

EXHIBIT A-1

From: mskbyoung@aol.com
To: mskbyoung@aol.com
Subject: Fwd: My Personal Profile was Disabled
Date: Wed, Sep 8, 2010 2:20 pm

-----Original Message-----

From: mskbyoung@aol.com
To: khill@forbes.com
Sent: Tue, Aug 31, 2010 7:50 pm
Subject: Fwd: My Personal Profile was Disabled

-----Original Message-----

From: The Facebook Team <info+ya6updt@support.facebook.com>
To: mskbyoung@aol.com
Sent: Sat, Jun 12, 2010 4:53 am
Subject: Re: My Personal Profile was Disabled

Hi,

Your account was disabled because your behavior on the site was identified as harassing or threatening to other people on Facebook. Prohibited behavior includes, but is not limited to:

- Sending friend requests to people you don't know
- Regularly contacting strangers through unsolicited Inbox messages
- Soliciting others for dating or business purposes

After reviewing your situation, we have determined that your behavior violated Facebook's Statement of Rights and Responsibilities. You will no longer be able to use Facebook. This decision is final and cannot be appealed.

Please note that for technical and security reasons, we will not provide you with any further details about this decision.

Thanks,
The Facebook Team

Fwd: Please Help Account Disabled - Terminally Ill Friends

EXHIBIT A-2 (A) Page 1 of 1

From: mskbyoung@aol.com
To: mskbyoung@aol.com
Subject: Fwd: Please Help Account Disabled - Terminally Ill Friends
Date: Wed, Sep 8, 2010 2:21 pm

-----Original Message-----

From: mskbyoung@aol.com
To: disabled@facebook.com
Sent: Sat, Jun 12, 2010 12:05 am
Subject: Please Help Account Disabled - Terminally Ill Friends

Dear Facebook, Please help. My account has been deactivated and I do not know why. I have tried to send three emails and I am still not getting a reply. People who are terminally ill with cancer regularly interact with me on Facebook. And, I have two pages that are to help cancer patients. The Cartesian Plane For The Cure and Cancer Forum. What is going on? I am trying to be supportive of them. This is very hurtful to many people. What happened?

Karen
Karen Beth Young

The original message was received at Fri, 11 Jun 2010 15:38:53 -0700
from imr-ma06.mx.aol.com [64.12.78.142]

----- Transcript of session follows -----
<"<info+ya6updt"@support.facebook.com>... Deferred
Warning: message still undelivered after 4 hours
Will keep trying until message is 5 days old

Final-Recipient: RFC822; "<info+ya6updt"@tps.facebook.com
Action: delayed
Status: 4.2.0
Last-Attempt-Date: Fri, 11 Jun 2010 20:08:34 -0700
Will-Retry-Until: Wed, 16 Jun 2010 15:38:53 -0700

Attached Message

From: mskbyoung@aol.com
To: undisclosed-recipients;;
Subject: Responding per email directions from Facebook - Disabled Account Problem
Date: Fri, 11 Jun 2010 18:38:31 -0400

To : The Facebook Team info+ya6updt@support.facebook.com

I am writing regarding the disabled account problem that I am experiencing. I received an email stating to send this information back to you. Is there anything else that you need?

Karen,
Karen Beth Young (Account Name)

-----Original Message-----

From: The Facebook Team <info+ya6updt@support.facebook.com>
To: mskbyoung@aol.com
Sent: Fri, Jul 9, 2010 1:58 pm
Subject: Re: My Personal Profile was Disabled

Hi Karen,

Your account was disabled because Facebook's security systems flagged your behavior as potentially abusive. This could be because you were sending friend requests too quickly or because your friend requests were being ignored at a high rate.

Facebook aspires to be an environment where people can interact safely with their friends and people they know. Accordingly, we expect accounts to reflect mainly your "real-world contacts." We do not endorse contacting strangers through unsolicited friend requests as they may be considered annoying or abusive.

However, after reviewing your situation, we have reactivated your account, and you should now be able to log in. Please be aware that sending friend requests to people you don't know, or further violations of Facebook's Statement of Rights and Responsibilities, will result in your account being permanently disabled. We appreciate your cooperation going forward.

Thanks for your understanding,

Gianna
User Operations
Facebook

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-----Original Message to Facebook-----

From: mskbyoung@aol.com (mskbyoung@aol.com)
To: The Facebook Team
Subject: Please Help Account Disabled - Terminally Ill Friends

Dear Facebook, Please help. My account has been deactivated and I do not know why.

I have tried to send three emails and I am still not getting a reply. People who are terminally ill with cancer regularly interact with me on Facebook. And, I have two pages that are to help cancer patients. The Cartesian Plane For The Cure and Cancer Forum. What is going on? I am trying to be supportive of them. This is very hurtful to many people. What happened?
Karen
Karen Beth Young

The original message was received at Fri, 11 Jun 2010 15:38:53 -0700
from imr-ma06.mx.aol.com [64.12.78.142]

----- Transcript of session follows -----

<info+ya6updt@support.facebook.com>... Deferred
Reason: message still undelivered after 4 hours
I'll keep trying until message is 5 days old
Final-Recipient: RFC822; "<info+ya6updt@tps.facebook.com>
Action: delayed
Status: 4.2.0
First-Attempt-Date: Fri, 11 Jun 2010 20:08:34 -0700
First-Retry-Until: Wed, 16 Jun 2010 15:38:53 -0700

Attached Message

From: mskbyoung@aol.com
To:
Undisclosed-recipients:;
Subject:
Responding per email directions from Facebook - Disabled Account Problem

Fwd: My Personal Profile was Disabled

EXHIBIT - A-2 (A) 2 of 2 Page 1 of 3

From: mskbyoung@aol.com

To: mskbyoung@aol.com

Subject: Fwd: My Personal Profile was Disabled

Date: Wed, Sep 8, 2010 2:23 pm

-----Original Message-----

From: The Facebook Team <info+ya6updt@support.facebook.com>

To: mskbyoung@aol.com

Sent: Thu, Jul 15, 2010 8:26 pm

Subject: Re: My Personal Profile was Disabled

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Hi Karen,

Unfortunately, your account has been permanently disabled for violating Facebook's Statement of Rights and Responsibilities. We will not be able to reactivate it for any reason, nor will we provide further information about your violation or the systems we have in place. This decision is final and cannot be appealed.

Thanks,

Gianna
User Operations
Facebook

-----Original Message to Facebook-----

From: mskbyoung@aol.com (mskbyoung@aol.com)

To: The Facebook Team

Subject: Re: My Personal Profile was Disabled

Gianna,

Thank you for your note. I am still unclear as to why friend requests are a problem. I have a mother and sister fighting breast cancer. Personally, I am trying to do all that I can to support them and the entity of cancer research as a whole. I know many people who are dying. I've met new friends and people who are very appreciative of all that I've cared about. Are you saying that I cannot welcome new friends who are cancer patients? Am I not allowed to open myself to others related to this cause by sending friend requests? Others have told me how happy they are that I am in their life. And, that my fight for life and others has been very inspiring and given hope. To people dying and sick with disease you have to see how important that is. Is there a limit to friend requests? Can you tell me how many I'm allowed to send out in a certain time period? If you can give me more specifics I would have no problem. I'm truly unclear as to your position on this and I'm trying to understand your perspective. I would gladly meet with you in person, can I meet with you at your office? I'm sincerely concerned and truly want to do what is right. I drove a 10 year old car across country on very little means.

Thanks for caring,
Karen
301-991-1937



Contact Us Find a BBB



- For Consumers
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- For Charities and Donors
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in Santa Clara, San Benito, Santa Cruz, and Monterey

News Center
Complaint Details

Facebook
1601 S California Ave
Palo Alto, CA 94301
Contact: Zuckerberg, Mark
Phone: (650) 543-4800

Young, Karen
PO Box 2335
San Jose, CA 95109
(301) 991-1937
mskbyoung@aol.com

Below is the company's response to your complaint.

What a company does to resolve complaints is part of the information we report to the public on individual companies. To be certain that our report on this company is accurate, we need your confirmation that this complaint has been settled. Would you take a minute to tell us about your satisfaction or dissatisfaction with the response? The yellow shaded area indicates the complaint's current processing status and will allow you to enter your response in the text box.

If we do not hear from you within the next seven days, we will assume you have accepted the company's offer or explanation and are satisfied with it. However, please feel free to contact us again if the company has made an offer to settle your complaint and fails to perform accordingly.

Thank you for using the Better Business Bureau.

Complaint ID: 16051174
Complaint Classification:

Complaint Description - Posted 8/19/2010

1st amendment violation, 14th amedment violation because of contract, because of inpuce contract of good faith & false dealings and negligence.

Complaint Summary

1st amendment violation, 14th amedment violation

Resolution Sought

Amount depending on proof at trial

Additional Information	
Date Problem First Occurred:	
Product or Service:	
Model Name or Number:	
Date Purchased:	
Order Number:	
Amount In Dispute:	\$0.00

Company's Response

Company's Initial Response - Posted 09/05/2010

We will do our best to assist you with this matter but will need additional information. Please provide as much of the following account information as possible: • Your full name as it appears on Facebook • Your date of birth (month/day/year) • Any school or work networks you were in (e.g., Stanford University network) • Email address originally associated with your account • A link (URL) to your profile on Facebook Once we have this information, we will take further steps to assist you. The Facebook Team:

Initial Response Summary

Asked user to clarify account

Consumer's Rebuttal
Rebuttal

Provide Rebuttal

Company's Final Response
Final Response

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