fees, technical support fees, long distance or toll charges) that a consumer will or may incur through the use of the services. See Responses to Parts V. and VI.; Exhibits A1 – A6, B1 – B8, C1 – C2, D1 – D3, E1 – E27, F1 – F28, G1 – G11, H1 – H19 and I1 – I3.

Regarding the ability of or terms by which consumers can cancel any such service, to the extent that a service plan includes specific cancellation requirements, Juno discloses this information to the consumer in the promotional materials. See Response to Part III. of the Order, Exhibits A1 – A6, B1 – B8, C1 – C2, D1 – D3, E1 – E27, F1 – F28, G1 – G11, H1 – H19 and I1 – I3.

Juno also provides information in the advertisements concerning the amount of time consumers have to use such service during any free trial period without incurring any charges or fees from Juno. For all plans offering a specific number of free hours of usage, Juno makes clear that these hours must be used “within a month” of signing up for the service.

See Exhibits B1, B4, C2, E5, E20, E28, G2, G3, G6, H3, H4, H5, H6, H7, H8, H9, H10, H11, H12, H13, H15, H16, H17 and H18.

Parts I.D. and I.E. of the Order prohibit misrepresentations that a service is available for purchase when it is not or concerning the purpose for which Juno is requesting or collecting credit card or any other personally identifying information from consumers. Since July 9, 2001, Juno has not run any advertisements that, expressly or by implication, advertise services as having been available when they were not, nor has it collected personally identifiable information without disclosing the purpose for collecting such information.

Part II. of the Order provides:

IT IS FURTHER ORDERED that respondent, directly or through any corporation, subsidiary, division, or other device, in connection with the advertising, promotion, offering for sale, sale or distribution of any electronic mail, Internet or other online service, in or affecting commerce, shall not begin to compute:

- A. the billing cycle for such service; or*
- B. any free trial period for such service,*

until the consumer is able to access such electronic mail, Internet or other online service.

Provided that, where an existing subscriber to any of respondent's services requires a software upgrade or any new or existing subscriber requires a hardware installation to use any such electronic mail, Internet or other online service in the manner advertised, respondent may comply with this Part if it provides clear and conspicuous notice, prior to such subscriber registering for such service, of the date certain from which respondent will begin to compute the (i) billing cycle for such service; or (ii) any free trial period for such service.

Juno's practice has always been to begin computing the billing cycle or free trial period for its billable services at the time the consumer is able to access such services, with the limited exception described below in the section entitled "Juno Version 1.49," relating to a single release of the Juno software that was made more than three years ago.

Individuals may sign up for Juno's premium, billable service, "Juno Web," through any of several media – (a) CD-ROM, (b) Web advertisement, (c) online registration, (d) e-mail advertisement, (e) offline "billable service" advertisement on Juno's proprietary service, (f) online upgrade advertisement on the Juno Web site, or (g) "system" advertisement in the Juno software. Signing up via methods (e), (f) and (g) is limited to subscribers of the Juno free basic service. Regardless of the method by which a user signs up for Juno Web, Juno does not currently begin to compute the billing cycle or free trial period until the user is able to access the Juno software.

Non-Juno Subscribers Who Sign Up for Juno Web

(a) CD-ROM. An individual who obtains a disk containing the Juno software (either through a direct mail campaign or via pass-along) may install Juno's e-mail and Internet access software. Once the individual has installed the software, he can then sign up for either Juno's free basic service or Juno Web by responding to a "signup advertisement" which automatically runs when the software is first opened (illustrations of the registration process using a signup advertisement are attached as Exhibits H1 and H2). An individual who signs up through this method can sign up for Juno Web – and thus begin the calculation of the billing cycle or free trial period – only after he has already installed the Juno software, and thus already has access to the service.

(b) Web Advertisement. An individual who is not already a Juno subscriber but who has Internet access through a means other than Juno can respond to an advertisement on the Juno Web site and sign up for Juno via one of two means: (1) he first downloads the Juno software and subsequently signs up for Juno's services via a signup advertisement, or (2) he signs up for Juno's services via the online registration process. An individual who signs up through the first method (the method Juno has traditionally used to acquire subscribers from Internet advertisements) can sign up for Juno Web – and thus begin the calculation of the billing cycle or free trial period – only after he has already installed the Juno software, and thus has access to the service.

(c) Online Registration. [CONFIDENTIAL MATERIAL REDACTED.] The online registration process permits individuals who have access to the Internet through a means other than Juno (and who presumably do not yet have access to Juno's services) to sign up for Juno Web on the Internet by visiting www.juno.com and responding to a Web advertisement. An individual who signs up for Juno Web via the online registration process is first asked to create a Juno user name and password and to provide his billing information (name, billing address, credit card number and expiration date). The user is then automatically brought to a Web page from which he can download the software or request that a CD-ROM containing the Juno software be mailed to him. The user is able to access the service immediately by downloading the software, thus beginning the billing cycle or free trial period. Alternatively, the user may elect to forego the full month free trial period and have the software sent to him. Full disclosure of the day on which the billing cycle or free trial period begins is provided to consumers who elect to have the CD-ROM sent to them.

For an illustration of the process by which an individual may sign up for Juno Web via online registration, see Exhibits C1 and C2.

(d) E-mail Advertisements. An individual may receive a direct e-mail advertisement for Juno Web and, by responding to it, may sign up for Juno Web. An individual who clicks through an e-mail advertisement is brought to a Web page from which he can download the Juno software and sign up for Juno's services using a signup advertisement. Because the individual downloads the software prior to signing up for the service, the billing cycle or free trial period begins only after the individual is able to access the service.

Current Juno Subscribers Who Sign Up for Juno Web

(e) **Offline Billable Service Advertisement.** An individual who is already a subscriber of Juno's free basic service – and who already has the Juno software installed on his or her computer – might respond to a “billable service” advertisement run by Juno over the proprietary software. The billable service advertisement is an offline advertisement which, when clicked upon by the Juno free basic user, brings the user to an offline order page where the user can elect to upgrade his or her service level to Juno Web by submitting his or her credit card information. The user who does so begins to be billed or have the free trial period start running immediately, but the user is already enabled to use the service. For a summary of the process by which a Juno free basic user signs up via a billable service advertisement, see **Exhibit E1.**

(f) **Online Upgrade Advertisement.** A Juno free basic service subscriber can also upgrade to Juno Web by responding to an online “upgrade” advertisement on the Juno Web site. The upgrade advertisement brings the user to a Web page where the user can choose to upgrade to Juno Web by submitting his or her credit card number. As in the case of the offline billable service advertisement, a user who upgrades to Juno Web in this manner and thereby starts the clock running on the billing cycle or the free trial period is already enabled to access the service because he was previously a Juno subscriber. For a summary of the process by which a Juno free basic user signs up via an upgrade advertisement, see **Exhibit F1.**

(g) **System Advertisement.** Exhibits G1 to G11 are “system” advertisements displayed in the Juno proprietary software. A subscriber who upgrades to Juno Web through a system advertisement has already installed the Juno software on his computer and therefore begins his billing cycle or free trial period only after he is able to use the service.

Juno Version 1.49

Juno version 1.49 is an early version of Juno's software that was distributed until August, 1998, but remains in circulation via “pass-along,” and is still used by a limited number of consumers to sign up for and access their Juno accounts. Unlike the successor versions of Juno software, Juno version 1.49 only permits subscribers to create and access their free e-mail accounts. Juno version 1.49 does not support Web browsing. As a result, subscribers who use Juno version 1.49 and wish to access the Web must upgrade to a more recent version of Juno.

Part II of the Order also contains a provision that was specifically intended to apply to version 1.49 users. It provides that “where an existing subscriber to any of respondent's services requires a software upgrade or any new or existing subscriber requires a hardware installation to use any such electronic mail, Internet or other online service in the manner advertised, [Juno] may comply with this Part if it provides clear and conspicuous notice, prior to such subscriber registering for such service, of the date certain from which respondent will begin to compute the (i) billing cycle for such service; or (ii) any free trial period for such service.”

In order to comply with Part II. of the Order, Juno put in place in December, 2000, a new policy with respect to users of version 1.49. Juno no longer upgrades such users over the telephone, but rather sends them a CD-ROM containing the software by which they can download the necessary upgrade to use the Web and sign up simultaneously. Thus, they are able to access the service on the same date that their billing cycle or free trial period begins. [CONFIDENTIAL MATERIAL REDACTED.]

Part III. of the Order provides:

IT IS FURTHER ORDERED that respondent, directly or through any corporation, subsidiary, division, or other device, in connection with the advertising, promotion, offering for sale, sale or distribution of any electronic mail, Internet or other online service, in or affecting commerce, shall disclose, clearly and conspicuously:

- A. in any advertisements or promotional materials for such service, any and all obligations of the consumer to cancel the service to avoid incurring any charges or fees; and*
- B. during the registration process for any such service and thereafter, in a manner that is readily accessible by consumers: (1) all cancellation procedures consumers must follow to cancel the service; and (2) the date certain by which consumers must cancel the service to avoid incurring any charges or fees.*

Provided that, for the purposes of Part III. B, the information respondent is required to clearly and conspicuously disclose shall be deemed "readily accessible" if respondent makes such information available to consumers:

- 1. through the use of a clear and conspicuous hyperlink on respondent's Web site, that is labeled to convey the nature and relevance of the information it leads to, and directly takes the consumer to the information required by Part III. B on the click-through electronic page or other display screen or panel; and*
- 2. through the use of a toll-free telephone number.*

Disclosure During Registration Process – Non-Juno Subscribers Who Sign Up for Juno Web

Individuals who are not current Juno subscribers may sign up for Juno Web through any of three means, as described in the Response to Part II. above – CD-ROM, Web advertisement, online registration or e-mail advertisement.

CD-ROM. A CD-ROM containing the Juno software will permit an individual to install the software and subsequently sign up for either Juno Web or Juno's free basic service via a sign-up advertisement, as more fully described in the Response to Part II.

PUBLIC VERSION

A subscriber to the free basic service need not “cancel” his subscription. Thus, no “cancellation policy” is disclosed during the signup advertisement process.

For individuals who elect to sign up for Juno Web, the signup advertisement through which they register for such service contains a clearly and conspicuously labeled hyperlink entitled “Cancellation Policy,” which – when clicked – takes the user to a pop-up window. The pop-up window informs the user that he or she may cancel by calling a toll free number and, if the user’s plan contains a free trial period, when the user must cancel in order to avoid incurring monthly fees. The following is the text of the pop-up window containing this information:

If for any reason you’re dissatisfied, you may cancel at any time by calling 1 (888) 811-5866. To view the Juno Web cancellation policy online, please visit <http://help.juno.com/>. You will not be charged if you decide to cancel your Juno Web membership during the free trial in your first month. If you cancel your membership, you may continue to use Juno’s free basic service without penalty and without losing your e-mail address, and you may always resume your Juno Web membership at any time.

Web Advertisement. As with a CD-ROM containing the Juno software, an Internet advertisement for Juno’s services, when clicked upon, will take the user to a Web page where the user may install the Juno software. Once the software is installed, the user may sign up for Juno Web or the free basic service via a signup advertisement. Disclosure of the procedures to be followed to cancel Juno’s premium service and the date certain by which consumers must cancel in order to avoid incurring any charges or fees is made as described in the section entitled “CD-ROM,” *supra*.

Online Registration. During the online registration process, Juno informs the consumer about the toll-free number to call in order to cancel the service and – if the consumer is being offered a free trial month – that the consumer must cancel within a month of signing up to avoid incurring monthly subscription fees. The “Provide Billing Information” and “Confirm Order” screens both contain hyperlinks labeled “Cancellation Policy.” This link brings the user to a pop-up window informing the consumer:

If you’re dissatisfied for any reason, you may cancel at any time by calling 1(888) 811-5866. To view the Juno Web Cancellation Policy online, please visit <http://help.juno.com>. You will not be charged if you decide to cancel your Juno Web membership during the free trial in your first month. If you cancel your membership, you may continue to use Juno’s basic service without penalty and without losing your e-mail address, and you can always resume your Juno Web membership at any time.

In addition, the “Provide Billing Information” page states, “We’ll begin charging you as soon as your free trial month is over. To avoid being charged, you must cancel during your free trial month.” See Exhibits C1 and C2.

E-mail Advertisement. As with a CD-ROM containing the Juno software, an e-mail advertisement for Juno’s services will bring the user to a Web page where the user may install the Juno software. Once the software is installed, the user may sign up for Juno Web

or the free basic service via a signup advertisement. Disclosure of the procedures to be followed to cancel Juno's premium service and the date certain by which consumers must cancel in order to avoid incurring any charges or fees is made as described in the section entitled "CD-ROM," *supra*.

Disclosure During Registration Process - Current Juno Subscribers Who Sign Up for Juno Web

Offline Billable Service Advertisement. An individual who is already a subscriber of Juno's free basic service – and who already has the Juno software installed on his or her computer – might respond to a "billable service" advertisement run by Juno over the proprietary software. The billable service advertisement is an offline advertisement which, when clicked upon by the Juno free basic user, brings the user to an offline order page where the user can elect to upgrade his or her service level to Juno Web by submitting his or her credit card information. This order page contains a button labeled "Cancellation Policy," which brings the user to a window instructing the subscriber to call a toll-free number in order to cancel the service and, if a free trial month is offered, that the subscriber must cancel within a month of signing up in order to avoid incurring monthly fees. See Exhibits J1 to J3.

Online Upgrade Advertisement. A Juno free basic service subscriber can also upgrade to Juno Web by responding to an online "upgrade" advertisement on the Juno Web site. The upgrade advertisement brings the user to a Web page where the user can choose to upgrade to Juno Web by submitting his or her credit card number. As in the case of the billable service advertisement, this order form contains a hyperlink entitled "Cancellation Policy" that "jumps" directly to a description of how to cancel Juno Web and that the subscriber must cancel within a month of signing up to avoid incurring subscription fees. See Exhibits F1 and F2.

System Advertisement. When a Juno free basic service subscriber has opened the Juno software, he may view a "system" advertisement in the software. A system advertisement brings the subscriber to an offline order page where he may elect to upgrade to Juno Web by entering his billing information. On the order page, Juno instructs the user, "For Juno's cancellation policy, [click here](#)." This link brings the user to a dialog box giving the subscriber information regarding the procedures to follow to cancel the service and – if applicable – that the subscriber must cancel within one month of signing up to avoid incurring monthly subscription fees. See Exhibits G1 to G11.

In addition, the foregoing information concerning the cancellation policy is available to any subscriber who calls Juno's toll-free customer service numbers.

Disclosure Following Registration Process

Juno publishes instructions concerning how to cancel a subscription to its services on its Web site and makes this information available via a toll-free customer service number (800-654-JUNO/5866). A user who visits the Juno home page, located at www.juno.com, and clicks on the "Juno Help" tab (the customer service portion of the Juno Web site, located

at <http://help.juno.com>) will see a hyperlink on the main page entitled "Canceling My Juno Account." Further, the "Juno Help" main page also contains a link entitled "My Account," which brings the subscriber to an account information page, including a link to "Canceling Your Premium Juno Account." Clicking on either hyperlink brings the user to a Web page, located at <http://help.juno.com/contact/cancel.html>), informing consumers about the procedures to follow to cancel a Juno subscription. This page offers the following information regarding canceling by telephone:

Before you call, please have your Juno premium service e-mail address and your credit card information available. You will not be charged for this call; we need the last four digits of your credit card number, its expiration date, and your billing address to verify that you are the owner of the account. Please remember, the telephone numbers below are for Juno Web and Juno Express members only.

Juno Web

Call us toll-free at 1 (888) 811-JUNO [1-888-811-5866]. Our representatives are available 24 hours a day, 7 days a week.

Juno Express DSL

Call us toll-free at 1 (877) DSL-EXPRESS [1-877-375-3977]. Our representatives are available 7 days a week from 8 A.M. to 12 midnight EST.

Juno Express Wireless

Call us toll-free at 1 (800) 501-4018. Our representatives are available 7 days a week from 8 A.M. to 12 midnight EST.

See Exhibit J1.

Part IV. of the Order provides:

IT IS FURTHER ORDERED that respondent, directly or through any corporation, subsidiary, division or other device, in connection with the advertising, promotion, offering for sale, sale or distribution of any electronic mail, Internet or other online service, in or affecting commerce, shall:

- A. *provide to consumers reasonable means to cancel any such service, including, but not limited to, means to cancel electronically and through a toll-free telephone number.*

Provided that, respondent shall only be required to clearly and conspicuously disclose the means to cancel electronically to any consumer whose request for cancellation through a toll-free telephone number is not answered by respondent within 2 minutes;

- B. *maintain adequate customer support to receive and process consumers' requests for cancellation of any such service; and*

- C. *process promptly any consumer's request for cancellation of any such service and terminate such service prior to the next billing cycle.*

Means of Cancellation

Juno permits cancellations via three methods: toll-free telephone number, Web cancellation (through a service referred to as Juno's "Cancellation Wizard") and e-mail.

Juno offers toll-free numbers for members to call if they wish to cancel their service, as more fully described in the Response to Part III. of the Order. These numbers are published in the "Help" section of the Juno Web site under "My Account" and are also available directly from the link entitled "Canceling My Juno Account" on the main "Help" Web page.

Juno provides two methods of electronic cancellation – the Cancellation Wizard and e-mail. The Cancellation Wizard, which became available on July 26, 2001 is a Web-based automated process that permits a subscriber to cancel his Juno Web subscription without consulting with a customer service agent. The Cancellation Wizard is currently available at http://help.juno.com/contact/premium_info.html#cancel and is depicted in Exhibit J1. [CONFIDENTIAL MATERIAL REDACTED.]

Part IV.A. of the Order provides that Juno need only clearly and conspicuously disclose the means to cancel electronically to any consumer whose cancellation request through a toll-free number is not answered within two minutes. For a subscriber who calls a toll-free number in order to cancel and is on hold for more than one minute, forty-five seconds, Juno's IVR system immediately instructs the subscriber that (i) he may also cancel by visiting our account information site, <http://account.juno.com>, and (ii) he may continue to hold on the line and speak to a live agent. The recording will also inform the subscriber of the anticipated length of the wait time if he continues to hold. If the member chooses to hold on the line every 30 seconds the message telling the member how they may cancel electronically will repeat. The following is the text of the message played by this IVR:

Thank you for calling Juno Online Services. We are currently experiencing a high call volume, with an estimated hold time of # of minutes. Did you know that you can cancel your Juno Web premium account online? Go to <http://account.juno.com> and click on "Canceling Your Premium Juno Account", then click on the "On the Web" link and follow instructions. If you would prefer to speak to an account representative, please remain on the line and the next available associate will assist you.

Although the proviso of Part IV.A. of the Order permits Juno to disclose the electronic means of canceling only in instances where calls to the toll-free cancellation number are not answered within two minutes, Juno has voluntarily elected to publish one of the two electronic means of cancellation on its Web site. Information on how to cancel an account electronically is available on the "Canceling Your Premium Juno Account" page. The top of the Web page states:

"If you're a Juno Web member and would like to cancel your account, [click here.](#)"

A subscriber who clicks through will be brought to the Cancellation Wizard, permitting the subscriber to cancel his premium subscription online. Prior to July 26, 2001, this Web page described e-mail as the electronic means of cancellation.

Customer Support to Receive and Process Requests for Cancellation

Juno maintains adequate customer support to receive and process cancellations via its toll-free cancellation support numbers. Juno's corporate Customer Relationship Management ("CRM") staff and ClientLogic, Juno's call center vendor, work together to determine appropriate staffing levels. [CONFIDENTIAL MATERIAL REDACTED.] This service level is consistent with standard accepted service levels within the customer support industry. [CONFIDENTIAL MATERIAL REDACTED.]

Because the Cancellation Wizard is a fully automated process, no live agent support is necessary. Juno's CRM staff monitors the monitors and confirms cancellations that occur via the Cancellation Wizard.

Juno also maintains adequate customer support to receive and process cancellations via e-mail. Juno determines the staffing level, and engages sufficient staff, in order to process all cancellations within a 24 hour time period. All billing agents are trained to process cancellations, and the appropriate number of such agents is assigned to process cancellations, as required by incoming requests.

Prompt Processing of Consumers' Requests to Cancel

For all methods of cancellation, Juno promptly processes cancellation requests.

Toll-free Telephone Number Cancellations. Subscribers who call the toll-free number to cancel have their subscriptions canceled immediately. If a subscriber cancels by phone, a live customer support agent first verifies the identity of the subscriber by asking for the user name and credit card attached to the account. Once the subscriber has passed verification, the customer service agent immediately changes the account status to "canceled," confirms the cancellation by giving the consumer a reference number for the cancellation and informs the consumer that service will be provided until a specific "cycle date," at which point billing will cease.

When an account is canceled, Juno continues to provide service until the next "cycle date" and ceases to bill the subscriber as of that date. The cycle date is the calendar day of each month on which the subscriber first signed up and on which the subscriber's credit card is billed in advance for the following month's service (with the exception of subscribers whose anniversary date falls on either the 29th, 30th, or 31st of the month, in which case the cycle date defaults to the 1st of the month). For example, a subscriber who signed up on January 29, 2001 under a plan offering a free trial month and who called the toll-free number to cancel on February 15, 2001 would immediately be reflected as a canceled subscriber in Juno's billing system and would receive service until March 1, 2001, when Juno would stop "billing" the subscriber – or, in this case, would not bill the subscriber for any monthly subscription fees. For those subscribers on annual and semi-annual billing plans for which the subscriber pays the subscription fee in advance, service is provided until the following

cycle date, at which time a pro-rated refund is credited to the subscriber's credit card or, in the case of subscribers on pay-by-check plans, issued by check.

For subscribers who cancel within 14 days after a cycle date and who request immediate account termination, Juno stops providing service as of the date of the cancellation request and issues a refund for the current month's subscription fee.

Cancellation by E-mail or Cancellation Wizard. The billing support team in the CRM group at Juno processes the cancellations of subscribers who complete a cancellation request form via the Cancellation Wizard or who send an e-mail cancellation request within 24 hours of receipt of the request. [CONFIDENTIAL MATERIAL REDACTED.]

All subscribers who cancel, whether by phone, e-mail or Cancellation Wizard receive a confirmation e-mail within 24 hours of cancellation. The account information Web page, <https://account.juno.com>, on the "Help" portion of the Juno Web site also permits a subscriber to confirm a cancellation.

Part V. of the Order provides:

IT IS FURTHER ORDERED that respondent, directly or through any corporation, subsidiary, division, or other device, in connection with the advertising, promotion, offering for sale, sale or distribution of any electronic mail, Internet or other online service that is sold or distributed in connection with the purchase of another product or service, shall not make any representation, in any manner, expressly or by implication, about the price or cost to consumers of such electronic mail, Internet or other online service, or of such other products or services, unless it clearly and conspicuously discloses:

- A. *the dollar amounts of any and all fees, charges, rebate payments, and other costs consumers are required to pay to cancel any such electronic mail, Internet or other online service;*
- B. *that consumers may have to pay long distance telephone charges, or if it is the case, any other costs in excess of local telephone service charges to access such electronic mail, Internet, or other online service*
- C. *the dollar amounts of any such costs assessed by respondent, if any;*
- D. *means for consumers to determine the telephone numbers available for accessing such electronic mail, Internet, or other online service and the town or city where those numbers are located; and*
- E. *that consumers should contact their local telephone company to determine whether using the access telephone number for the location closest to them will incur charges in excess of local telephone service charges.*

Provided that, in the case of advertisements disseminated by means other than through an interactive electronic medium, respondent may comply with Part V. E above by making a clear and conspicuous disclosure of the information required by that subpart at the time

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consumers inquire, through means provided by respondent, about the availability of telephone numbers for accessing any such electronic mail, Internet or other online service and the town or city where those numbers are located.

Provided further that, in the case of advertisements disseminated through an interactive electronic medium, respondent may make the disclosures required by this Part through the use of a hyperlink as follows:

- 1. For Part V. A above, any hyperlinks used must be labeled: "Early Cancellation May Result in Additional Charges. Click Here."; and*
- 2. For Part V. B through E above, any hyperlinks used must be labeled: "Additional Phone Charges May Apply. Click Here."*

Juno has engaged in no offering of its services in connection with rebate promotions on or after July 9, 2001.

Juno and Microsoft, Inc. have entered into an agreement by which Juno is included as an ISP service offering in the Microsoft Internet Referral Server, or "MSIRS." MSIRS is a service included in the start-up menus of certain personal computers. A PC user who selects MSIRS is presented with promotions for several Internet access services, of which Juno Web is one. The promotional and sign up screens presented to the user who selects Juno contain clear and conspicuous disclosures with respect to Parts V.B through V.E of the Order. Because no cancellation fees or rebate offers apply to the Juno Web plan offered through MSIRS, no disclosure regarding these fees is made. See Exhibits H1 and H2.

Juno and the Garr Group, LLC have entered into an agreement by which disks containing Juno's software are distributed with packages of Jello in a number of grocery stores. These disks (a sample of which is attached as **Exhibit H3**), which commenced distribution in February 2001, permit an individual to install Juno's software and to sign up for Juno's services using a signup advertisement. The signup advertisements viewed by the user, which are attached as **Exhibits H15 and H16**, contain clear and conspicuous disclosures concerning Parts V.B through V.E of the Order. Because no cancellation fees or rebate offers apply to the services offered through this medium, no disclosure regarding these fees is made.

Part VI. of the Order provides:

IT IS FURTHER ORDERED that respondent, directly or through any corporation, subsidiary, division, or other device, in connection with the advertising, promotion, offering for sale, sale or distribution of any electronic mail, Internet or other online service not covered under Part V of this order, in or affecting commerce, shall not make any representation, in any manner, expressly or by implication, about the price or cost to consumers of such service, unless it clearly and conspicuously discloses:

- A. that consumers may have to pay long distance telephone charges or, if it is the case, any other costs in excess of local telephone charges to access such electronic mail, Internet, or other online service;*

- B. *the dollar amounts of any costs assessed by respondent; if any;*
- C. *means for consumers to determine the telephone numbers available for accessing any such service and the town or city where those numbers are located; and*
- D. *that consumers should contact their local telephone company to determine whether using the access telephone number closest to them will incur charges in excess of local telephone service charges.*

Provided that, respondent may comply with Part VI. A. through D above, if it:

- 1. *in the case of advertisements disseminated through an interactive electronic medium, discloses the information required by Part VI. A through D above, through the use of a hyperlink labeled "Additional Phone Charges May Apply. Click Here."; and*
- 2. *discloses, clearly and conspicuously, in advertisements and promotional materials disseminated by means other than through an interactive electronic medium that "Additional Phone Charges May Apply" and also discloses, clearly and conspicuously and prior to the consumer registering for any such service, the information required by Part VI. A through D above.*

In all types of media containing representations concerning the price of Juno's services, Juno provides the information required by Part VI. of the Order. On principal promotional pages and order pages, Juno (i) provides information regarding each of Parts VI.A. through VI.D., or (ii) informs the consumer that "Additional Phone Charges May Apply" and discloses each item required by Parts VI.A. through VI.D. prior to registration, or (iii) in the case of interactive electronic advertisements supplies this information via a prominently labeled hyperlink entitled "Additional Phone Charges May Apply. Click Here."

In instances where Juno discloses each of Parts VI.A. through VI.D. (rather than making such disclosure via a hyperlink or prior to registration), Juno states, in substantial form:

Please note that, depending on the numbers you choose, your location, and your calling plan, you may incur long distance or toll charges in excess of your local service charges on your telephone bill. For a list of access numbers and their locations, visit <http://help.juno.com> or call 1 (800) 654-JUNO (1-800-654-5866). To find out whether or not you will incur any charges, and if so, the amounts of such charges, please contact your local telephone company. You will be responsible for all such charges incurred.

In the case of premium plans that do not offer free technical support, the consumer is also informed that "Live technical support is available for a fee of \$1.95 per minute."

CD-ROM. Exhibits A1 and A2 are samples of disk mailers Juno has continued to use after July 9, 2001. Juno commenced use of both versions in or about February 2001. Exhibit A2, the free basic service disk mailer, contains a disk which permits an individual to install the Juno software and sign up for Juno's services – either the free basic service or Juno

Web, with a more prominent promotion for the former – via a signup advertisement, which is attached as **Exhibit H15**. **Exhibit A1**, the Juno Web disk mailer, contains a disk which brings an individual through a similar process, with the distinction that the more prominent promotion is for Juno Web; the signup advertisement that the user views in order to register for the service is attached as **Exhibit H16**.

On each of the display panels of the free basic service version of the disk mailer where a price representation is made, Juno asterisks the price representation and directs the individual to the “Some Answers to Your Questions” section of the mailer, which is the inside center portion of the mailer. This section contains the following information with respect to Parts VI.A through VI.D of the Order:

***What about phone charges?**

When you use Juno, your computer connects to the Internet over your telephone line. We provide telephone numbers throughout the United States for our members to use. Depending on your location and calling plan, you may incur charges on your telephone bill. For a list of access numbers and their locations, call 1(800) 654-JUNO or visit <http://help.juno.com>. Please contact your local telephone company to determine whether charges may apply to the use of a specific access number and the amounts of such charges. You will be responsible for all such charges incurred.

The Juno Web version of the disk mailer does not contain any price representations. However, because Juno believes it is desirable practice to inform potential subscribers about the possibility that they will incur long-distance or toll charges to access the service, Juno has included similar information in the inside center section of the Juno Web version of the mailer. [CONFIDENTIAL MATERIAL REDACTED.]

Exhibits A3 to A6 are disk mailers for Juno software distributed prior to July 9, 2001. These mailers were created pursuant to agreements that Juno entered into with various third parties for the distribution of the Juno software. Because these disks had already been created and distributed by third parties pursuant to these agreements prior to July 9, 2001, the disk mailers do not contain disclosures regarding Parts VI.A through VI.D of the Order. However, because Juno recognized the possibility that a consumer could obtain the disk and sign up for Juno’s services after July 9, 2001, Juno modified the signup advertisements viewed by a consumer who subscribed using one of these disks in order to disclose clearly and conspicuously the information required by Part VI. Currently, an individual who signs up for Juno using one of these disks will sign one of the signup advertisements attached as **Exhibits H5, H15 or H16**.

Web Advertisements. Web Advertisements. **Exhibits B1 to B8** are Web advertisements on the Juno Web site for individuals who are not current Juno subscribers. **Exhibits B5 to B8** are top-level Web blocks or banner advertisements placed on the version of the Juno home page, www.juno.com, displayed to non-Juno subscribers. When clicked, these media bring consumers to one of the Web pages attached as **Exhibits B1 and B4**, which contain the information required by Parts V.A through VI.D. Individuals who respond to such advertisements sign up for Juno via one of two means: (1) they first download the Juno software and subsequently sign up for Juno’s services via a signup advertisement, or (2) they sign up for Juno’s services via the online registration process. For individuals who sign up

through the first method, disclosure regarding the elements of Parts VI.A through VI.D is made as described in the section herein entitled "Signup Advertisements." For individuals who sign up through the latter method, disclosure regarding these elements is made as described in the section herein entitled "Online Registration."

Online Registration. Exhibits C1 and C2 illustrate the means by which an individual subscribes by responding to a Web advertisement and completing the online registration process. In "Step 4" of the online registration process, the individual is asked to provide his billing information. Although no price representation is made on this screen, Juno has elected to inform the consumer on this screen about each element of Parts VI.A through VI.D of the Order.

E-mail Advertisements. Exhibits D1 to D3 are direct e-mail advertisements disseminated by Juno on or after July 9, 2001. In connection with price representations in the advertisements, Juno informs the consumer that "Additional phone charges may apply when using Juno Web." Further, when the consumer responds to the advertisement by clicking through to the Web page from which he can download Juno's software, Juno further informs the consumer regarding each of Parts VI.A through VI.D of the Order.

Billable Service Advertisement. Exhibits H1 to H19 are billable service advertisements that run on Juno's proprietary e-mail client software. Subscribers to Juno's free basic service may sign up for Juno Web by responding to such an advertisement. Exhibit H1 is a flow chart that illustrates the process by which a subscriber can respond to the billable service advertisement in order to upgrade to Juno Web.

On the "sell" page of each billable service advertisement where a price representation is made, Juno discloses that "Additional phone charges may apply. [Click here.](#)" or, in the case of Juno Web plans that do not contain free live technical support, "Additional phone and live tech support charges may apply. [Click here.](#)" When clicked, this link brings the subscriber to a dialog box that informs him that he may incur long-distance or toll charges, how to determine access numbers in his town or city, that he should contact his local telephone company to determine whether charges will apply to the use of a particular number, and – if applicable – that live technical support is available for a fee of \$1.95 per minute.

Online Upgrade Advertisement. Exhibits F1 to F28 are advertisements displayed on Juno's Web site to users of Juno's free basic service. On the principal "sell" page – the Web page where the subscriber submits his billing information – Juno discloses clearly and conspicuously, in connection with the price representation, that "Additional phone and live tech support charges may apply. [Click here.](#)" The hyperlink brings the subscriber to information at the bottom of the Web page concerning Parts VI.A through VI.D of the Order.

System Advertisement. Exhibits G1 to G11 are "system" advertisements displayed in the Juno proprietary software. On the offline order screen of the system advertisement, in connection with a price representation, Juno discloses that "Additional phone and live tech support charges may apply. [Click here.](#)" When clicked, this link brings the subscriber to a dialog box informing that he may incur long distance or toll charges to access the service, how to determine access numbers in his town or city, that he should contact his local

telephone company to determine whether a particular number will carry charges, and that live technical support is available for a fee of \$1.95 per minute.

Signup Advertisements. Exhibits H1 to H19 are signup advertisements that permit an individual who has already installed Juno's software to sign up for Juno's services. **Exhibit H1** is a flow chart that illustrates the process by which a user can respond to the signup advertisement in order to subscribe to Juno's services.

When a "sell" screen in a signup advertisement contains a representation concerning the price of the service, Juno discloses, on the same screen and in connection with the price representation, that "Additional phone charges may apply. [Click here](#) for details." When clicked, the hyperlink brings the user to a pop-up screen disclosing each of the elements required by Parts VLA through VID of the Order. Further, a portion of the signup advertisement permits an individual in the process of signing up for the service to check the availability of access numbers in his town or city. This screen, the "preview access numbers" screen, reminds the user of the possibility that he may incur long-distance or toll charges and that he should contact his local telephone company to determine whether charges will apply to the use of a specific access number.

[CONFIDENTIAL MATERIAL REDACTED.] Juno's current advertisements and promotional materials now comply fully with the provisions of Part VI of the Order. [CONFIDENTIAL MATERIAL REDACTED.]

Part VII. of the Order provides:

IT IS FURTHER ORDERED that respondent, directly or through any corporation, subsidiary, division, or other device, in connection with the advertising, promotion, offering for sale, sale or distribution of any electronic mail, Internet or other online service that is sold or distributed in connection with the purchase of another product or service, in or affecting commerce, shall:

- A. *provide reasonable means that are readily accessible to consumers, including at a minimum a toll-free telephone number and a directory accessible on its Web site, to determine the telephone numbers available for accessing any such service and the town or city where those numbers are located; and*
- B. *maintain adequate customer support to respond to consumer inquiries regarding the telephone numbers available for accessing any such electronic mail, Internet or other online service and the town or city where those numbers are located.*

Juno currently offers over 4,000 access numbers for consumers to access its dial-up services. A consumer may to determine the telephone numbers available in his geographic region and the town or city where these numbers are located through any of four methods: (1) toll-free number with a live customer service agent, (2) toll-free number with an automated IVR response, (3) Web site directory, and (4) e-mail.

A subscriber who calls the toll-free customer service line (800-TRY-JUNO or 800-654-JUNO) can give a live customer service agent the area code from which the individual will be calling and obtain a list of access numbers and the town or city where these numbers are located from the agent. The agent also tells the consumer that he should check with his local telephone company in order to confirm that these numbers are local to him.

The access numbers for Juno's services are published on the Juno Web site at <http://help.juno.com/access/index.html>. This site is located under the "Help" section of the Juno home page. By clicking "Help", the consumer will then see the heading "Access Numbers" with the accompanying text, "Find out if Juno has access numbers in your area or in a location you plan to visit." If the individual clicks on this link, he will view a Web page where he can input the telephone number he uses to access Juno's services. A results page will display a list of access numbers and the town/city and state where each number is located. This Web page reminds consumer to check with their local telephone company to determine whether charges will apply to the use of a particular access number. **Exhibit J2** shows the Web pages where a user can determine the access numbers available and the town or city where the numbers are located.

A consumer may also call one of our toll-free automated support lines ("IVRs") to obtain this information. The IVRs will prompt the consumer to enter his phone number and, based on this information, recites a list of access numbers to the caller. The two main numbers for automated support are 888-839-5866 and 800-654-JUNO.

A fourth manner in which consumers may obtain a list of access number is by sending an e-mail to access-number@support.juno.com. A consumer who makes a request will receive an e-mail response containing a list area codes and town/cities where Juno provides access numbers. This e-mail, a sample of which is attached as **Exhibit J3**, directs consumers to the toll-free number and the Web site to determine specific access numbers.

Juno provides adequate support to respond to consumer inquiries concerning access numbers. Juno determines live agent and e-mail support staffing levels needed to respond to these requests by analyzing historical patterns, evaluating incoming workflow and employing sufficient staff to perform the appropriate function.

Part VIII. of the Order provides:

IT IS FURTHER ORDERED that respondent, directly or through any corporation, subsidiary, division, or other device, shall refrain from using or disclosing, except as required in connection with a judicial, legislative or administrative investigation or proceeding or to respond to a request made by a government agency, any personal identifying information retained in its archived database that it collected prior to the entry of this order in connection with the advertising, promotion or offering for sale of any electronic mail, Internet or other online service that respondent advertised for sale, but failed to provide to consumers. By signing this order, respondent hereby certifies that, in connection with advertisements and promotions referred to in this Part: (i) respondent did not transmit to its server(s) any of the credit information it solicited from consumers; (ii) it has deleted from its server(s) all of the other personal identifying information that it did collect from

consumers; and (iii) it did not share such information with any third party. The Commission's acceptance of this settlement is contingent upon the above certification.

Juno did not transmit to its servers any credit card information requested in connection with the approximately [CONFIDENTIAL MATERIAL REDACTED.] Further, in connection with these promotions, Juno has deleted from the servers all other personally identifying information collected from consumers and has never disclosed such information to any third parties. See Declaration of Peter Skopp submitted to Commission Staff on December 1, 2000.

Part IX. of the Order provides:

IT IS FURTHER ORDERED that respondent, and its successors and assigns shall not provide the means and instrumentalities to any other party in making any deceptive representation or deceptive material omission prohibited by this order, in connection with the advertising, promotion, offering for sale, sale, or distribution of any electronic mail, Internet, or any other online service.

Juno is in compliance with Part IX. of the Order. Juno does not provide the means or instrumentalities to any other parties to make deceptive representations. See Response to Part V. of the Order.

Part X. of the Order provides:

IT IS FURTHER ORDERED that respondent, directly or through any corporation, subsidiary, division, or other device, shall offer reimbursement to certain present and former subscribers of its electronic mail and Internet access services as provided in this Part.

SUBSCRIBERS ELIGIBLE FOR REDRESS NOTIFICATION LETTERS

- A. Respondent shall notify by the means required in subpart B of this Part any present or former subscriber of its Internet service who prior to service of this order:
1. subscribed to such service as part of a rebate program that required the purchase of another product or service and subscription to respondent's Internet access service for a period of more than a month; or
 2. canceled his or her subscription(s) to such service; and:
 - a. identified the unavailability of a local access number as a reason for the cancellation(s); or
 - b. complained to respondent about incurring long distance telephone toll charges ("toll charges") through the use of such service.

REDRESS NOTIFICATION LETTERS

- B. Respondent shall send, within thirty (30) days from the date of service of this order, by first class mail to the last known address of each subscriber exact copies of:
1. the "Refund Offer Notification Letter and Application Form," attached hereto as Attachment A, to subscribers identified under subpart A.1 of this Part; and
 2. the "Refund Offer Notification Letter and Application Form," attached hereto as Attachment B, to subscribers identified under subpart A.2 of this Part.

The front of the envelope transmitting Attachment A shall be in the form set forth in Attachment C to this order. The phrase "ATTENTION: Important Information Inside - JUNO LONG DISTANCE Refund Program" shall appear on the front of the envelope in typeface equal or larger in size to 14 point. The front of the envelope transmitting Attachment B shall be in the form set forth in Attachment D to this order. The phrase "ATTENTION: Important Information Inside - JUNO LONG DISTANCE Refund Program" shall appear on the front of the envelope in typeface equal or larger in size to 14 point. The words "FORWARD & ADDRESS CORRECTION REQUESTED" shall appear in the upper left-hand corner of each envelope, one-quarter of an inch beneath the return address. Except as otherwise provided by this order, no information other than that required by this Part shall be included in or added to the above items, nor shall any other material be transmitted therewith.

Respondent shall also mail the appropriate "Refund Offer Notification Letter and Application Form" to any such former subscriber whose mailing is returned by the U.S. Postal Service as undeliverable and for whom respondent thereafter obtains a corrected address via the National Change of Address ("NCOA") registry. Respondent shall retain a NCOA licensee to update its list of such former subscribers under this subpart by processing the list through the NCOA database. The mailing required by this subpart shall be made with ten (10) days of respondent's receipt of a corrected address or information identifying each such former subscriber.

- C. Respondent shall send, by first class mail, exact copies of:
1. the "Refund Offer Notification Letter and Application Form" attached hereto as Attachment A to any subscriber identified under subpart A.1 of this Part who contacts respondent to request reimbursement within one hundred eighty (180) days after the date of service of this order; and

PUBLIC VERSION

3. *the "Refund Notification Letter and Application Form" attached hereto as Attachment B to any subscriber identified under subpart A.2 of this Part who contacts respondent to request reimbursement within one hundred eighty (180) days after the date of service of this order.*

Respondent shall mail Attachment A or Attachment B to the address provided by such subscribers within ten (10) days after the date of the request. The front of the envelope transmitting Attachment A shall be in the form set forth in Attachment C to this order and the front of the envelope transmitting Attachment B shall be in the form set forth in Attachment D to this order.

REDRESS

- D. *Respondent, within thirty (30) days of receipt of a subscriber's "Refund Application Form," appended to either Attachment A or Attachment B of this order, shall:*

1. *reimburse all subscribers identified under subpart A.1 or A.2 of this Part for any toll charge(s) incurred prior to the date of service of this order and through use of respondent's Internet service within sixty (60) days of subscription to such service, for which any such subscriber has not been previously reimbursed. Provided that, in cases where any such subscriber has received partial reimbursement for such toll charge(s), respondent shall reimburse such subscriber for the remainder of such charge(s). Provided further that, each such subscriber identified under subparts A.1 or A.2 of this Part shall provide respondent with a copy of the subscriber's telephone bill(s) reflecting the toll charge(s) incurred. Provided, however, in the event a subscriber who applies for reimbursement incurred such telephone charge(s) at least 18 months prior to the date his or her "Refund Application Form," appended to either Attachment A or Attachment B of this order, is postmarked, respondent shall:*

- a. *reimburse an amount not to exceed one hundred dollars (\$100) to any such subscriber who provides:*
 - (1) *a written declaration indicating the amount of the telephone charges incurred and that his or her telephone company is unable to send a copy of the telephone bill(s) because such charges were incurred at least 18 months prior to the date such declaration is signed; and*
 - (2) *a copy of the check (or checks) or other form of payment for the toll charge(s); and*

Internet service who have applied for reimbursement pursuant to subparts A.1 and A.2 of this Part, the amount of each reimbursement request, and the date of mailing and amount of the reimbursement provided to each applicant.

1. *Respondent shall, for three (3) years after the date of service of this order, maintain and upon request make available to the Federal Trade Commission or its staff for inspection and copying:*
 1. *Sufficient records to identify:*
 - a. *The name and last known address of each person sent a notification pursuant to this Part and the date the notification was mailed; and*
 - b. *The name and address of each person who is notified by respondent that his or her reimbursement application is deficient;*
 2. *Sample copies of all letters, descriptions, applications and forms sent to subscribers identified in (1) subpart A.1 and (2) subpart A.2 of this Part, or others pursuant to this order; and*
 3. *Each and every reimbursement application received.*

[**CONFIDENTIAL MATERIAL REDACTED.**] On July 23, 2001, GCG mailed notification letters in the form of Attachments A and B to the Order to all subscribers and former subscribers eligible to apply for a refund under Parts X.A.1 and X.A.2, respectively, of the Order. Lists of the individuals notified were produced to the Commission on August 8, 2001. Sample notification letters to subscribers identified pursuant to Parts X.A.1 and X.A.2 are attached as **Exhibits K1 and K2**. A sample envelope enclosing the notification letter is attached as **Exhibit K3**. GCG also facilitated the updating of addresses through the National Change of Address (NCOA) registry of those subscribers notified. [**CONFIDENTIAL MATERIAL REDACTED.**] A sample of the check is attached as **Exhibit K7**.

Juno offers individuals who apply for a refund the opportunity to correct a deficient application for reimbursement. In the course of processing application forms returned by subscribers (and former subscribers) applying for a refund, GCG sends a "deficiency letter" to those individuals who submit an incorrect or incomplete application form. The deficiency letter requests the specific documentation or missing information required to process the individual's application. The individual then has the opportunity to resubmit the application form by the deadline due date printed on their deficiency letter. If an individual submits an application form and is found not to be eligible for a refund, an "ineligibility letter" stating why the individual is not eligible for a refund is mailed. **Exhibits K4, K5 and K6** are samples of the application form and deficiency and ineligibility letters, respectively.

Additionally, GCG has set up a toll-free number (1-888-437-1292) supplied to subscribers in the notification letter. This number is connected to an automated IVR system

that supplies information concerning the Juno Long Distance Refund Program. Callers have the option to leave a message on the IVR if they need a copy of the application form, GCG transcribes this information and mails out additional notification letters and application forms when appropriate.

GCG will deliver to Juno all documentation received from applicants during the course of the Juno Long Distance Refund Program. This documentation will be kept on file for a period of five years after the date of the Order. Juno has further instructed GCG to retain sufficient records to identify the last known address of each person sent a notification pursuant to the date the notification letter was mailed; and the name and address of each person who was notified that his application form was deficient.

Part XI. of the Order provides:

IT IS FURTHER ORDERED that respondent Juno Online Services, Inc. and its successors and assigns shall for five (5) years after the last date of dissemination of any representation covered by this order maintain and upon request make available to the Federal Trade Commission for inspection and copying:

- A. All advertisements and promotional materials containing the representation;*
- B. All materials that were relied upon in disseminating the representation; and*
- C. All tests, reports, studies, surveys, demonstrations, or other evidence in their possession or control that contradict, qualify, or call into question the representation, or the basis relied upon for the representation, including complaints and other communications with consumers or with governmental or consumer protection organizations.*

All advertisements that have run are archived indefinitely in Juno's company intranet. In addition, Juno retains all materials required by Parts XI.B and XI.C for a period of at least five years from the date of dissemination of the applicable representation.

Part XII. of the Order provides:

IT IS FURTHER ORDERED that respondent Juno Online Services, Inc. and its successors and assigns shall deliver a copy of this order to all current and future principals, officers, directors and managers, and to all current and future employees, agents, and representatives having responsibilities with respect to the subject matter of this order. Respondent shall deliver this order to current personnel within thirty (30) days after the date of service of this order, and to future personnel within thirty (30) days after the person assumes such position or responsibilities.

On August 7, 2001, Juno distributed the Order to officers, directors, managers and employees in the Marketing and Customer Relationship Management departments. The following are the personnel to whom the Order was delivered:

[CONFIDENTIAL MATERIAL REDACTED.] Juno has in place procedures to assure that applicable future personnel are delivered a copy of the Order.

Part XIII. of the Order provides:

IT IS FURTHER ORDERED that respondent, and its successors and assigns, shall within thirty (30) days after the date of service of this order, send by first class mail, return receipt requested, exact copies of this order and the notice attached hereto as Attachment F, to any third party with which respondent has entered into a contract or any other agreement, prior to the entry of this order, for the advertising, promotion, or sale of respondent's electronic mail, Internet, or other online service as part of any rebate program requiring the purchase of another product or service and subscription to respondent's Internet access service for a period of more than a month.

On August 7, 2001, the Order was sent via first class mail, return receipt requested, to the following entities with whom Juno previously offered its services in connection with a rebate program requiring the purchase of another product or service as part of any rebate program requiring the purchase of another product or service and subscription to Juno's Internet access service for a period of more than a month:

[CONFIDENTIAL MATERIAL REDACTED].

Part XIV. of the Order provides:

IT IS FURTHER ORDERED that respondent Juno Online Services, Inc. and its successors and assigns shall notify the Commission at least thirty (30) days prior to any change in the corporation that may affect compliance obligations arising under this order, including, but not limited to, a dissolution, assignment, sale, merger, or other action that would result in the emergence of a successor corporation; the creation or dissolution of a subsidiary, parent, or affiliate that engages in any acts or practices subject to this order; the proposed filing of a bankruptcy petition; or a change in the corporate name or address. Provided, however, that, with respect to any proposed change in the corporation about which respondent learns less than thirty (30) days prior to the date such action is to take place, respondent shall notify the Commission as soon as practicable after obtaining such knowledge. All notices required by the Part shall be sent by certified mail to the Associate Director, Division of Enforcement, Bureau of Consumer Protection, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580.

On August 23, 2001, Juno informed the Commission via certified mail that an Agreement and Plan of Merger ("Agreement"), dated June 7, 2001, had been entered into by Juno, NetZero, Inc. ("NetZero"), United Online, Inc. ("United Online") and certain other parties thereto and that, under the terms of the contemplated transaction, Juno would become a wholly-owned subsidiary of United Online. NetZero, an independent Internet service provider, would also become a wholly-owned subsidiary of United Online in the contemplated transaction.

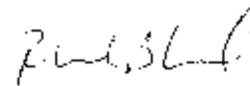
[CONFIDENTIAL MATERIAL REDACTED.] Because a new parent entity for Juno would result from the consummation of this transaction, Juno provided the Commission with written notice for its records that Juno entered into the Agreement. [CONFIDENTIAL MATERIAL REDACTED.] Juno also does not believe that the contemplated transaction will have any impact on Juno's ability to comply with the Order. Additional information about the contemplated transaction is available in the Registration Statement on Form S-4, as amended, filed by United Online, Inc., with the Securities and Exchange Commission.

V. Conclusion

As set forth in detail above, Juno has complied and will continue to comply with the Order. This Compliance Report is verified in the attached affidavit of Charles E. Ardai, President and Chief Executive Officer of Juno Online Services, Inc.

Dated: New York, New York
September 6, 2001

Respectfully submitted,



Richard D. Buchband
Senior Vice President and General Counsel
Juno Online Services, Inc.

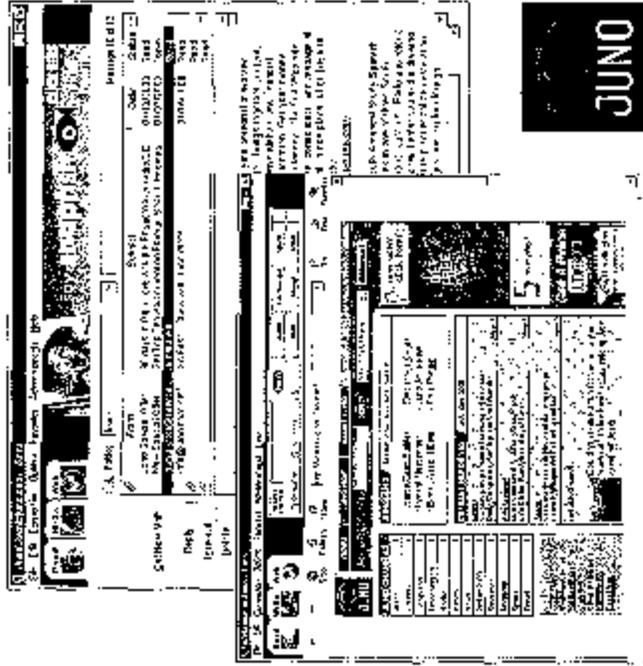
All-New Version 5.0



Get Online—Install Today!

FREE* Internet Access

is just a
click away!



*See details above

Some Answers to Your Questions:

What is Juno?

Juno offers full access to the Internet. Use Juno to explore any of millions of Web sites, including news, weather, entertainment, finance, sports, shopping, and children's sites. You can use Juno to e-mail your friends and family, send photo files and video clips over the Internet, build your own home page, and create multiple e-mail addresses.

Is my internet access really free?

Yes. You won't be required to pay monthly fees, hourly fees, membership fees, or fees of any other sort for the use of our Internet access service. There are no strings attached - it's completely free.

How can you offer Internet access for free?

Juno uses the same model used by radio and television. Advertisers pay to have their ads displayed to our users. Most of the ads you'll see are interactive "banner" ads that appear while you're using Juno. Our goal is to make sure the ads on Juno are interesting and valuable to our members.

***What about phone charges?**

When you use Juno, your computer connects to the Internet over your telephone line. We provide telephone

numbers throughout the United States for our members to use. Depending on your location and calling plan, you may incur charges on your telephone bill. For a list of access numbers and their locations, call 1 (800) 654-JUNO or visit <http://help.juno.com>. Please contact your local telephone company to determine whether charges may apply to the use of a specific access number and the amounts of such charges. You will be responsible for all such charges incurred.

How do I sign up for Juno?

Follow the instructions on the enclosed CD-ROM to install the Juno software. Juno will guide you through the process of setting up your account.

What do I need to be able to use Juno?

You need a PC (486 or faster) equipped with a 9600 baud modem (14400-baud or faster recommended) and running Microsoft Windows 95, Windows 98, or Windows NT 4.0. You'll also need a CD-ROM drive, a mouse, and a VGA monitor (SVGA monitor recommended), as well as at least 8 MB of RAM and 20 MB of free hard disk space. We recommend using Internet Explorer 4.0 or later (this CD contains Internet Explorer 5.0).

Users of Juno must agree to the terms of Juno's Service Agreement, which is displayed during account creation. © 1995-2001 Juno Online Services, Inc. ALL RIGHTS RESERVED. Juno and the Juno logo are registered trademarks of Juno Online Services, Inc. Windows and Windows are registered trademarks of the Microsoft Corporation.

You've made the right choice with Juno!

Finally — a comprehensive Internet service that's 100% FREE.* Guaranteed. That means no hidden costs ... no connection charges ... no strings attached!

- 100% **COMPLETELY FREE** Internet access!*
- Fast, nationwide network at speeds up to 56K!
- Thousands of local access numbers!
- Award-winning Juno e-mail — get your e-mail from anywhere on the Web!
- Online technical support!

Introducing the All-New and Exciting Juno Toolbox:



*See details below



Get new and improved Version 5.0 features...

- ◆ Mail assistants – sort your messages and avoid junk mail.
 - ◆ E-mail forwarding – check all of your e-mail addresses through Juno.
 - ◆ Animated e-mail – send messages with colors and pictures.
 - ◆ Automatic smart dialing – Juno will optimize your connection to the Internet each time you dial in.
- ...and much more!

*Introducing the All-New
and Exciting Juno Toolbox:*



Welcome to

JUNO!

ALL-NEW
VERSION
5.0

Activation Code:

JUNO

1540 Broadway
27th Floor
New York, NY 10036

First-Class
U.S. Postage
PAID
Juno Online
Services, Inc.

New PC and printer? Lease one from DFS! Call 800.873.8862, extension 3123, and ask about the dfsConnect PC Program.



dfsConnect
...com



Deutsche Financial Services
Deutsche Bank Group

Where knowledge and capital connect.

Your
e-commerce
financing
connection.



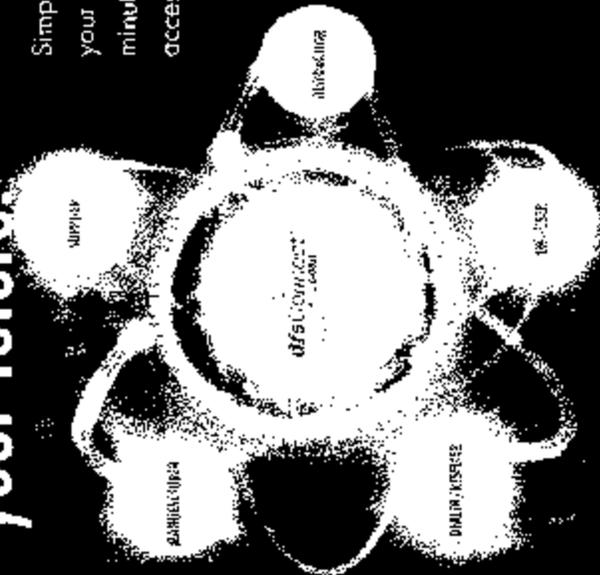
brought to you by



Users of our system agree to the terms of Juno's Service Agreement, which is displayed during account creation. © 1999-2000 Juno Online Services, Inc. All RIGHTS RESERVED. Juno and the Juno logo are registered trademarks and Juno, Juno logo and Juno Online Services are the registered trademarks of Juno Online Services, Inc. in the U.S. and other countries. Juno Online Services, Inc. is a subsidiary of Deutsche Bank Group. Juno Online Services, Inc. is a registered service mark of Deutsche Bank Group. Juno Online Services, Inc. is a registered service mark of Deutsche Bank Group.

A Commitment

to you
your needs
your future.



Deutsche Financial Services, known worldwide for its flexible, customized financing programs, brings you another solution to help drive your business.

Simply pop this CD into your PC and you are minutes away from secure access to dfsConnect.

A special offer
to make
financing
easier.

Deutsche Financial Services and Juno Online Services, Inc., an Internet Service Provider, offer DFS customers economical and easy account access via dfsConnect.

Our innovations can help your business grow.

The knowledge to help your business grow.

Deutsche Financial Services and Juno Online Services, Inc., have joined forces to offer you a fast, economical method to connect to your DFS account.

With Juno as your Internet Service Provider, you can connect directly to dfsConnect from your start page, and your latest account information will be displayed on your desk top.

As a special offer to DFS customers, Juno will provide its premium Internet service at the reduced rate of \$8.95 per month—considerably less than other major providers based on published rates as of January, 2001.

Using the Juno and DFS financing connection allows you to conduct your business with the innovative dfsConnect e-commerce tools, e-mail DFS and other business associates, build a home page, creatively market your products, and move ahead in the global marketplace.

The capital to make it happen.

What is Juno's Premium Service?

Juno WebSM is premium Internet access. Use 1 to get easy, affordable Internet access, 24 hours a day! You can explore millions of Web sites, including news, weather, entertainment, finance, sports, shopping, and children's sites. You can even build your own home page and generate multiple e-mail addresses! You get full Internet access...the ability to send and receive hot best e-mail and file attachments such as pictures and documents...priority access to thousands of access numbers in our nationwide network...fax and voice mail capability...a reliable connection up to 56K...and live, toll-free customer support.

What about phone charges?

We provide telephone numbers throughout the United States for our members to use. Depending on your location and calling plan, you may incur charges on your telephone bill. For a list of access numbers and their locations, call 1-800-654-JUNO or visit <http://help.juno.com>. Please contact your local telephone company to determine whether charges may apply to the use of a specific access number and the amount of such charges. You will be responsible for all such charges incurred.

What do I need to be able to use Juno?

486 PC or faster running Microsoft® Windows® 95, Windows® 98 or Windows NT® 4.0; 8MB RAM; 20MB free hard disk space; VCA monitor (SVGA recommended); 1600-hour modem (14400-baud or faster recommended).

Call 1 (888) 860-8866 for FREE technical support.



Game

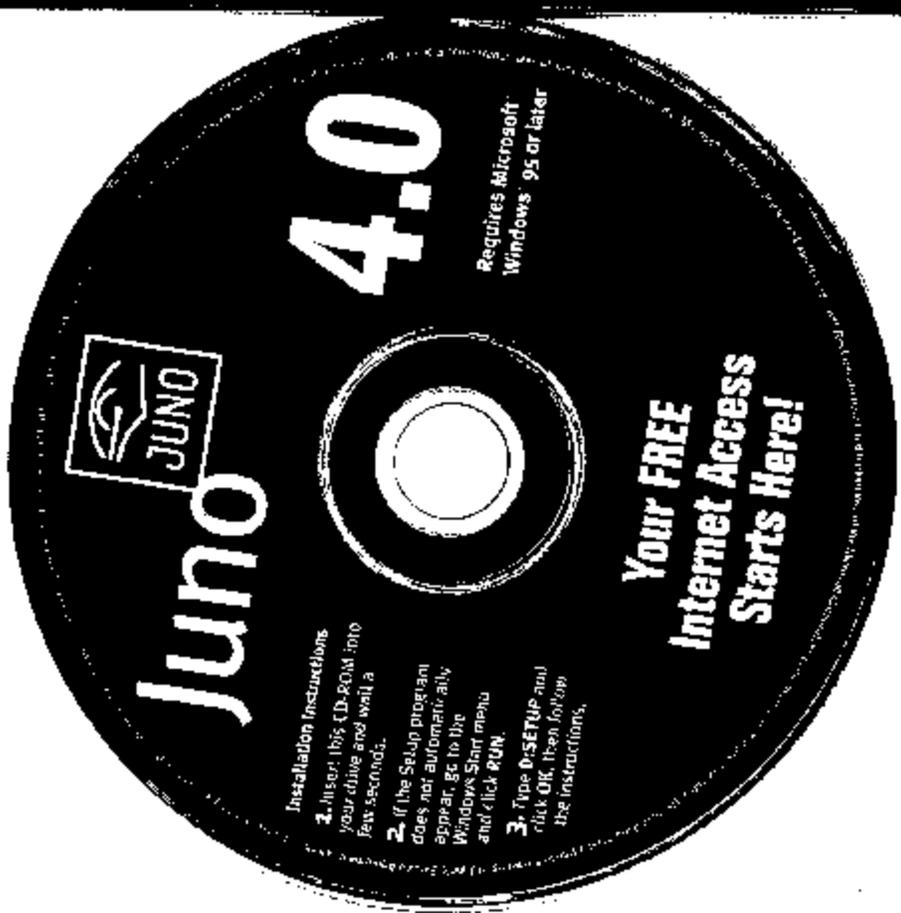


FREE

Internet

Featured In:

JUNO



JUNG

Game

CD-ROM

Installation

Insert CD-ROM into your drive and wait a few seconds.

If the setup program does not automatically appear, go to the Windows Start Menu and click **RUN**.

Type **D:SETUP** and click **OK**, then follow the instructions.

System

486 PC (or faster) running Microsoft Windows 95, Windows 98, or Windows NT 4.0; 8MB RAM; 20MB free hard disk space; VGA monitor (SVGA recommended); 9600-band modem (14400-band or faster recommended).

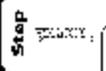
JUNG



© 1997 Jung Studios. Microsoft and Windows are registered trademarks of Microsoft Corporation.



Internet Access
In 3 Easy Steps.



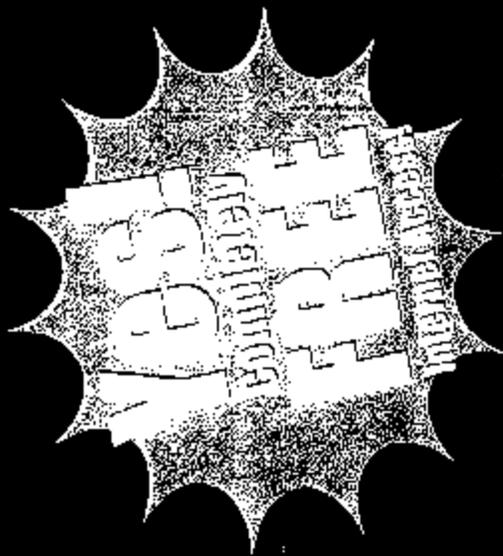
Step 1
Pop this CD into
your computer.



Step 2
Follow the
simple on-screen
instructions.



Step 3
That's It!
You're on the Internet...
absolutely **FREE!**



Frequently Asked Questions



What is Juno?

Juno offers full access to the Internet. Like Juno to explore any of millions of Web sites, including news, weather, entertainment, finance, sports, shopping, and education's sites. You can use Juno to e-mail your friends and family, send photo files and video clips over the Internet, host your own homepage and create multiple e-mail addresses.

Is my Internet access really free?

Yes. You won't be required to pay monthly fees, hourly fees, or connection fees, or fees of any other sort for the use of our Internet access service. There are no strings attached - it's completely free.

How can you offer Internet access for free?

Juno uses the same model used by radio and television: advertisers pay to have their ads displayed to our users. Most of the ads you'll see are "interactive banner" ads that appear while you're using Juno. Our goal is to make sure the ads on Juno are interesting and valuable to our users.

What about phone charges?

When you use Juno, your computer connects to the Internet over your telephone line. We provide telephone numbers throughout the United States for our users to use. Check with your local phone company if you are concerned that the access number you have selected is not local to you.

How do I sign up for Juno?

Follow the instructions on the enclosed CD-ROM to install the Juno software. Juno will guide you through the process of setting up your account.

What do I need to be able to use Juno?

You need a PC-compatible computer (166 or 386 or 486), equipped with a 9000-baud modem (14400-baud or faster recommended), and running Microsoft Windows 95, Windows 98, or Windows NT 4.0. You'll also need a CD-ROM drive, a mouse and an SVGA monitor, as well as at least 8MB of RAM and 20MB of free hard disk space.

Local telephone charges may apply. Users of Juno who agree to the terms of Juno's Service Agreement, which is displayed during the initial creation of Juno's account, and Service, etc. ALL RIGHTS RESERVED. Juno and the Juno logo are registered trademarks of Microsoft and Windows are registered trademarks of the Microsoft Corporation.

NO HIDDEN COSTS!

FREE!

YES! COMPLETELY

INTERNET ACCESS!

FREE!

NO STRINGS ATTACHED

Start Exploring The Internet – FREE!

Juno Version 4.0

Installation Instructions

1. Insert CD-ROM into your drive and wait a few seconds.
2. If the setup program does not automatically appear, go to the Windows Start Menu and click **RUN**.
3. Type **D:SETUP** and click **OK**, then follow the instructions.

System Requirements

486 PC (or faster) running Microsoft® Windows® 95, Windows® 98, or Windows NT® 4.0; 8 MB RAM; 20 MB free hard disk space; VGA monitor (SVGA recommended); 9600-baud modem (14400-baud or faster recommended).

Please feel free to pass this CD on to a friend!

JUNO

Juno Online Services, Inc.
1540 Broadway
27th Floor
New York, NY 10036

RJ0511

Internet Access
In 3 Easy Steps.

Pop this CD into
your computer.

Follow the
simple on-screen
instructions.

That's it!
You're on the Internet...
absolutely **FREE!**

1

Step 1

2

Step

3

Step

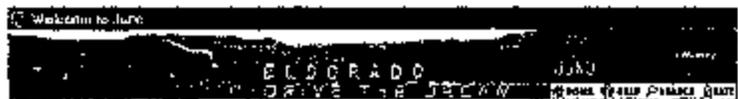
COMPLETELY FREE

Internet Access – Sign Up Today!

- ◆ 100% COMPLETELY FREE Internet access
- ◆ Fast, nationwide network at speeds up to 56K
- ◆ Award-winning Juno e-mail with file attachment feature
- ◆ Online technical support

**100%
FREE
GUARANTEED!**

Navigate the Web With the All-New Juno Guide:



FREE Internet Access In 3 Easy Steps.

- 1** Pop this CD into your computer
- 2** Follow the simple on-screen instructions
- 3** That's it! You're on the Internet!

And it's **COMPLETELY FREE!**

How can you offer Internet access for free?
Juno uses the same model used by radio and television advertisers: pay to have their ads displayed to our users. Most of the ads you'll see are for active business' ads that appear while you are using Juno. Our goal is to make sure the ads on Juno are interesting and valuable to our members.

What about phone charges?
When you use Juno, your call your connects to the Internet over your telephone line. We provide telephone numbers throughout the United States for our members to use. Check with your local phone company if you are concerned that the access number you have selected is not local to you.

How do I sign up for Juno?
Follow the instructions on the enclosed CD-ROM to install the Juno software. Juno will guide you through the process of setting up your account.

What do I need to be able to use Juno?
You need a PC compatible computer (586 or better) equipped with a 56000 baud modem (14400 baud or faster recommended) and running Microsoft Windows 95, Windows 98, or Windows NT 4.0. You'll also need a CD-ROM drive, a mouse and an SVGA monitor, as well as at least 8MB of RAM and 20MB of free hard disk space.

Local telephone charges may apply. Users of Juno must agree to the terms of Juno's Service Agreement, which is displayed during setup and creation. ©1998 ©2000 Juno Online Services, Inc. ALL RIGHTS RESERVED. Juno and the Juno logo are registered trademarks of Microsoft and Windows are registered trademarks of the Microsoft Corporation.

Frequently Asked Questions



What is Juno?
Juno offers full access to the Internet. Use Juno to explore any 56k millions of Web sites including news, weather, entertainment, finance, sports, shopping, and children's sites. You can use Juno to e-mail your friends and family, send photo files and view e-libs over the Internet, build your own homepage and create multiple e-mail addresses.

Is my Internet access really free?
Yes. You won't be required to pay monthly fees, hourly fees, membership fees, or fees of any other sort for the use of our Internet access service. There are no strings attached - it's completely free.



Juno

4.0

Installation Instructions

1. Insert this CD-ROM into your drive and wait a few seconds.

2. If the Setup program does not automatically appear, go to the Windows Start menu and click **RUN**.

3. Type **D:SETUP** and click **OK**, then follow the instructions.

Requires Microsoft Windows[®] 95 or later

**Your FREE
Internet Access
Starts Here!**

Alabama Education Association
Box 4177
Montgomery, AL 36103-4177

Postage
PAID
Montgomery, AL



IMPORTANT
CD for AEA/JUNO Free Internet Access
IMPORTANT



AND THE FOCUS FOR MEMBER COMMUNICATIONS

ALA is developing and implementing special opportunities to members to communicate, gather information, access professional development tools, get great bar-and-clubmember benefits.

Key to keeping pace with communication in the 90s is the Internet. ALA has partnered with Google Interactive, Inc., a division of IBM, CO, and JPL, the third largest Internet service provider in the nation, to make available to ALA members free web access, email services on myALA.org, and a new web-only web site, myALA.org.

myALA.org will give members access to five web services and a specialized portal jointly sponsored by ALA and JPL/NO. Members need to be patient because when 88,000 members try to log on in a very short period of time, connections might be slow. From around the world, ALA members will access myALA.org, ALA's new web-only web site.

JPL/NO WORKS TO PROVIDE FREE INTERNET ACCESS

JPL/NO, ALA's partner for Internet access, is the third largest Internet provider in the United States. JPL/NO is willing to pay for free access. JPL/NO also provides an excellent email service and an informational web site. JPL/NO also offers a variety of premium Internet services that members can choose to purchase.



... encourage every member to take advantage of this special benefit. Our strength lies in communication, and this is an excellent tool.

Jim Lubbert

Jim Lubbert
ALA Executive
Vice President

SAVE THE FREE INTERNET CD

Although some members may not be ready to take advantage of free Internet access, I'm not. Please save the CD and information for future use. The services provided on the CD are valuable and only one CD will provide per member.

ALA is dedicating a portion of myALA.org to the riches of ALA. I'm not ALA's only family member, but someone who's dedicated to providing support of public education to use the disk or free Internet access. The disk of ALA will give special newsletters and information about public education in Alabama and learn how ALA is fighting to protect and improve public schools. Everyone can view myALA.org, but they will only be able to access the materials only with the CD.

PROBLEMS AND ISSUES

- Depending on a telephone versus using ALA members may not have all the phone services CD. NO's Internet dial-up number is approximately 300-866-2626. Members live in states that have services and may have to dial long distance to access the JPL/NO service. ALA recognizes this as an inconvenience to members. ALA is working with the Alabama Public Service Commission to address the problem.
- I had free access to the JPL/NO on my local carrier and could not the status of my phone service.
- JPL/NO's free Internet access is designed for PC computers. JPL/NO does not have an option to use Macintosh or other computers. JPL/NO does not have a Macintosh version of myALA.org. ALA is working to address this issue.
- Members of our team to use JPL/NO's free service to access myALA.org. I'm not sure if we can use myALA.org by going to the JPL/NO's website or if we can access myALA.org. Members can use the services of myALA.org, but only if they have the CD access.
- You can access myALA.org from anywhere, but you should not attempt to connect to JPL/NO over a school computer.

THE REAL WORKS

gotten in the past, so you will see more AEA members with free Internet access after you check your email. The portal will contain some advice that remain constant for word or reports, news, links, and input to AEA.org. The portal will contain essential information just like the many issues as you may like to see on a day. From the portal members will see access to their email.

For the next few months will also, through our AEA.org, which will be a new web site for AEA members containing news, information, and AEA

IT IS MYER.ORG AND HOW DOES IT HELP MEMBERS

AEA.org is a communication web site for AEA members. Although the site will have a few more pages of my.AEA.org, all of the key information is added to the main site.

Members will begin by filling out personal information. Once they have done that, they will have a personal page or portfolio in all that my.AEA.org will

AEA.org will develop into a "my.AEA.org" site for professional educators of our members in Alaska. When you first click on the February page of the site will be under construction. The site will always be a work in progress. When completed, it will include such things as Daily news updates, social development issues, research, legislative updates, interactive support, training benefits, and discussions.

AEA.org is a web site for education which will only become more valuable to AEA members as the site is completed.

SIGNING ON TO FREE INTERNET ACCESS

Upon logging into free Internet access, each member will be asked to furnish certain information. This will allow AEA to have email addresses so that members may be instantly contacted with vital information affecting them and their jobs. It could be an important legislative issue, a special benefit, or a needed lesson plan.

By having information, AEA can develop programs to meet the needs of each member. This is a tremendous new resource for members to use!

**IF YOU HAVE ANY PROBLEMS WITH THIS CD-ROM, CONTACT
JUNO AT 1-800-850-5856.**

**WANT TIPS ON HOW TO PERFORM YOUR JOB
BETTER? WANT TO GET INVOLVED IN AEA
ISSUES? VISIT OUR NEW WEBSITE AT
WWW.MYER.ORG FOR THE LATEST
EDUCATION INFORMATION, NEWS,
COMMUNICATIONS AND MEMBERS-ONLY
BENEFITS.**





Juno

5.0

Requires Microsoft
Windows 95 or later

**Your FREE*
Internet Access
Starts Here!**

*Significant phone charges may apply.
See details inside or install software.



Join the millions.



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1. [Why should I choose Juno over the competition?](#)

Juno gives you a choice of high-quality, easy-to-use Internet services! No matter what your Internet needs, Juno has a service that's right for you.

With Juno, you get the best features available. Our version 5.0 software provides you with unique e-mail features, such as graphics, templates, management and sorting tools, and easy options for storing and referencing your messages when you need them. You can also use the Instant Messenger service, which allows you to chat live online with friends and family, and is also compatible with AOL, so you can chat with any of over 70 million Instant Messenger users on Juno or AOL.

Juno has been serving millions of members since 1996, as well as providing reliable service, useful features, and competitive low rates. It's the perfect value for any Internet user. Try Juno today, and see why it's right for you!

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[Yes! I want Juno!](#)

2. [What features does Juno's free basic service include?](#)

Juno's free basic service offers fun, easy-to-use Internet access. This

service comes with great e-mail features, access to thousands of dial-up numbers nationwide, free online technical support, Instant Messenger, e-mail access from the Web, and much more. Juno's basic service also includes the Juno Guide, a helpful Web navigation and advertising tool that floats on the top of your screen.

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[Yes! I want Juno!](#)

3. **What features does Juno Web, Juno's premium service, include?**

With Juno Web, our premium Internet service, you'll receive all the benefits of our free basic service, plus great additional features. You'll enjoy priority dial-up access to make it easier for you to get online, and free live technical support 24 hours a day, 7 days a week. With Juno Web, you won't see the Juno Guide, and you won't receive as many e-mail solicitations—which means fewer ads while you're online compared with our free basic service. Best of all, join today and you'll get a free trial of Juno Web!

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[Yes! I want Juno!](#)

4. **What does Juno Web offer that's not included with Juno's free basic service?**

Juno Web, our premium Internet service, provides you with exclusive benefits not available to our free members. You'll enjoy priority dial-up access to make it easier for you to get online, and free live technical support 24 hours a day, 7 days a week. With Juno Web, you won't see the Juno Guide, and you won't receive as many e-mail solicitations—which means fewer ads while you're online compared with our free basic service. Plus, you're entitled to a free trial! Juno Web will help make your online experience easier and more enjoyable.

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[Yes! I want Juno!](#)

5. **I'm new to the Internet—is Juno easy to use?**

Of course! Thousands of people join Juno every day, from beginners to tech-savvy pros. We've made our software easy enough for novices without sacrificing quality for those with more experience. Even the newest user will be surfing around in no time! And if you ever have any questions, Juno offers free online customer and technical support to help you out. Additionally, if you'd like to talk live with a Juno representative, make sure to try our premium service, Juno Web, which includes free technical support by phone 24 hours a day.

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[Yes! I want Juno!](#)

6. **What is Instant Messenger? Can I use it to chat with friends and family on AOL?**

Juno offers its members Instant Messenger, a free service that allows you to chat live online with friends and family. Our Instant Messenger service is also compatible with AOL's, so you can chat with any of over 70 million Instant Messenger users on Juno or AOL.

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[Yes! I want Juno!](#)

7. Can I access my other e-mail addresses through Juno?

Yes! With Juno, you can access all your e-mail accounts through your Juno mailbox! Juno makes it easy to manage all your e-mail accounts in one place—which means you won't ever have to alert friends, family, and co-workers of another new address!

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[Yes! I want Juno!](#)

8. Can I have multiple accounts with Juno?

Yes! You can set up multiple free e-mail addresses with Juno. Many members of your home can have his or her own e-mail address from just one Internet account.

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[Yes! I want Juno!](#)

9. Can I access my Juno e-mail away from home?

Yes! It's easy for Juno members to check their e-mail from the World Wide Web. Just go to the Juno home page and click on the link to our WebMail service. You can get your Juno e-mail anywhere Internet access is available!

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[Yes! I want Juno!](#)

10. How reliable are Juno's dial-up connections? How fast are they?

With thousands of access numbers nationwide, Juno makes it easy for you to get and stay online, with fewer busy signals and disconnects. Juno allows you to access the Web at dial-up speeds of up to 56 Kbps—the fastest dial-up connection available! Additionally, most of our numbers support the V.90 standard. To check what access numbers are available in your area, [click here](#).

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[Yes! I want Juno!](#)

11. What if I need technical or customer support? How does Juno help me?

Juno offers extensive free online support for technical and customer-related issues, accessible directly from our home page. You can also talk live to a customer representative 24 hours a day, 7 days a week. If you join Juno Web, Juno's premium service, you'll get live support completely free!

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[Yes! I want Juno!](#)

12. Will there be any additional expenses, such as phone charges?

While you shouldn't be charged for local calls, it is possible that some phone charges may apply. We suggest contacting your local telephone service provider to determine whether the access numbers in your area are free calls or if you'll incur toll charges.

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[Yes! I want Juno!](#)

13. I have an Apple Macintosh computer. Can I use Juno?

At the present time, Juno does not offer software compatible with Macintosh systems.

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[Yes! I want Juno!](#)

14. How do I start using Juno?

It's easy to get started with Juno! Simply [click here](#) to select the service level you want, and we'll take you through the quick and easy process to get online with Juno today!

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Our goal is to be able to provide access to the Internet via a local telephone call to as many people as possible. To that end, we make available more than 3,400 access numbers across the United States.

To determine whether there is a Juno access number in your area, please enter the phone number you will be calling Juno from. (If you have a dedicated phone line for your computer and cannot remember the phone number, simply enter your home number if the computer is in your home or your office number if it is in your office.) To see the entire list of Juno access numbers, please enter '800' for the area code (and nothing for the rest of the phone number).

Please note that, depending on the numbers you choose, you may incur charges on your telephone bill, depending on your location and calling plan. To find out whether you will incur any charges and if so the amounts of such charges, please contact your local telephone company.

Area code

Phone number

Premium Web Access

Free Web Access

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**Usage-related constraints
associated with Juno's
free service**

(and alternative service plans
that avoid these constraints)

Although most subscribers to our free service use that service in a way that is consistent with the expectations on which our current business model is based, we have found that some make such heavy use of the service that they impose a disproportionate burden on our technical, human, and financial resources. Internal statistics collected in November 2000, for example, showed that just five percent of the users of our free service accounted for more than half of the total number of hours this service was used to access the Web.

In December 2000, we thus began to implement certain measures designed to encourage the heavier users of our free service to alter their usage patterns, upgrade to one of our premium services, and/or participate in other revenue-generating activities that might help us cover the higher costs they cause us to incur. While the details of these measures may change over time, current and potential future examples include (but may or may not be limited to) the display of additional advertising to heavier users of our free service, and the prioritization of access to our free service according to usage levels and/or other factors.

The prioritization of Web access among subscribers to our free service is likely to make it more difficult, for example, for one of the heavier users of that service to establish or maintain a Web connection, particularly during those hours when overall usage tends to be highest, than would be the case for a free subscriber whose usage pattern is more typical. The criteria used for such prioritization among Juno's free subscribers may include overall usage levels, specific usage patterns, the particular telecommunications carrier serving the subscriber in question, the subscriber's participation in certain programs that generate additional revenues for Juno, and/or other factors, and may (or may not) change over time, in each case as determined in the sole discretion of Juno's management. Such prioritization mechanisms, however, are not currently applied to the use (by either

free or premium subscribers) of Juno's e-mail system to send or receive e-mail messages.

Individuals who do not expect to make heavy use of the Web may find our free service to be adequate for their needs, and we are happy to provide such service without any payment to Juno. We recognize, however, that some individuals may prefer to choose one of our low-cost premium service plans in order to avoid the constraints imposed on subscribers to our free service and to avoid the persistent advertising banner that is displayed to users of our free service while they use the Web. We are currently offering such premium access, along with live, telephone-based customer support not available to our free subscribers, for the low price of only \$14.95 per month—significantly less than the \$23.90 price of a subscription to America Online. To learn more about our premium services, [click here](#).



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System Requirements

You'll need at least 486 PC (Pentium recommended), 16 MB of RAM, 30 MB of free disk space, Win 95/98/Millennium, Windows NT 4.0(SP3), or Windows 2000, a 9600-baud modem (14400-baud or faster recommended), and an SVGA monitor.

We do not have either DOS or Macintosh versions of the software (and do not currently plan to develop such versions). Please visit the Juno Help Center for additional information about system requirements.

Export Limitations

The Juno software includes certain cryptographic software that is subject to export controls under the U.S. Export Administration Act. The Juno software may not be exported outside of the United States or to any foreign entity or "foreign person" as defined under applicable U.S. government regulations (including, without limitation, any person who is not a citizen, natural, or lawful permanent resident of the United States). By downloading the Juno software, you are acknowledging and agreeing to the foregoing limitations on your right to export or re-export the Juno software. By downloading the Juno software, you are also representing and warranting that you are neither on any of the U.S. government's lists of export-precluded parties nor otherwise ineligible to receive software containing cryptography that is subject to export controls under the U.S. Export Administration Act.

The Juno software is protected by patents 5,809,242; 5,838,397; and 6,014,502.

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Helpful Hints for Downloading

Here's the easiest way for you to download Juno's software and start using our service:

The download should take approximately 15 minutes with a 56 Kbps modem.

1. A box will appear on your screen asking if you'd like to "Run this program from its current location" or "Save this program to disk." Choose "Save this program to disk."
2. A second box will ask you where you'd like to save this file. It's easiest to save it to your computer's desktop, which is where the icons for most of your programs are displayed.
3. Wait for the download to finish. Be patient—it should take a few minutes.
4. When your computer is done downloading, go to your Windows desktop and look for the "junoinst.exe" icon. Double-click on the icon to start using Juno! Enjoy!

close



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1. Why should I choose Juno Web over the competition?

With Juno Web, you get the best features available. Our version 5.0 software provides you with unique e-mail features, such as graphics, templates, management and sorting tools, and easy options for storing and referencing your messages when you need them. You can also use the Instant Messenger service, which allows you to chat live online with friends and family and is also compatible with AOL, so you can chat with any of over 70 million Instant Messenger users on Juno or AOL.

Juno has been serving millions of members since 1996, as well as providing reliable service, useful features, and competitive low rates. It's the perfect value for any Internet user. Try Juno Web today, and see why it's right for you!

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[Yes! I want Juno!](#)

2. What features does Juno Web include?

With Juno Web, you'll get all the great features of premium Internet access. You'll enjoy priority access to thousands of dial-up numbers nationwide, making it easy for you to get online, and free live technical support 24 hours a day, 7 days a week. Plus, this service comes with great e-mail features, free online technical support, Instant Messenger, e-mail access from the Web, and much, much more. Best of all, join today and you'll get a free trial!

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[Yes! I want Juno!](#)

3. **I'm new to the Internet — is Juno Web easy to use?**

Of course! Thousands of people join Juno Web every day, from beginners to tech-savvy pros. We've made our software easy enough for novices without sacrificing quality for those with more experience. Even the newest user will be surfing around in no time! And if you ever have any questions, Juno offers free online customer and technical support to help you out.

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[Yes! I want Juno!](#)

4. **What is Instant Messenger? Can I use it to chat with friends and family on AOL?**

Juno Web offers its members Instant Messenger, a free service that allows you to chat live online with friends and family. Our Instant Messenger service is also compatible with AOL's, so you can chat with any of over 70 million Instant Messenger users on Juno or AOL.

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[Yes! I want Juno!](#)

5. **Can I access my other e-mail addresses through Juno Web?**

Yes! With Juno Web, you can access all your e-mail accounts through your Juno mailbox! Juno Web makes it easy to manage all your e-mail accounts in one place—which means you won't ever have to alert friends, family, and co-workers of another new address!

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[Yes! I want Juno!](#)

6. **Can I have multiple accounts with Juno?**

Yes! You can set up multiple free e-mail addresses with Juno. Many members of your home can have his or her own e-mail address from just one Internet account.

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[Yes! I want Juno!](#)

7. **Can I access my Juno e-mail away from home?**

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[Yes! I want Juno!](#)

8. **How reliable are Juno Web's dial-up connections? How fast are they?**

With thousands of access numbers nationwide, Juno Web makes it easy for you to get and stay online, with fewer busy signals and disconnects. Juno Web allows you to access the Web at dial-up speeds

of up to 56 Kbps — the fastest dial-up connection available! Additionally, most of our numbers support the V.90 standard. To check what access numbers are available in your area, [click here](#).

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9. What if I need technical or customer support? How does Juno help me?

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11. I have an Apple Macintosh computer. Can I use Juno?

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[Yes! I want Juno!](#)

12. How do I start using Juno Web?

It's easy to get started! Simply [click here](#) to begin the quick and easy process to get online with Juno Web today!

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Get online with Juno!

Access Numbers

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To determine whether there is a Juno access number in your area, please enter the phone number you will be calling Juno from. (If you have a dedicated phone line for your computer and cannot remember the phone number, simply enter your home number if the computer is in your home or your office number if it is in your office.) To see the entire list of Juno access numbers, please enter '800' for the area code (and nothing for the rest of the phone number).

Please note that, depending on the numbers you choose, you may incur charges on your telephone bill, depending on your location and calling plan. To find out whether you will incur any charges and if so the amounts of such charges, please contact your local telephone company.

Area code	Phone number
(<input type="text"/>)	<input type="text"/> - <input type="text"/>
<input type="button" value="Submit"/>	

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Online Registration



Step 1: Get Started

- Get Started
- Create E-Mail Address
- Review Terms of Service
- Provide Billing Information
- Confirm Order
- Get Software

Thank you for choosing Juno Web. Our online registration process consists of six quick and easy steps:

- 1) Get Started
- 2) Create E-Mail Address
- 3) Review Terms of Service
- 4) Provide Billing Information
- 5) Confirm Order
- 6) Get Software

To get started, please fill in the following information and then click "Next."

Title:

First Name:

Mt:

Last Name:

Street Address:

City:

State:

Zip Code:

Day Phone: - -

Evening Phone: - -

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- Get Started
- Create E-Mail Address
- Review Terms of Service
- Provide Billing Information
- Confirm Order
- Get Software

Online Registration

Step 2: Create E-Mail Address



Please type in the e-mail address you'd like to have:

User Name: @juno.com

Please type in the password you'll use to identify yourself to Juno. You can use any combination of letters and numbers, but you should avoid using your name, e-mail address, or other information that people might be able to guess easily.

Type Password:

Retype Password:

Please write down this information and keep it in a safe place, as you need it to access your Juno Web account.

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Online Registration

Step 3: Review Terms of Service



- Go Started
- Create E-Mail Address
- Review Terms of Service
- Provide Billing Information
- Confirm Order
- Get Software

Congratulations! Your Juno e-mail address has been successfully created.

To continue the registration process, please read the Service Agreement, Guidelines for Acceptable Use, and Privacy Statement below. If you agree to the terms and conditions, click on "I accept the Terms and Conditions."

Juno Web Service Agreement

SERVICE AGREEMENT

Please read this Service Agreement carefully. Together with the Guidelines for Acceptable Use and the Privacy Statement, it governs your use of the Internet access and other information, communication and transaction services (collectively called the "Service") provided to

Juno Web Guidelines for Acceptable Use and Privacy Statement

GUIDELINES FOR ACCEPTABLE USE

Introduction
Please read these Guidelines for Acceptable Use carefully. Together with the Service Agreement and the Privacy Statement, they govern your use of the Internet access and other information, communication and transaction services

Do you accept the terms of the Juno Service Agreement displayed above?

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Online Registration

Step 5: Confirm Order



Thank you for subscribing to Juno Web. Your new Juno e-mail address is:
 jfalx-kingb-2E2@juno.com

Please print this page for your records in case you have any further questions or forget your e-mail address

Because your subscription begins today, you'll need to download the software to take full advantage of this offer.

If you experience any difficulty installing the software, please call us at 1 (888) 860-JUNO (1-888 860 5866).

If you wish to download the Juno software onto a different computer, you can visit http://www.test.juno.com/getjuno_software02/.

Once you've downloaded the Juno Web software, you'll need to import your account. For more information, click here.

[Juno Web Cancellation Policy](#)

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Join the millions.

- Get Started
- Create E-Mail Address
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- Provide Billing Information
- Confirm Order
- ▶ Get Software**

Online Registration

Step 6: Get Software



You'll need to get the Juno software to begin using your new Juno Web service. You can download the software and begin using Juno immediately, or you can order a Juno Web CD-ROM for delivery through the mail.

Please note: Your free trial month begins once your credit card order has been processed.

We strongly encourage downloading the software now to take full advantage of your free trial month.

Once you've downloaded the software, you'll need to import your Juno account and enter your Juno user name and password. For more information, [click here](#).

For downloading instructions, [click here](#).

If you experience any difficulty installing the software, please call us at 1 (888) 880-JUNO (1-888-860-5866).

If you wish to cancel your account, please call us at 1 (800) 811-JUNO (1-888-811-5866).



To order a Juno Web CD-ROM, [click here](#).



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Why pay \$21.95 for EarthLink?
Try Juno Web!

Save
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Juno Web is ONLY \$12.95/mo.!*

This is a special offer—order the Juno software online and we'll waive all processing fees! Please allow up to 15 business days for delivery.

To get Juno Web via a CD-ROM, just fill out this form:

First name:

Last name:

Mailing address:

City:

State:

Zip:

Submit

* Please note that, depending on the numbers you choose, your location, and your calling plan, you may incur long distance and toll charges in excess of local service charges on your telephone bill. For a list of access numbers and their locations, call 1 (800) 654-JUNO or click [here](#). To find out whether you will incur any charges, and if so, the amounts of such charges, please contact your local telephone company. You will be responsible for all such charges incurred. Comparisons to EarthLink based on published monthly rates as of 08/31/01.

Juno Web Cancellation Policy - Microsoft Inter...

Juno Web Cancellation Policy

If you're dissatisfied for any reason, you may cancel at any time by calling 1 (888) 811-5866. To view the Juno Web Cancellation Policy online, please visit <http://help.juno.com>. You will not be charged if you decide to cancel your Juno Web membership during the free trial in your first month. If you cancel your membership, you may continue to use Juno's free basic service without penalty and without losing your e-mail address, and you can always resume your Juno Web membership at any time.

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