

I'm writing to you to let you know of the disturbing business practices of cyberspace.com. I understand their approach, but feel that they are taking advantage of other businesses.

I am a telecom analyst for Oracle Corporation. As you may know, Oracle has offices in over 140 countries, and in most of the states in the US. We have a network of services for all business needs which includes a massive direct connection to the Internet. With the 25,000 employees currently employed at Oracle it would be unreasonable to have a local Internet provider in each location, seeing that we have an extensive communication network in place. With Oracle being so large, cyberspace.com sends out \$3.00 promotional checks. It appears very much like a payment of some kind. Oracle, being in the computer industry, identifies a check from another computer company and automatically deposits it, believing it to be a payment for services provided. The check from cyberspace.com is anything but a payment. It is an obligation, according to cyberspace.com to accept a charge of \$29.95 each month.

We have had this "marketing scheme" take place at 11 of our United States locations. The reason this is so disturbing is that when I found the charges for services billed but not rendered, cyberspace.com would not credit back the charges. I have tried for two months to talk to someone about this activity. I get hung up on, get told "what took you so long to find out that we were charging you", or get put hold for long periods of time, which after 15 minutes they disconnect you with a recording saying "your time on this call is up". My experiences with cyberspace.com's procedures in handling customer complaints leads me to believe that I am not the only one who feels this way. The staff at cyberspace.com seems to not understand that they are receiving payments for services not performed. That is what needs to be looked into. This wouldn't be an issue if cyberspace.com had performed a service to Oracle. However, stating that depositing a "marketing" check obligates a company to pay \$29.95 a month and receive nothing in return from the billing company just doesn't seem ethical or legitimate. These marketing and Internet scams need to be investigated.

Names of the people I spoke to at cyberspace.com:

Debbie Morgan, manager 877-507-6588

Michelle Brett, manager 888-285-5196 fax:800-719-9550

Erika, customer service 888-285-5196

Nicole, customer service 888-285-5196

Cyberspace.com's address and numbers

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Suite 601

Dallas, TX 75248

Phone: 888-285-5196

Fax: 800-719-9550