



Aviteo Ltd. • Theresienstrasse 6-8 • 80333 München (Germany)

Dear UsenetShack,

Thank you very much for your quick reply.

We would be glad to comment on the remarks mentioned in your article at www.usenetshack.com.

UseNeXT, a service which provides access to the Usenet, is a product of Aviteo Ltd. Contrary to your opinion the company was founded in 2004.

Beside some general information we would like to comment on the aspects you mentioned concerning our business practices.

- "If you're going to offer a free trial, let people cancel it within the time specified."

Member Area

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All new customers are offered a 14-day free trial with no risk and no obligation. They may cancel at any time during the free trial. The cancellation can be carried out by sending us a message via the online support form or simply by clicking on the respective button in the member area (see screenshot).

Besides, our contact information, including our address and phone number, is stated on our website so that customers can easily reach our support team in case of difficulties.

The trial period will be extended to a full membership only if the 14-day free trial is not cancelled in due time. The cancellation will be accepted until the very last minute of the 14-day term.

Anschrift
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80333 München – Deutschland
Amtsgericht München: HRB: 153 436

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Geschäftsführung
Wolfgang Oswald



Moreover, debits are announced beforehand. Customers receive the following reminder notice one week - and again five and three days - prior to the debit:

"Hello xxx,

We want to inform you that your current UseNeXT package will be automatically renewed in seven days.

This means that

=> in seven days, we will charge xxxx to your credit card

ATTENTION

If you do NOT want this renewal, there are two alternatives you can choose between within the next seven days:

1. In order to reduce total encumbrance, use the following link to choose a different package

<http://usenext.de/index.cfm?suid=@UserUUID@&DL=upgrade>

2. If you do not want a full- package with costs, use the following link to cancel

<http://usenext.de/index.cfm?suid=@UserUUID@&DL=cancel>

If you are satisfied with our service and agree to the debit, please ignore this email."

- "Make it clear during sign up that failure to cancel will lead to a full years subscription being charged."

The contract period is explained in detail at several occasions during the registration procedure. Users have to confirm that they have read and agree to our Terms & Conditions. They can complete the registration only after checking the appropriate box, otherwise the order cannot be completed (see screenshot).

Confirm Terms

I agree to the following:

1. I am of legal age.
2. By sending this form I submit a binding offer. This offer is accepted (conclusion of the contract) when I receive an e-mail of confirmation.
The contract enables me to:
 - a) Test UseNeXT for the next 2 weeks and download up to 5 Gigabyte for free!
 - b) Unless I cancel within the test period, or upgrade to a different subscription package, I agree to join for only **\$11.36*/6.68 (7.95 Euro in EU-Countries) Euro per month - for a period of 12 months (80.13 Euro per year in non-EU-countries/95.35 Euro incl. VAT in the EU – billed in advance)** and get access to 25 Gigabytes download volume for each month. I understand that I may cancel at any time, such that my subscription is not renewed upon expiry. I acknowledge that unless I wish for my account to be automatically renewed for a further service period, I must provide

[Complete Order](#)

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“Unless I cancel within the test period, or upgrade to a different subscription package, I agree to join for only **\$11.32*/6.68 (7.95 Euro in EU-Countries) Euro per month - for a period of 12 months (80.13 Euro per year in non-EU-countries/95.35 Euro incl. VAT in the EU – billed in advance)** and get access to **25 Gigabytes download volume** for each month. I understand that I may cancel at any time, such that my subscription is not renewed upon expiry. I acknowledge that unless I wish for my account to be automatically renewed for a further service period, I must provide notice of my wish not to renew, at least one day before the end date of the current term.”

In the course of registration users are also made aware of potential charges the contract entails. Furthermore, the Terms & Conditions are sent via e-mail immediately after registration.

Payment method

“If it's a free trial, why do you need my credit card?”

It says “Free registration”, why do I have to enter bank / credit card information? Our free trial offers you the possibility to let yourself be convinced by our service. If you should not enjoy UseNeXT for any reason, you can easily end your membership within the trial period by simply clicking on “Cancellation” in your member area.

If you decide to keep on using our service when the free trial period has ended, you can do so without any interruption whatsoever. To offer you this kind of service, your payment information has to be provided, even for the free trial. Of course, your bank account / credit card will only be charged if you decide to stay a UseNeXT customer after the free trial is over.

- “A faster responding and polite payments team, cancellations in the free trial period should not take longer than 24 hours.”

Our support team is available 24 hours a day, 7 days a week. Listed below are various ways to get in contact with us:

Online support form <http://usenext.de/index.cfm?DL=sf>.

Aviteo Ltd.
Theresienstr. 6-8
80333 München
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Phone: 0049 - 180 500 9602
Fax: 0049 - 700 87 36 39 81 3

Most requests are responded within four hours.

As has been mentioned above, it is possible to cancel the contract by clicking on the respective button in the member area – a mail to confirm the cancellation will be sent **immediately**. According to our Terms & Conditions the receipt date, which corresponds to the sending date as far as online cancellations are concerned, is essential.

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- “Stop with the skill reviews, it makes the company look unprofessional.”

We are in no way connected to “jack0n” who posted (Fri Jan 30, 2009 11:02 am) on <http://www.slyck.com/forums/viewtopic.php?f=9&t=26238&start=50#p505182> in our favour.

This self-proclaimed #1 UseNeXT supporter is not an employee of Aviteo Ltd. Posting skill reviews on our product is not our way of advertising our service, instead we prefer to convince with the quality of our product. We are neither related to nor do we wish to be associated with any kind of forum discussion about UseNeXT. In contrast, we support freedom of opinion on the Internet. We appreciate constructive criticism as well as positive feedback from our customers.

- “Stop claiming “big sites” like the ex-mininova supported you.”

It is true that we promote our service using various methods, including affiliate marketing and co-operations, which in our opinion is a legitimate and common practice. We would be glad to comment on this specific case if you provided more details.

- “Two companies CCI Legal and Pro Faktura are chasing former accounts”

Yes, CCI Legal and Pro Faktura are working for us in accordance with the respective laws depending on the customer’s domicile.

Imposing a fee for provision of services is a common consequence. Outstanding payments induced by contract prolongation must be settled. If a customer is unwilling to pay the original invoice, a collection procedure will be initiated.

Concerning the user complaints cited on your blog, we would be glad to comment on these remarks as well if you provided more details.

Kind regards,

Aviteo Ltd.

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