

**MARKLE FOUNDATION, GROUP 7
MIXED GENDER SENIORS, 40-55
NON-INTERNET USERS
SCOTTSDALE, AZ
JUNE 1, 2000 5:45 P.M.**

My name is Michelle and I'm a native. I have a husband and three sons. I love to be outdoors, backpacking, hiking and things like that.

MODERATOR--HOW OLD ARE YOUR KIDS?

They are 15, 13 and 10.

MODERATOR--HANDFUL. THANKS FOR COMING

Mary, I have four children, one is in Brazil, and the other three are at home. For fun, I just like to be with my kids.

MODERATOR--HOW OLD ARE YOUR KIDS.

Almost 20, almost 18, almost 15 and 10. Their birthdays are next month.

MODERATOR--THEY'RE ALL . . .

The oldest three are all next month.

MODERATOR--HOW LONG HAS THE ONE BEEN IN BRAZIL?

9 months.

MODERATOR--THANKS FOR COMING.

My name is John, I live with my wife, we have a 15-year-old daughter. We like to go to San Diego and boogie board.

MODERATOR--AT THE BEACH, HUH?

Love to do that.

MODERATOR--HOW OFTEN DO YOU DO GET TO GO?

Twice a year. Maybe going less, we have the opportunity now to go to Hawaii, so we're probably doing that at least once.

MODERATOR--SO YOU'RE A BEACH GUY, WATER GUY. THANKS FOR COMING

Sure.

I am Randy and I'm just me. I like to go camping, hunting, fishing, baseball games, football games, all that.

MODERATOR--GOT IT.

Thinking of retiring one of these days.

MODERATOR--WHAT DID YOU SAY BETTY?

Dodgers.

Missing the game tonight?

Yeah.

MODERATOR--WHEN IS THE NEXT LAKERS GAME. LAKERS-PORTLAND, IS THAT TONIGHT TOO?

No, I don't think so.

MODERATOR--NOBODY CARES HERE.

I sure hope Portland pulls it though.

MODERATOR--ARE YOU FROM OREGON?

No, I just don't like Shaq.

Don't like the Lakers.

MODERATOR--DOES ANYBODY LIKE THE LAKERS? I'VE NEVER MET ANYBODY WHO DOES.

Jack Nicholson.

MODERATOR--THANKS FOR COMING, YOU'RE A WHAT FAN?

Suns fan. I didn't like the way the refs controlled the games this year at all.

MODERATOR--THAT WAS A COUPLE . . .

There's an issue I think that it looks like they need to come down on the refs, they are taking over.

MODERATOR--THERE WERE A COUPLE WEIRD THINGS IN A COUPLE OTHER GAMES.

Just let them play, right.

Well, they need to keep with the rules, not knock each other. I don't want them to get into a bloody mess.

My name is Betty. I have a daughter who thinks she's independent, she's 28. No knight on a white horse in the future, near future. My son is 25, I think, he just finished his second year of medical school. He's back and forth to home. What I like for fun, we have a boat, go water-skiing and that kind of stuff. I'm a water person too.

MODERATOR--DO EITHER OF YOUR KIDS LIVE AT HOME WITH YOU?

My daughter, like I said, think she's independent; she's got a roommate, a lady she met at work. My son is moving back for his rotation, third and fourth year to Phoenix. He's been in Tucson, so I'm glad he'll be coming back.

My name is Neil, I'm single, no kids and for fun and recreation, it's gold prospecting and fishing.

MODERATOR--GOLD PROSPECTING! DID YOU GET ANYTHING?

Trying to get the hell out of Phoenix.

MODERATOR--DID YOU GET ANYTHING?

Oh sure, it's out there, it's not easy.

MODERATOR--HOW DO YOU DO IT? DO YOU USE THE SHAKE, THE LITTLE PAN?

That's what everybody thinks. Yeah, I do that to start; but then you put a loose box up or a shaker board; they're 15 different ways to get it; but it's all the same idea. Come to New Bradshaw mountain, it is a good place to go. Up north of Lake Pleasant.

MODERATOR--WHAT'S THE BIGGEST PIECE YOU'VE EVER GOTTEN?

About the size of a pea. At \$300 an ounce, that would be worth \$200 if it were solid.

MODERATOR--VERY INTERESTING, NEVER MET ANYONE WHO DID THAT BEFORE.

When the fish are not biting, the gold is always there.

MODERATOR--THINKING ABOUT THE COUNTRY AS A WHOLE. WHAT ARE THE THINGS THAT MAKE YOU HOPEFUL?

Country or the world?

MODERATOR--THINKING ABOUT THE U.S.

Positive note for our country.

I could say it; but I might be . . .

Business has been good. Let's start that way.

We've got an election coming up, that's good.

That's worth staying away from. I'm afraid somebody would get mad at me and hit me on the head.

MODERATOR--NOBODY CAN GET MAD AT YOU FOR ANYTHING YOU SAY IN HERE. EVERY ANSWER IS A RIGHT ANSWER. EVERYBODY RESPECTS WHAT OTHER PEOPLE SAY. YOU CAN AGREE OR DISAGREE. SO YOUR EXCITED ABOUT ELECTIONS.

Sure, we can change things.

MODERATOR--WHAT DO YOU WANT TO CHANGE?

The leadership

MODERATOR--HERE IN ARIZONA.

Nationally.

MODERATOR--WHAT ELSE. WHAT ELSE MAKES YOU HOPEFUL BEFORE WE GET THE NEGATIVE?

Non-smoking will really grow until it doesn't exist anymore.

I think there are good people everywhere who are getting to the point that they are not afraid to speak up and make some changes.

True.

I think we've been silent for a long time, gone along with the flow. I think, I'm speaking for myself; but I think there are a lot of people like me who are tired of having things go the way they've been and we're going to say something about it.

MODERATOR--CAN YOU GIVE ME AN EXAMPLE OF THINGS YOU WANT TO CHANGE?

What comes to mind, besides the things that have already been mentioned, is I just think an attitude. I think there is goodness all around and when we're afraid not to show that goodness, things will change. It will start slow, but I think things will change.

MODERATOR--WHAT WORRIES YOU, WHAT ARE THE THINGS YOU WANT TO CHANGE?

Crime, violence, teenage pregnancy and drug use.

MODERATOR--OTHER WORRIES?

I think the country could maintain itself, I don't know about Phoenix, but I think the country will.

Actually crime is better. It's going down. We don't know it because of all the media hype that we get bombarded with that's why I stopped watching the evening news, you count twenty stories and nineteen are negative. Crime is statistically lower now, so that's good because of increased enforcement and we could use more of that. We could use stronger enforcement of existing laws. What worries me, is personal freedom that can be ruined and taken away. I see that, and so, on a positive note, there is more people speaking out about it. If we don't, then we're going to lose more and more freedoms.

MODERATOR--I'M GOING TO READ YOU A SHORT LIST OF WORDS AND FOR EACH ONE, I WANT YOU TO TELL ME THE FIRST THING THAT POPS IN YOUR HEAD WHEN YOU HEAR IT, OKAY? FIRST ONE IS TECHNOLOGY.

Ugh.

MODERATOR--UGH, YOU SAID.

Yuck.

Good, it's going great.

Business, stress.

I think, ooh, it scares me.

Short lived.

It's not personal.

MODERATOR--WHAT DO YOU MEAN, "SHORT LIVED?"

I don't think it will last. There is a lot of hoopla, it will fade out, and these things will become less and less important.

I disagree.

I think they will be replaced by something better.

Yeah.

I'm hoping they are not made in Japan.

MODERATOR--NEXT WORD, INTERNET.

Everywhere.

I guess you have to learn to get on the Internet or can't talk to anybody.

I guess it's good.

I think, overblown, how's that?

That's true.

Is the federal postal system worried about it?

MODERATOR--DO YOU THINK THEY SHOULD BE?

I think they are that's why their advertising on TV now. I think it's sad when you see the federal government advertising anything. Join the army, use the postal service. When your government has to advertise its services, then you know they are worried about something. I think the federal government probably worried about this stuff. The post office anyway.

The federal government kind of worries about it because they want to be able to tax it. I think California is now starting down that road. I heard today that they are figuring out ways to tax the Internet. I hate that.

MODERATOR--HERE'S ANOTHER WORD, MILLIONAIRE!

Great.

There are more of them now than there used to be. Not me.

MODERATOR--MARY, MILLIONAIRE.

I didn't really have anything.

Regis Philbin.

Stupid game show.

The computer business and the Internet are making millionaires.

A million dollars doesn't go as far as it used to. That's the first thing I thought of.

I still think that's a lot of money though.

I could use it.

I'd like to play a game with it, right.

Sure.

MODERATOR--HERE'S ANOTHER ONE PALM PILOT.

What?

MODERATOR--PALM PILOT, HAS ANYONE HEARD OF THE PALM PILOT?

Oh, great.

Sure.

MODERATOR--ONE PERSON, TWO PEOPLE.

My brother has one.

What is it?

It manages its whole life. He has everything in it, his appointments, and his wife's appointments.

Oh that little computer thing.

A little alarm goes off for all the little things. You...he lives by it.

You can transmit information from one to another from your computer using this little laser or something like this; and you can transmit this data back and forth.

MODERATOR--HAVE YOU HEARD OF IT?

It took the place of day planners and stuff like that.

Electronic day planners.

It worries me that radiation from all of the gadgets, what its doing to our health.

Cell phones.

MODERATOR--HOW ABOUT EMAIL?

Don't know a thing about it.

Okay if you're set up for it.

I don't know a lot of my friends are getting more and more into that because you can write to your relatives. Just sit down, send it off and it doesn't cost you very much. Instead of using the telephone every five minutes. My mother, she's 87, she getting into that. She loves it because she can type it in and send it.

MODERATOR--YOU DON'T HAVE IT.

I don't even know how to work it.

I was on a church work and witness mission down in Ecuador. It was great, they had a little laptop down there and so I could type in a letter to home and the next morning, I'd get a response. There is now way you could mail anything fast enough and no way I could afford the \$20 per minute to call. I thought it was great and my wife will correspond with people over in Russia. If you're doing business, you don't have to wait for that response and you don't have to wait until mid-night to call them to make sure it is day. You just type it in, send it, and they send one back when they get to the office.

MODERATOR--WHAT DO YOU THINK ABOUT EMAIL?

I think it's a good way for quick correspondence. It frustrates me that people don't spell properly. They don't capitalize the proper letters and they don't always use punctuation; but that's a real minor gripe.

I don't have email, my kids friend have email, Internet. I hear a lot about it, how come we can't get it. I've still been able to pick up the phone and write letters. Right now, I don't feel like it's a necessity to have it. It's a great service that doesn't cost a lot; but right now, I don't have it.

MODERATOR--HERE'S THE LAST WORD: CHAT ROOM!

I've never used one.

What I've heard about them, I'm not sure they are a good thing. That's on my part as a mother and concern about people.

I have a real concern about that a room that's why we don't have Internet. I'm just too leery of what's out there. I have a brother that loves computers and knows everything about computers and he's 25 and my 15-year-old was bugging me, How come we can't get Internet? Because there is too much garbage. He said, "get parent control" and I said that doesn't do anything and my brother who knows the computer inside and out, your right. To me that doesn't do anything because you can still get these web sites up with not good –clean things. When I have three sons in the house, I don't want any pornographic things coming up. I have a girlfriend who has Internet, and she's the only one who can access it, the kids don't know the password. That would probably be the only way that I would get Internet right now.

MODERATOR--WHAT ABOUT THE INTERNET. ARE THEY'RE WAYS THAT THE INTERNET IS MAKING YOUR LIFE BETTER?

I think it could if I had it. Such as learning. I did a project a couple of weeks ago, if I understood I could click in and have gotten more information. It was more fun for me to read. I did a lot of book reading. I felt it was more solid information once I read it in that way.

You can get that up on the Internet. You can get the book and read it page by page too.

I think it's hard on the eyes.

Enlarge it.

I think it's a physical thing going on with me and machines.

I think the Internet depends on how you use it. If your intent is good, then it's going to be good. Unfortunately, there is the other side of that. It doesn't just affect those who want the negative, it affects everybody who happens to go into – I don't know that much about the Internet – if you happen to click on the wrong place, you can pull up a whole bunch of pornography that I'm not into. I don't want it; I don't want my kids to have it. There are both sides, I think it depends on what your intent is. Your going to get out of it what you want to get out of it.

There was an adult friend of mine at Motorola, he was clicking something away and he put in some word and a naked body was on there. He freaked out, god if somebody walks by I could get fired. Then what he did, at home he tried it on his computer and he got it. In the next few days, he started getting these pictures coming to him and has three boys. I just hear stories like that. Like you said, you can't do anything, you click these names in that you think, it was a map, I think he put something map, because we were going to be going somewhere.

A naked body turned up for a map.

Yes, they have these sites.

MODERATOR--I WILL BE RIGHT BACK.

It would be the same thing if you went to a library or book store and just wandered down the wrong --- adult section, with your 12 year old girl. You can make mistakes there to; you can make them on these I guess.

I tend to believe what I see in a book that I choose and read then what I would probably click on. It's like medical things that are listed. Anybody can, I guess, put the information and were at a loss to whether it is confirmed or real. That worries me too.

MODERATOR--HOW MANY OF YOU HAVE ACCESS TO THE INTERNET?

In our home or anywhere.

MODERATOR—ANYWHERE? TWO PEOPLE.

My wife does, but . . .

MODERATOR--YOU HAVE IT AT WORK OR...

My mom and dad have it.

We were at the library and my son was on it.

It's available; but you have to make an effort if you're not into it.

MODERATOR--DO ANY OF YOU USE IT FOR PERSONAL REASONS?

I was just there the other day, I looked up our company is being taken over by another company. I went and looked up the other company. I looked it up on the Internet.

My sons have used it for reports and have gotten real good information and neat pictures. They have it; you can get it from them.

The problem with being a parent, raising our children, if we don't have a computer in our home, we're probably doing them an injustice. On my part, my kids are more or less finished, but even in medical school, I keep asking my son, do we get you a computer now and he really doesn't want a computer of his own, he's got computer lab to access. He doesn't want to deal with it at home.

MODERATOR--ARE THERE ANY OTHER REASON WHY YOU DON'T USE THE INTERNET. I'VE HEARD A LOT, BUT I JUST WANT TO MAKE SURE I'VE HEARD THEM ALL.

I'm just too busy living life, than to go and sit and look at the Internet.

You get disgusted with people; they stay up all night, and all weekend. I don't want to get caught into that trap.

I would rather read.

Yeah.

Or have interaction with my children or my family.

Exactly.

MODERATOR--DOES ANY ONE FEEL LIKE IT'S JUST TOO COMPLEX, JUST TOO MUCH TO FIGURE OUT?

Yeah.

Yeah.

It would take me about an hour to figure it out if you had the equipment.

But then, what's there that you can't find in an encyclopedia or a library or a book, other than it's right there in front of you. If you've got it on your desk, it's right there in front of you, the information that your pulling up, how do you know its accurate. How do you know that some quack just not out they're filling up the screen and pushing the set button and away you go?

You don't know if you go into the library either. You can get all types of books at the health food stores and they have garbage information in them. The individual has to decide for them. I think there are probably people like us, we're not into it, but we probably know ten people each who are.

MODERATOR--WHAT ABOUT MONEY, IS MONEY A FACTOR THAT'S STOPPING YOU? THIS TECHNOLOGY ISN'T CHEAP.

\$1,000 gets you going, doesn't it?

MODERATOR--DOES IT?

I don't know.

It used to be a factor before me wife got a better job.

I just wouldn't, maybe I could, but that's not a priority. If you want to do something that's a priority, you'd scrape the money together to do, so that's not a problem.

Years ago it was video games, Atari and what's the other one, I forget; and those prices came down. Videocams the prices came down, VCR's.

I think that the initial cost is probably, like you said, if it's a priority we could all do it. I don't know and have the information I know – my son's friend has a computer, he's into engineering and all of that. But you have to keep things fixed. It's one more thing that maintenance and the cost of that and you need the new windows or whatever it is they talk about.

It's obsolete in a couple months.

That's it, obsolete.

Every body is faster than you are now; you can't get on the Internet.

Obsolete is the key to the whole thing.

The kids come home, why is this slow.

MODERATOR--LET'S GET BACK FOR A MINUTE. WHO RUNS THE INTERNET? WHO DETERMINES WHAT ON IT AND WHAT'S NOT?

Seems to me everybody can put something in, can't they?

That's an interesting question.

I think you can buy a web site and start anything.

You buy a web site and there you go.

MODERATOR--THERE IS NOBODY THAT DECIDES WHAT'S ON THE INTERNET, WHAT'S NOT?

That's the scary part.

MODERATOR--IS THE GOVERNMENT INVOLVED WITH IT AT ALL?

No, but they want to be.

I say, keep them out.

MODERATOR--INTERNET COMPANIES, ARE THEY IN CHARGE OF WHAT'S ON THE INTERNET?

They will put anything on as long as they can make money out of it. It's economy that's running it.

MODERATOR--ARE THERE ANY RULES. DOES IT SEEM LIKE THEY HAVE RULES.

There doesn't seem to be.

You probably can't make threats. There have been kids that have made threats against schools clear across the country and they are tracked down and dispatched; however the courts want to do that. There are some things that you cannot do; you couldn't threaten a President, bomb threats. There is somebody.

You can't do that through the mail or over the telephone.

There you go.

It's just a means of communication so whatever rules are already in place, through the FBI, FCC.

In other words, it's capable of crime, just like anything and every day of life. It needs to be policed.

MODERATOR--ARE THERE LAWS ON THE INTERNET OR JUST RULES?

I'm not sure.

The parent control, sometimes my kids will say, they will be on it and that is monitored. The chat rooms, if a swear word, that person will get a warning and then they are kicked off. That's just one little segment.

That's just that company.

What Neil said, I don't know everything about the FCC, but they're probably are some rules and regulations that their trying to cover this with.

That was part of the federal communications, so that is probably where any laws will come in. I doubt that there are any state laws.

The should make those specific laws just for the Internet.

MODERATOR--WHO SHOULD MAKE THE RULES FOR THE INTERNET.

State, Federal.

State or Federal.

But then again, it's worldwide that uses it.

You can email somebody in England just as easy as you can in Glendale from here.

MODERATOR--SO WHO SHOULD MAKE THE RULES.

I think, individuals but . . .

MODERATOR--HOW WOULD THAT WORK?

I don't know that it would work. If I represent a thousand people, you've got 6,000 people that have differing opinions plus whoever else . . . you'd have too many different opinions. Too many different ideas of who things should be.

They are sane people, and not so sane people in the world, so it's a mix up everywhere.

I don't want somebody making rules, that goes against what I believe. I feel it's individual. If you don't want that, then you don't get it.

MODERATOR--SO ANYBODY WANT RULES?

I would want some rules.

I would want some rules, being the mother.

There is just too much temptation out there. I guess I think about my three sons. I have this girlfriend that goes to church and the pastor was talking about how many males have come in and have troubles, they are hooked on pornography on the computer and they can't get it out. This pastor is saying once you see this stuff, it is in you. You just dream about it. My three sons, I think my god if that would ruin their life. I think it's so sad and you see these sites on there.

That's been around for . . . a hundred years or so.

It has been, but it's so accessible, it's so much more accessible.

MODERATOR--WHO DO YOU WANT TO MAKE THE RULES?

I don't know, but I would want some rules.

You're the rule maker.

That's why we don't have it.

There you go.

Then they go to friend's houses, you know . . .

That's good.

So you don't want it in your house, so that's it.

MODERATOR--WHAT ABOUT INTERNET COMPANIES MAKING THE RULES?

No.

MODERATOR--WHY NOT?

Because there out to make money and they will put out whatever brings in the money. It's sort of like Hollywood. It's the same thing.

But if there is a group of them that police each other, that might take care of a lot of problems, where they can catch another one doing something wrong quicker than the local police or federal government trying to zoom in on one guy.

I think they're Internet users who do report things, but who do you report to when you feel like something's wrong.

She means, the Internet companies themselves. Police themselves.

MODERATOR--THE RULE MAKING, IS THIS SOMETHING YOU TRUST TO THE GOVERNMENT OR PRIVATE INDUSTRY MORE?

I don't know because they're both after money. Money is the bottom line.

Economy.

Private industry probably. I'd like to market and sell itself.

MODERATOR--YOU TRUST THEM TO REGULATE THEMSELVES.

Yup.

If people start screaming about it enough, they'll do it. If you remember back, maybe you're too young, year ago, there was a problem with Tylenol. The federal government mandated that all drugs be put in tamper proof bottle tops. The industry itself had trouble for weeks; but it took the federal government 9 months to get it down. I think the industry can regulate itself. They'll decide if I'm the chief executive officer of some web company; and I want to put out pornography, then I will. If my buddy over here, doesn't want too, than it's his decision.

MODERATOR--LET ME READ YOU SOMETHING, LET ME TELL YOU THINK ABOUT IT.

RECENTLY THE FEDERAL TRADE COMMISSION OR THE FTC, THEY RECOMMENDED THAT CONGRESS PASS LAWS THAT WOULD REQUIRE WEB SITES TO HAVE CLEAR PRIVACY NOTICES AND REQUIRE THEM TO GIVE CONSUMERS A CHOICE HOW THEIR PERSONAL INFORMATION CAN BE USED.

HOW DOES THAT SOUND TO YOU?

Pass a law against somebody using my personal information that I don't know about.

MODERATOR--THEY RECOMMEND THAT CONGRESS PASS LAWS THAT WOULD REQUIRE WEB SITES TO HAVE CLEAR PRIVACY NOTICES AND REQUIRE WEB SITES TO GIVE CONSUMERS A CHOICE ABOUT THEIR INFORMATION IS USED.

How are they going to police it though?

There you go.

There is not much you can do with that.

MODERATOR--IS THIS SOMETHING THAT THE U.S. GOVERNMENT SHOULD BE DOING THOUGH.

When you think about worldwide. It's like these computer viruses, they sure have to get in on it to get that dealt with. In reality, there has to be someone up here that is overseeing.

MODERATOR--HAS EVERYBODY HEARD ABOUT THAT MOST RECENT VIRUS, THE LOVE BUG.

Yeah.

MODERATOR--WHO'S RESPONSIBLE FOR MAKING SURE THAT KIND OF THING DOESN'T GET OUT?

Nobody.

The government can't do it, they got hit – 14 separate departments got hit buy it. The government cannot do anything about it.

But somebody up here has to go and get it cleaned up.

It's the government.

It's the guy who sells the anti-virus program that you put on your computer.

MODERATOR--SO IT'S UP TO PRIVATE COMPANIES TO MAKE SURE THE VIRUS'S DON'T GET OUT.

Stop them, yes.

It must be, these are really interesting, I've never thought about these questions.

They've had another virus since the Love Bug one, I think. They caught it sooner though.

MODERATOR--A LOT OF PEOPLE LOST MONEY FROM THAT LOVE BUG. IF BIG COMPANY OR A PERSON LOST TIME, DATA OR MONEY, SHOULD THERE BE SOMEONE THEY CAN GO TO GET RESTITUTION?

The kid that set the Love Bug loose, probably. He's not going to be able to pay back all the loss that he caused. It's a loss to the company and people.

MODERATOR--THERE IS NOTHING YOU CAN DO?

Well, right now there isn't. It's like -- I don't know.

Get insurance.

It's the same way with crime's overall. You can't ever get paid back for the crime that was committed against you in some sense.

I believe that the government has incarcerated hackers in the past, traced them down and tried to hack into the pentagon and into visa and stuff like that. That's probably breaking some FCC rules.

MODERATOR--IF A HACKER HACKED, IF YOU HAD A COMPUTER AND YOU HAD YOUR CHECKBOOK STUFF ON IT. IF A HACKER HACKED IN AND SCREWED UP YOUR CHECKBOOK AND THAT MADE YOU BOUNCE CHECKS, IS THERE ANYONE YOU COULD CALL?

There is . . .

Take them to court.

I read, there is an organization of former hackers who actually help people that are having a problem as far as their getting harassed or they've had their records changed. I don't know the name of it; I'd go back and find the article. I could probably find the name of it. There is an organization that actually helps people track down the person that's harassing them.

MODERATOR--THAT'S A PRIVATE COMPANY.

Yes it is. I believe it's a volunteer organization.

Private people.

They will gladly help you because they've been hurt before.

MODERATOR--IS THIS SOMETHING THE GOVERNMENT OUGHT TO BE DOING, MAKING THE WEB SITE PROTECT PEOPLE AND PROTECTING YOU AGAINST VIRUS.

I hate to see the government gets involved in everything. I think . . . but that's my personal opinion. I hate to see them regulating everything.

Our tax dollars are paying our government to run all of this stuff down. It's costing us more everyday. Any crime does, anywhere.

MODERATOR--DO YOU, THE PUBLIC, PLAY ANY ROLE IN HOW THE INTERNET IS RUN. IN DECIDING HOW IT'S MANAGED.

Yes.

MODERATOR--HOW?

With the pornography, just don't use it.

My mom got one, my mom got one, and she loves it. She's got her checkbook, insurance, social security. I've been trying to get her to get it out of there; if some hacker comes along and takes money out of her checking about.

Cleans her out.

She's done for. Why do you need all that stuff in your computer? So, I can go and look at any time and see what I've got. Check your checkbook. Can't you write down four figures and subtract them and come up with your balance. My other brothers, I have one who works in Tucson for IBM. I've got another one who's a computer programmer for the State of Arizona. I'm just a schmuck that don't know a thing about a typewriter, so she's not listening to me. I told her, take all your money – the information gets it out of the computer; put it in your desk, not your computer.

In other words, you don't feel safe with computers and I have that similar sense too.

MODERATOR--BUT DO YOU WANT A SAY IN HOW THE INTERNET'S RUN?

In answer to your first questions, aside from making personal decisions as to whether or not we have one in our own home and how it's used in our home. If we do use it, I think that speaking out, letting our opinions are known about things. What's the old saying, "that a squeaky wheel, gets the grease"; the more people who speak out, they can demand changes. Changes can happen then.

MODERATOR--HOW WOULD THAT WORK?

That was my question.

Right now, I guess the Internet companies need to hear from us. If there is something about their service that we dislike or do like, maybe they just need to hear it from us. If there is something good we like; they need to hear that so they don't get rid of it. If there is something bad, we may think that I'm the only one complaining about this; but who knows . . . I think we need to speak up a little more. Not in an angry way; let them know.

MODERATOR--IS THE AVERAGE CITIZEN QUALIFIED TO HAVE A SAY IN HOW THE INTERNET'S RUN?

Yes.

If you're paying your money to that service, then you're qualified to talk to that service. Your money qualifies you to complain to that particular service and you can make a choice to change services.

MODERATOR--WHAT HAS TO HAPPEN FOR PEOPLE TO BECOME ACTIVELY INVOLVED IN TRYING TO MANAGE THE INTERNET. WHAT WOULD BE SCREWED OVER ENOUGH TO MAKE SOMEBODY...

If their checking account is depleted or if their life insurance policy is disrupted somehow or their social security that would affect them personally.

I read a story about a kid who went into a chat room and ended up being stalked through the computer.

Something like that.

Scaring him to death. It's all through the computer.

A group was formed of just volunteers that sit in chat rooms just specifically watching towards certain . . .

What is a chat room?

I don't know.

MODERATOR--DOES ANYONE KNOW?

That's where a bunch of people go in and they're all talking together on a computer.

Just we are here, in my understanding, except it's not voices, we're typing in our comments.

So it's like three way calling; but with a whole bunch of people.

Yeah.

Wow.

Tapped in.

You type in your name, you write it and there are all these responses.

MODERATOR--I WANT YOU ALL TO PRETEND THAT THE PRESIDENT HAS JUST APPOINTED YOU ALL TO BE THE COMMISSION OF CITIZEN REPRESENTATIVES GOVERNING THE INTERNET. CONGRATULATIONS! QUIT YOUR DAY JOBS, YOUR DOING THIS NOW.

Fortunately, I like these people.

MODERATOR—YOU'RE ALL IN CHARGE OF THE INTERNET NOW, YOU'RE GOING TO DO ALL THE MANAGING OF IT. MY QUESTION TO YOU IS WHO ELSE DO YOU WANT TO JOIN YOU ON THE COMMISSION? WHO ELSE DO YOU THINK SHOULD JOIN YOU IN GOVERNING THE INTERNET?

We have to get one more from the federal government, somebody to represent that because it does connect the world. That family connection we have a . . .

MODERATOR--ANY PARTICULAR PIECE OF THE FEDERAL GOVERNMENT.

I guess somebody picked out by the President.

MODERATOR--YOU GUYS ARE ALL PICKED BY THE PRESIDENT.

We're it. We're the federal government now.

There you go.

MODERATOR--WAS THERE ANY PARTICULAR BRANCH OR ANYBODY IN PARTICULAR?

The FCC.

MODERATOR--THE FEDERAL COMMUNICATIONS COMMISSION.

The CIA, the Federal Trades Commission, Interstate Commerce, there is a bunch of them. They don't even know what each other are doing.

The FBI ought to be in on it.

No, Janet Reno.

He's right about that.

FCC, FTC, Interstate Trade, FBI. How about the department of defense.

We'll have so many people; we won't be able to do anything.

They don't.

Neither will we.

You've got your . . .

We really don't want all these people in here.

No we don't.

But they all deal with . . .

MODERATOR--WHO DO YOU WANT?

In other words, when a particular problem comes up, we have to know whom to contact. We don't necessarily need them all the time though.

You have to form a new bureau.

We are the new group in charge of the Internet, why do we need them.

Are we being paid by the Federal Government then?

She said to quit your day job.

We're it.

She said, we need two more people.

MODERATOR--I DIDN'T PUT A LIMIT. YOU CAN HAVE AS MANY OR AS FEW AS YOU WANT. WE ARE SAYING, WE WANT TO GO TO THESE PEOPLE WHEN WE HAVE QUESTIONS; BUT YOU DON'T WANT THEM ON YOUR COMMISSION WITH YOU.

Right.

Actually we need a computer whiz in here on this committee.

Then just one. The less the better.

That's probably a good thing.

So, why a computer expert. Bill Gates type.

MODERATOR--WOULD YOU WANT BILL GATES HIMSELF?

Might as well, he's pretty . . .

I like the man.

He probably pays his lawyers pretty good, so his lawyers are probably pretty knowledgeable. We'll get Bill Gates best lawyer.

We're the one making the law, so what's the lawyer going to be. He'll have to go fishing.

We're not above the law.

True.

In other words, we should go to the computer companies that build the computers and all the . . .

The Internet companies. I don't know anything about how they're structured.

MODERATOR--ANY ORGANIZATIONS THAT YOU WANT REPRESENTED ON YOUR COMMISSION?

Once you start, I think you would have to put in every organization that is existent; and that would be . . . I don't think that would get us anywhere ahead.

What's our mission again here?

MODERATOR--YOU ARE GOING TO GOVERN THE INTERNET. YOU'RE GOING TO MAKE ALL THE RULES FOR THE INTERNET.

In other words, the Internet is this big, big thing that we can't see. Anyone anywhere in the world can enter anything into it that they so desire at any given time. Are they licensed? Do they have to get a permit to do that?

MODERATOR--DO THEY?

I don't know.

That's our goal.

That's up to us.

MODERATOR--IS THAT YOUR GOAL?

As a committee. . .

It that our goal.

I'd just disband. I'd say, let it go.

MODERATOR--WHAT'S YOUR FIRST ORDER OF BUSINESS.

Right now, anybody can go into Radio Shack or someplace like that and get going. Sign up on the web. What you're suggesting is maybe have people get licenses, like a driver's license.

That wouldn't work.

Betty just mentioned that.

No, that wouldn't work.

As mothers, we're concerned that this porno came over and our kid, what's this mom? In real life and everyday out on the streets, we might pass a nude bar. You kid might say, What is that place? Can we go there? How do we regulate any and all of that? The Internet is just one thing that sits in the center of your home that we have to police as parents or as individuals to say that's not even good for us to look at.

MODERATOR--SO ARE YOU SAYING THAT YOU DON'T WANT . . .

There is not really any way to regulate it.

It would like we're giving up.

In other words, if there a crime committed, then its up to the police and everybody to deal with it. That is sort of what the Internet has, just like to the Love Bug. It did some damage, so everybody in on getting it dealt with. The Internet sort of one of those, what are those things where you open the top of the can and the worms come out?

MODERATOR--RANDY, WHAT DO YOU THINK.

I've given up.

I don't know how you can control it, no matter what you wanted to do.

Well because it's world wide.

Each country, each state.

Our country had something – the laws of different in every country for many other things.

If you have people in other countries doing it and you've got 12 year olds doing it. How are you going to come after a 12-year-old for something that you would a thirty year.

Okay, this is an example. There is a crime such as stealing committed and here in the United States we believe we got that person that did the stealing, lock him away and if at all possible make him pay back what he stole. In another country, they chop off their hand. It's the issue versus what . . .

MODERATOR--DO YOU THINK YOUR COMMISSION OUGHT TO BE INTERNATIONAL?

You can't ever make it that way. That's why were in separate countries already.

We can't come together on agreeing one punishment, in other words.

MODERATOR--YOU SAID THAT WOULD NOT WORK. YOU'RE SHAKING YOUR HEAD?

I don't think so.

MODERATOR--IF THERE HAD TO BE A COMMISSION, WHAT WOULD BE THE FIRST THING THEY SHOULD TACKLE?

Porno. No.

Making sure the information is correct at least on the Internet, such as medical and history or facts that . . . such as if you have a good book you want it to be correct.

Back to that law – all the information that you give out on the Internet shouldn't be given to everybody too.

MODERATOR--HAS ANYONE HEARD OF AN ORGANIZATION CALLED "ICANN".

Heard an advertisement for it.

MODERATOR—REALLY?

On TV.

MODERATOR--ANY SENSE OF WHAT THEY DO?

I used to see those ads on TV . . . Is that when he holds up a plaque and says "I Can" and the middle of this big crowd and somebody in other crowd holds up "I Can"?

Oh, is that what that is? I saw that one time.

I don't know if that's what you're talking about.

MODERATOR--THIS IS ICANN.

It might not be the same thing.

No.

MODERATOR--HERE'S A LITTLE BLURB ABOUT IT.

ICANN STANDS FOR THE INTERNET CORPORATION FOR ASSIGNED NAMES AND NUMBERS. IT'S A NON-PROFIT; PRIVATE SECTOR CORPORATION FORMED BY A BROAD COALITION OF THE INTERNET'S BUSINESS, TECHNICAL, ACADEMIC AND USERS COMMUNITY. ICANN WAS FORMED TO ASSUME RESPONSIBILITY FOR INTERNET ADDRESS ALLOCATION, DOMAIN NAME SYSTEM MANAGEMENT AND SYSTEM MANAGEMENT FUNCTIONS PREVIOUSLY PERFORMED UNDER U.S. GOVERNMENT SUPERVISION.

Looks like that's what we should have done here.

MODERATOR--DOES THIS SOUND LIKE THE WAY A GROUP OF PEOPLE MANAGING THE INTERNET OR NOT REALLY.

Sounds like it's a precise group. They got to the points of it.

Our only problem was we were appointed by the Federal Government. Other wise we could have done the same thing.

We've got to get a paycheck from somewhere.

This is a non-profit.

These guys are just doing it out of the goodness of their hearts.

Non-profit have a few paid over them usually.

They usually have to spend everything they take in. That's all they do.

MODERATOR--IS THIS THE RIGHT GROUP.

That sounds pretty fair.

MODERATOR--ANYONE MISSING?

They have a lot of it covered.

MODERATOR--ANYONE WHOSE THERE WHO SHOULD NOT BE THERE?

Is this in existence then? How long as it been in existence?

MODERATOR--IN THIS FORM IT'S PRETTY NEW, THE LAST YEAR.

The U.S. Government used to have domain name system management and system management functions but they do not have that any longer.

MODERATOR--THEY . . . YOU KNOW IN THE OLD WEST THE SHERIFF USED TO DEPUTIZE PEOPLE, THAT'S WHAT THEY DID, THEY DEPUTIZED THIS ORGANIZATION TO MANAGE THE INTERNET.

There not going to regulate it, they are basically going to monitor it then. I don't think you can regulate it.

At least it gives you a place to go.

It's like a Better Business Bureau.

MODERATOR--GIVES YOU SOMEWHERE TO GO TO COMPLAIN YOU SAID.

Yeah.

The Better Business Bureau of the Internet.

MODERATOR--NONE OF US HAS HEARD OF THIS, IS IT NOT TALKED ABOUT A LOT.

If you want to get on the Internet, you have to have name on the Internet so they can check you out and refuse to give you Internet access, name or web site.

MODERATOR--THEY MONITOR THE NAMES.

If they don't like what you're doing, they can shut you down.

MODERATOR--DO YOU THINK THEY SHOULD BE ABLE TO DO THAT?

I think so.

It wouldn't go over by law though because we have freedom of speech.

Traffic laws. They are laws in place, that if everyone lives by them, it works.

It works.

There are always those who don't live by them. The police or, whoever, do what they can, but that still doesn't, short of taking them and putting them in jail, it still does not keep someone from speeding or running red lights. They can have 15 tickets in their pocket.

If you purchase the Internet, then it's going to be a rampant thing. People will do with it as they need and want.

MODERATOR--GO AHEAD AND PULL THE COMPUTERS TOWARD YOU.

Bless you child, and again.

MODERATOR--YOU HAVE THE COMPUTERS PULLED UP. PULL THE MOUSE PAD TOWARDS YOU. HAS EVERYBODY USED A MOUSE BEFORE?

No.

MODERATOR--DOES EVERYONE HAVE SOMETHING ON THEIR SCREEN. SEE THAT LITTLE ARROW, WHEN I MOVE MY HAND TO THE RIGHT, IT GOES TO THE RIGHT.

My mouse.

MODERATOR--THAT'S HOW YOU MOVE IT. THIS IS THE MOUSE. DON'T CLICK ON ANY GREEN BUTTON UNTIL I TELL YOU TOO. CLICK ON THE NEXT.

How do you make your . . . oh.

I have a naked lady here!

No you don't.

MODERATOR--HIT IT AGAIN. DON'T HOLD IT DOWN. SOMETIMES YOU HAVE TO DOUBLE CLICK.

You don't press and hold it.

MODERATOR--YOU DON'T EVER HOLD IT DOWN.

You don't barbecue, I hope.

MODERATOR--DOES EVERYBODY HAVE A WEB SITE THERE? TELL ME WHAT YOU THINK OF THIS SITE.

CD Zone.com.

MODERATOR--WHAT'S THE FIRST THING THAT COMES TO YOUR MIND WHEN YOU SEE THIS.

Teenagers.

Auctions, you mean all of these things we could chose to go into.

MODERATOR--YOU COULD CHOSE TO GO INTO THOSE IF IT WAS A REAL LIVE – IF YOU WERE HOOKED ONTO THE INTERNET, BUT WE'RE NOT ON THE INTERNET. THIS IS JUST A SIMULATION.

In other words, to do anything, it has to be done . . . the minute I touch my hand on this, that arrow thing appears and starts bouncing around.

We chose music, is that what this is telling. We're on the Internet and we just chose music.

MODERATOR--TO LOOK AT THE SITE MORE, EITHER USE YOUR BOTTOM RIGHT HAND CORNER YOU HAVE THESE ARROW KEYS. IF YOU HIT THE BOTTOM ARROW, YOU'LL MOVE DOWN OR YOU CAN MOVE THE MOUSE TO MOVE USING THE RIGHT HAND BAR.

It goes down and up.

MODERATOR--YOU CAN USE THE ARROW KEYS.

It changes from an arrow to a little dash mark, but it doesn't show it.

Mine disappeared when I was going across . . .

Mine did too.

It changes into a hand every once and a while.

I see this moving upward because I'm pushing this. How do I do it with this?

MODERATOR--BRING IT OVER HERE. SEE HOW IT'S ON THIS BAR, GRAB THE HANDLE. IF YOU WANT TO GO DOWN, YOU PULL IT DOWN. SEE HOW I'M PULLING THE MOUSE DOWN ON THE PAD OR PUSH IT UP.

The library changed all their systems and it's taken me a long time to get used to their system.

MODERATOR--HOW DOES THIS SITE LOOK TO YOU?

Acceptable.

Faith Hill, there's the Judds.

MODERATOR--DOES THIS LOOK LIKE A CREDIBLE SITE TO YOU?

Sell your CD's on the web site.

It just discuss them.

We'll that's for us that don't hear them all. We might like one.

What is all this stuff mean up here?

MODERATOR--DON'T WORRY ABOUT THAT FOR NOW.

Forget that exists.

We're just reviewing what's on here.

Sell CDs.

You can buy CDs off of this right.

MODERATOR--DO YOU ALL THINK THIS SITE LOOKS LEGITIMATE?

Shopping cart, your account. In other words, they're asking me for my visa.

Look over here. Shopping services, sell CDs.

MODERATOR--GO TO THE BOTTOM AND HIT THE GREEN NEXT BUTTON AGAIN.

It looks safe. I don't know if you could click on something in there and find something that wasn't safe.

How do you make it stay there long enough to click it on?

Don't shake your hand.

The arrows up here when I want it down here; how do you do that?

It disappears on me. It's up in the realms where I can't get it where I want it. Thank-you, that's too funny.

What are we supposed to be doing.

MODERATOR—YOUR’E SUPPOSE TO BE READING THAT.

I clicked something . . .

MODERATOR--USE THE DOWN ARROW TO SCROLL DOWN THE PAGE.

In other words, if this was a piece of paper in front of me, I could sign it. Please don’t give out my name, address, etc., but this makes me have to keeping flipping to more things, when I can’t keep track of my mouse as it is. Is that just me?

That’s kind of tricky, I mean there wording in here. They’re committed to protect your privacy.

Who are “trustworthy third parties” anyway?

That’s kind of like your credit card, when you don’t want them to send you a bunch of junk in the mail, I guess.

MODERATOR--DOES THIS MAKE YOU FEEL BETTER OR WORSE ABOUT THE WEB SITE.

Worse.

You have to do something to have them stop. Every account that you’ve done here you have to click on again to have them stop saying. If you don’t do something, they’re going to sell it.

MODERATOR--HOW DOES THAT SOUND TO YOU TONY?

Doesn’t sound good to me.

In other words, you have to devote a lot of time right here to get this job done. Flipping from one thing to another and make sure.

Apparently, that’s only if you order something. You have to give them certain numbers of you order something off of this. In that first paragraph, they are not going to sell or rent your person information, then it says, we may chose to do so in the future.

That doesn’t make sense.

Unless you tell us not too.

Unless you click on everything you’ve ever done in here.

By sending a blank email message.

Most of us don’t remember to go back and say, oh no, I didn’t want that, we get too busy.

Trustworthy third party.

By sending a blank email message to stop.

How do you send a blank email message?

In other words you tapped in that cdzone.com and don't do anything as long you've tapped it in, that's your blank e-mail.

This doesn't make we want to order anything.

MODERATOR--GO AHEAD DOWN TO THE BOTTOM AND HIT THAT NEXT BUTTON AGAIN. YOU SHOULD HAVE AN ORDER FORM THERE. SCROLL DOWN, LOOK AT IT. LOOK AT THAT PAGE, WE'RE NOT GOING TO FILL IT OUT. LOOK AT THAT PAGE.

Am I way behind? I can't find my order blank.

MODERATOR--YOU NEED TO GO TO THE BOTTOM OF THE PAGE.

They have Better Business Bureau things on there.

I know they can stick that on there. I'm a skeptic on this.

My thing is, you can go to store and buy a CD. I guess, I would be out driving kids around, if I wanted to go to the store and buy it. But for people who can't drive.

I had an unauthorized charge on my credit card a year ago. I have no idea how it got used. I don't have access to the Internet.

It doesn't have to be the Internet; someone could have got your receipt.

It's showing us again, that they are 100 percent safe. If somebody has to tell you that so many times, I would start wondering.

MODERATOR--HIT THE NEXT BUTTON AGAIN.

We're not supposed to fill this in, right.

I've never ordered anything over the Internet that would be...

It's no different than ordering anything from a catalog house over the phone.

You give them your number over the phone.

You don't say don't use my information there.

No one else – well I guess other people see that, this is . . .

MODERATOR--IS THIS THE SAME AS SHOPPING ON-LINE, IN PERSON OR IN A CATALOG?

I think if you're shopping by a catalog, if you called and you've initiated the call to a specific place, that you pretty much know, they may be in Illinois, but you still know where they are. At least for me, on this, once you hit that button; it goes out into the great whatever. You don't know where the main office is or I don't know.

How many people have access to it between the time you hit send and it gets to where it's suppose to go. Whereas, on the phone ordering something...

It's almost like doing business with a P.O. box somewhere. You don't know what's on the other end of the line.

MODERATOR--MICHELLE, WHAT DO YOU THINK?

I've never used it. It feels kind of different. I guess if I started doing it and didn't have problems; I would feel more comfortable with it. My girlfriend is on eBay a lot and she does get things through that and she's has more people come on her site because that's more accessible right because that goes out to anybody. The eBay. I don't know, I've heard that and I'm...

MODERATOR--DO YOU THINK IT'S THE SAME AS ORDERING ON A CATALOG?

It doesn't feel like it to me right now.

I placed an order just today and dialed the 1-800 number and did it. The time element and the activity of doing it is much more pleasant than sitting here reading and trying to type it in myself and so on.

MODERATOR--DOES IT FEEL SAFER ALSO?

I felt safer.

MODERATOR--WHAT ABOUT IF YOU HAD A PROBLEM WITH A PRODUCT OR SERVICE THAT YOU BOUGHT ON-LINE? ARE YOU COVERED YOU BY THE SAME SORT OF LAWS AS IF YOU BOUGHT IT IN THE STORE?

I would assume.

I would hope so.

Some credit cards cover laws, make sure you use the credit card that covered it.

Some national company thing that you were buying, you've got a guarantee through the company some way. But some of these other things you buy, I don't know. They would have to have a guarantee on here some where in their literature, ninety day or something. I'm sure some of them do.

MODERATOR--WHAT IF YOU BOUGHT SOMETHING ON-LINE AND THERE WAS A PROBLEM AND YOU CALLED THE COMPANY AND YOU COULDN'T GET ANY SATISFACTION OUT OF THEM. WHO DO YOU CALL?

ICANN.

This one had a Better Business Bureau thing to use. Come back in here and I see a number; we went back to the previous page, it did have a Better Business Bureau sticker on it.

MODERATOR--DID ANYONE ELSE NOTICE THAT?

Yes.

Yeah. It's on our screen right now.

It says something about referring to a third party for arbitration or something.

MODERATOR--DOES THAT MAKE YOU FEEL BETTER ABOUT THE SITE, WHEN IT'S ON THERE?

In other words, when the product came and you weren't happy, it would probably end up you'd get back on your computer and do the email and give them the reason. You would then have to pack up your thing and go to the post office anyway. Don't ya!

Probably whatever paperwork came in the package, you'd just jot it down, take it to the post office and you would assume that they would reimburse you and do everything like mail catalog.

MODERATOR--DOES ANY ONE FEEL BETTER BECAUSE OF THE BETTER BUSINESS BUREAU?

No.

Not necessarily.

Well, it said they have been in business at least a year and they passed BBB standards. Whatever that means.

It made me feel better.

MODERATOR--GO TO THE BOTTOM AND CLICK THE GREEN BUTTON AGAIN. YOU SHOULD BE AT A USER AGREEMENT. LOOK AT THIS REAL QUICK.

I need a lawyer to interpret some of this, I don't understand some of this.

It's the first time I've seen the word, thy in today's language.

MODERATOR--MARY WANTS A LAWYER

An interpreter actually. To interpret all of this.

MODERATOR--HOW DOES THIS LOOK TO YOU? WHAT DO YOU THINK ABOUT THIS?

They are trying to protect themselves from anything.

MODERATOR--I DON'T WANT YOU TO READ ALL OF IT, BUT LET ME TELL ABOUT ONE THING. THAT IF YOU BOUGHT SOMETHING, YOU WOULD HAVE AGREED TO. YOU KNOW HOW I HAD YOU LOOK AT THE CREDIT CARD STUFF, IF WE HAD MORE TIME, I'D HAVE YOU FILL IN YOUR CREDIT CARD NUMBER AND ACTUALLY BUY A CD. BY BUYING A CD, YOU WOULD HAVE AGREED TO THAT PAGE THAT YOU'RE READING RIGHT NOW. IT SAYS:

IS THAT IF YOU GET IN A CIVIL SUIT WITH THIS COMPANY, CD ZONE, UPON FILING A SUIT AGAINST THEM, USERS AGREE TO PROVIDE CD ZONE WITH A \$10,000 U.S. DOLLAR DEPOSIT THAT'S SUBTRACTED FROM YOUR REGISTERED CREDIT CARD ACCOUNT IN ORDER TO DEFRAID LEGAL EXPENSES BY CD ZONE.

Wow!

I see that, hereby provide with \$10,000 U.S.

In actuality, if we order something such as I ordered from a catalog, I didn't go and read all of the small print. Are catalog orders basically a lot of this stuff too?

MODERATOR--WHAT DO YOU THINK?

I've never seen that; but I bet you these record companies, they send you by mail. I've tried to cancel them thousands of times and they just . . .

MODERATOR--WHAT DO YOU DO NOW THAT YOU'VE AGREED TO THIS? YOU BOUGHT THIS CD, BY BUYING THIS CD YOU'RE LOCKED INTO THIS, WHAT DO YOU DO?

Locked into this.

Locked into what?

Into this agreement.

MODERATOR--YOU SAID, I ACCEPT THIS AGREEMENT ON THESE TERMS.

If there's a problem with your CD.

MODERATOR--IF THERE'S A PROBLEM WITH THE CD AND YOU SEND IT BACK TO CD ZONE, THEY SAY NO, THE CD'S FINE, YOU GET IN A FIGHT WITH THEM, THEN YOU AGREE THAT THEY CAN TAKE \$10,000 OFF YOUR CREDIT CARD TO PAY THEIR LEGAL EXPENSES TO FIGHT WITH YOU.

After you buy it or before you buy it.

MODERATOR--IT COMES IN THE SAME ORDER. YOU PUT IN YOUR CREDIT CARD INFORMATION THEN GET TO THIS NEXT SCREEN.

So, you've already bought it. Can you erase this?

No, you signed it.

MODERATOR--SHOULD YOU BE ABLE TO?

Yes.

I think this should come first. But if you already bought it then there should be a click where you can . . .

MODERATOR--WHO DO YOU CALL ONCE YOU AGREE TO THIS?

I don't know.

Buyers beware, I guess.

Yeah, in that situation they gave it after the fact.

That's just somebody trying to –

You would never buy again from that company.

MODERATOR--HIT THE NEXT BUTTON.

Get a credit card with a \$500 limit.

MODERATOR--HIT THE NEXT BUTTON AGAIN. GET TO WHERE IT SAYS THANK-YOU. IMAGINE THIS SCENARIO, YOU'RE AT THE SHOPPING CENTER, MAYBE

ACROSS THE STREET FROM NORDSTROM. IN THE ATRIUM THERE YOU HAVE A WOMAN AT A BOOTH, LEAGUE OF WOMAN VOTERS, THERE DOING A REGISTRATION DRIVE. THEY HAVE THE RED AND WHITE BALLOONS, NICE TABLE, BADGE ON, LEAGUE OF WOMAN VOTERS VOLUNTEER. SHE COMES UP TO YOU AND WANTS TO REGISTER YOU TO VOTE, SINCE YOUR NOT REGISTERED, YOU'RE THINKING ABOUT IT AND SHE GIVES YOU THIS FORM TO FILL OUT. ON THE FORM, IT ASKS FOR YOUR BIRTHDAY, DRIVERS LICENSE, ADDRESS, PHONE NUMBER AND SOCIAL SECURITY NUMBER. THE QUESTION IS, DO YOU FILL OUT THE FORM AND GIVE IT BACK TO THIS VOLUNTEER?

Social security and drivers license, a lot of the time the same.

MODERATOR--MICHELLE, WOULD YOU DO IT?

This is so I can vote.

MODERATOR--YOUR NOT REGISTERED TO VOTE, MAYBE YOU JUST MOVED AND YOU NEED TO.

I would.

I would, but I would question, do they fill out all those papers and all the questions. I would question why all that information was necessary. I filled it out and turned it into you; but I questioned why is it all necessary. How much of this is absolutely necessary and where's the line. That's how I feel about it.

MODERATOR--WOULD YOU FILL OUT THE FORM. WOULD YOU HAND IT BACK TO THE WOMAN?

That's reasonable information for registering to vote.

Yeah, that's what you would do.

She had a sticker on saying she worked.

She's set up in Nordstrom's.

It's like the people outside of the license branch and they want you to sign petitions.

MODERATOR--HIT THE NEXT BUTTON. THE REASON WE'VE COME TO THIS SITE IS BECAUSE IT'S A GOOD SOURCE OF INFORMATION ABOUT POLITICS AND YOU CAN REGISTER TO VOTE ON THE SITE. LOOK AT THE SITE. YOU'VE COME HERE TO FIND INFORMATION ON POLITICS AND REGISTER TO VOTE.

Well you can vote on minimum wage is what they're saying.

MODERATOR--WHAT DO YOU THINK OF THIS SITE, FIRST IMPRESSION?

I'm more impressed with the privacy policy of this than I was with the previous one. This gives you a way to opt out; you don't have to give all the information if you don't want to. You're allowed to see the policy before you sign anything.

MODERATOR--JOHN, WHAT'S YOUR FIRST IMPRESSION?

I was interested in what the little things – I didn't look at the security or the other stuff on this site.

MODERATOR--WHAT KIND OF SITE DOES IT LOOK YOU? DOES IT LOOK LIKE A REGULAR SITE?

Looks like a newspaper.

Maybe USA Today when they just gives you a little blurb. Maybe Channel 15 News when they don't waste your time; but they give you five seconds of airing.

MODERATOR--DOES THIS LOOK LIKE A LEGITIMATE SITE.

It makes its own disclaimer here, it says: "this informed voter.net is the sole owner of the information collected on this site," so there not making any claims that it's sponsored by the government or that it has any connections with anybody else. They are saying, somehow that seems more up front and honest, what you see is what you get knowing that it's not an official, the official source of the White House.

MODERATOR--OTHER IMPRESSIONS, DOES THIS LOOK LIKE A LEGITIMATE, CREDIBLE SITE?

Looks like one.

MODERATOR--DOES ANYONE NOTICE THAT THE SITE IS TRUSTe CERTIFIED? HAS ANYONE HEARD OF THAT?

It's at the top left-hand side.

MODERATOR--GO TO THE BOTTOM AND HIT NEXT BUTTON. YOU WILL GET A SHORT EXPLANATION OF WHAT TRUSTEE IS. GO AHEAD AND READ THAT.

Are these sponsors the sponsors of this web site? Is that what this is saying or do they have information in here?

Founding sponsors.

MODERATOR--DON'T WORRY ABOUT THAT JUST GO ON. DOES THIS MAKE YOU FEEL BETTER ABOUT USING THE SITE?

No.

MODERATOR--WHY NOT?

Because they can still give this information out. You have to trust them as to who they want to give the information to.

These guys say that they will tell you who they give your information too. I guess if they give it out and it's already there, it's too late; but at least you know who has it. There's more security in at least knowing even if you can't do anything about it; there's at least some comfort in knowing, at least for me.

MODERATOR--MICHELLE, YOU SAID YOU LIKED IT.

It seems like you know. In that little site up there, it said it was an independent person that made that; so at least you know what your reading and where it came from and how you can correct any inaccuracies in the information. That was a question that came up in the last site. Can I get money back after purchasing it?

It says here, if you have questions or concerns regarding the privacy statement, you should contact, so and so first and then you can go on from there. It gives you more options.

MODERATOR--GO TO THE BOTTOM AND HIT NEXT. MOVE ONTO THE NEXT SCREEN. FEDERAL ELECTION COMMISSION PAGE. GO AHEAD AND READ THAT. WHAT DOES THIS MEAN TO YOU?

Never heard of them.

MODERATOR--ANYONE HEARD OF THE FEDERAL ELECTION COMMISSION.

I think they're too many committees for any of us to know all of them.

MODERATOR--DOES SEEING THE FEC AND YOUR STATE ATTORNEY GENERAL INVOLVED WITH THIS SITE MAKE YOU FEEL BETTER ABOUT IT?

Why aren't all the attorney generals?

There's not that many state on there that has been approved. So that is interesting.

Seems to me like another branch of the Federal Government sub-dividing out to regulate itself.

Look how old it was – 1975.

Does it even do anything?

Do you think this has to do with campaign contributions and all that kind of stuff?

Which we know how well they regulate that and prosecute...

Is this the law that McCain's trying to fix?

MODERATOR--DOES SEEING THIS ON THE SITE MAKE YOU FEEL BETTER ABOUT THIS SITE?

No.

No. Not a bit.

MODERATOR--ANYBODY, DOES IT MAKE ANYBODY FEEL BETTER? IS THERE ANY OTHER ORGANIZATION THAT WOULD MAKE YOU FEEL ABOUT USING THE SITE?

Was it just for voting on this site? Is that what that's pertaining to?

Since this is a voter site...

Then I guess its okay.

MODERATOR--GO DOWN, HIT THE NEXT BUTTON. FILL THIS ONE OUT. FILL OUT THIS REGISTRATION FORM. FILL IT OUT AS IF YOU WERE HOME. HOW DID IT FEEL FILLING OUT THIS FORM? WAS THERE ANY INFORMATION THAT THEY WANTED THAT YOU FELT FUNNY ABOUT GIVING?

Yeah, I didn't give them my drivers license number.

MODERATOR--WHY NOT?

I don't see why they need it.

Now that you mentioned it, when I typed in the password, it just came up all asterisks.

That's what I just did, why did it do that?

So they can't get your information.

You're the only one that can get into it.

That doesn't make any sense, why would they need your password?

So the computer recognizes . . .

MODERATOR--RANDY, DID YOU HAVE ANYTHING THAT YOU DIDN'T WANT TO PUT IN?

No, I put in everything that I had.

MODERATOR--MICHELLE, ANY PROBLEMS WITH THIS?

I was a good girl and filled it all out. When you biking to the store or you write a check, they want to see your driver's license.

Driver's license and social security, anybody can get anytime, anywhere.

MODERATOR--EARLIER WE TALKED ABOUT HOW YOU FELT PROVIDING THAT INFORMATION TO THE LEAGUE OF WOMAN VOTERS VOLUNTEER. ARE YOU MORE OR LESS COMFORTABLE ABOUT THAT SITUATION, GIVING THEM THE SAME INFORMATION IN THE MALL AS YOU IS DOING IT HERE ON-LINE?

I'm more comfortable in the mall.

Yeah, I am too for some reason.

It's just one person, I guess it doesn't feel . . .

League of Women Voters, usually there's a . . . but this, I don't know where its all going.

I suppose its possible that someone could be posing as someone from the League of Women Voters too. For some underhanded reason, getting that kind of information to use in a negative way. I guess it's the face, being able to see the eye contact that takes some of the fear or skepticism away from giving the same information.

MODERATOR--HIT THE NEXT BUTTON. NEAL, HOW DO YOU FEEL ABOUT THIS?

I would rather deal with a human being.

MODERATOR--GO TO BOTTOM AND HIT GREEN BUTTON. GO TO THANK YOU SCREEN. THIS NEXT SITE WE'RE GOING TO BE A SITE THAT A FRIEND TOLD YOU ABOUT; IT'S A GOOD PLACE TO GO FOR MEDICAL INFORMATION. IT HELPS YOU KEEP TRACK OF YOUR MEDICAL INFORMATION, YOUR FAMILIES MEDICAL HISTORY AND YOU CAN USE IT, FOR EXAMPLE: IF YOU NEED TO CALL YOUR PHARMACIST YOU'D HAVE ALL YOUR STUFF RIGHT THERE. IF YOU GO TO SEE A NEW DOCTOR, YOU WOULD HAVE ALL YOUR MEDICAL HISTORY IN ONE PLACE. IT'S MEDICAL INFORMATION AND STORING YOUR OWN HISTORY. HOW DOES IT LOOK TO YOU?

It looks okay.

It look likes it covers a lot of thing.

It might be easier than going through the yellow pages.

I like it so far.

MODERATOR--DOES IT LOOK LIKE A LEGITIMATE SITE?

Yeah.

It's hard to tell until you actually get into it.

Actually read some of the information; there is a lot of different information.

Just little things to get you to read more.

Definitely have a lot of things to get your attention that you would want to go on.

MODERATOR--DOES IT LOOK SAFE TO YOU?

Yeah, but I haven't had to put any information yet.

Until we can actually read more about it and kind of get a feel for what they're saying.

MODERATOR--SCROLL TO THE BOTTOM, HIT THE NEXT BUTTON.

It's got the TRUSTe on it.

MODERATOR--SCROLL DOWN THIS PAGE AND LOOK AT WHAT IT WANTS YOU TO DO. WE'RE NOT GOING TO FILL OUT THIS FORM; JUST LOOK AT WHAT IT'S ASKING YOU TO DO.

It's a simple form.

MODERATOR--ONCE YOU'VE GOTTEN TO THE BOTTOM OF THAT FORM AND YOU'VE SEEN WHAT THEY WANT YOU TO PUT IN, HIT THE NEXT BUTTON. ONCE YOU'VE LOOKED AT THAT PAGE, SCROLL DOWN AND HIT NEXT BUTTON AGAIN. EVERYONE SHOULD HAVE GONE THROUGH THREE SCREENS NOWS, YOU SHOULD BE AT THE BOTTOM, THE ONE THAT SAYS ILLNESSES AND CONDITIONS, STOP ONCE YOU GET THERE. WHAT DO YOU THINK ABOUT THE INFORMATION THAT THEY WANTED YOU TO GIVE THERE?

Standard.

MODERATOR--SOUNDS OKAY TO YOU.

It says all information will remain private. Who could get this information?

MODERATOR--WHO DO YOU THINK COULD?

Anybody that could access. Since I've never really used Internet.

Who has this information?

MODERATOR--WHO WOULD YOU BE WORRIED ABOUT GETTING IT?

I wouldn't use that unless I was older and had a lot of things, but I don't know . . .

I would be worried about, you put this information there, some large company, and you apply for a job they could possibly access this information and say: so you've had cancer before.

You're a bad risk.

Or his insurance company.

Insurance Company would say, you've got heart disease do you?

Is the whole purpose of this for a person to print it out and take and it the doctors.

MODERATOR--IT SAYS ONE PURPOSE, TO FIND MORE INFORMATION ABOUT THOSE DISEASES.

When they "x" these, then more information comes out.

Or specific towards your own problems.

That was what I was going to say, that when you go into a designated doctor that you go to, they have a sheet that you fill out but they pertain to their expertise as to what is listed.

But the flip side is if you had Internet, you could just look up hypertension someplace else, you don't need to use this form.

Except that this has got the trustee and the AMA; whereas, if you go to another Internet site, you may or may not have accurate information.

Unless you seek to get it, but.

MODERATOR--DID ANYONE ELSE NOTICE THE TRUSTEe SYMBOL IN THIS NOW?

Yeah, that was back a page.

MODERATOR--ANYONE ELSE NOTICE THE A.M.A.?

I didn't pay attention.

No.

MODERATOR--MARY'S OUR SHARP EYES. WHAT DOES THAT MEAN THAT THE A.M.A. IS ON THERE? DOES THAT MAKE YOU FEEL BETTER OR WORSE ABOUT THE SITE NOW?

Well it doesn't tell you what they do there. Just because the name is on it, does that mean that they think it's a good idea but that's a good idea. Are they actually the ones that are providing information? If they're the one providing information, then at least you know where your source is.

I would think they were providing it if I saw that. That's what I would think; but I wouldn't know that.

MODERATOR--NEIL, WHAT DO YOU THINK ABOUT THE SITE?

I think it's okay. I would deal with it.

MODERATOR--YOU WOULD. YOU WOULD FILL OUT ALL THAT INFORMATION.

I don't care if somebody knows I've had cancer before or hypertension or any of the other things on there.

Unless like he pointed out, it had to do with insurance or jobs. You wouldn't want them to know all of that stuff; it's none of their business.

One space on there was for HIV and that's something you're not supposed to tell anybody. Even your doctor can't tell anybody. That's super secret private stuff and here they're asking you to check that out.

This is applying for information on that topic. If you go into a regular MD you might fill one of these; but you wouldn't go in and fill one of these out say for heart disease if you were going in for psoriasis if you went to a skin doctors. He wouldn't ask you these questions. It's just like going to a library and trying to find out where some information is, that's how I look at it.

MODERATOR--IT FEELS THE SAME WAY TO YOU AS GOING TO A LIBRARY?

It's just a source of information.

MODERATOR--WHAT'S YOUR BIGGEST FEAR ABOUT THIS SITE? WHAT'S YOUR BIGGEST CONCERN?

I don't have any.

I don't have any concerns, because the insurance and jobs. If I had HIV, I would probably be fearful or whatever but.

If you're just looking on information on heart disease, it doesn't mean you have a bad heart.

Your father or mother might.

You might be doing some studying for a book report or something.

This one says, check the following conditions you are being treated or have been treated for. So if you follow what this is saying, then this is about you. See right up above, illnesses and conditions.

MODERATOR--WHAT'S THE BEST THING THIS SITE COULD HELP YOU WITH?

Total record. You could run a copy of it and then you would have it to take to the doctor instead of filling out a hundred other forms.

Every time.

But then once you run the copy, can you make this all disappear? Once this is typed in, can somebody access it?

MODERATOR--WHAT WOULD YOU WANT?

I'd want to make it disappear.

You could just hand right it. If you're so concerned about it, why even put this up and then worry if it's going to be able to disappear or not.

MODERATOR--GO TO THE BOTTOM AND HIT YOUR FAVORITE BUTTON.

The concern is privacy. That's the main issue were getting at here. If I've got hemorrhoids, I don't want my neighbor to know it.

MODERATOR--GO ALL THE WAY DOWN AND ENTER THIS SITE. KEEP GOING UNTIL YOU SEE THE THANK YOU AGAIN. THIS IS THE LAST SITE WE'RE GOING TO LOOK AT. WHO DO YOU THINK PUT UP THIS WEB SITE?

Kids.

Parents.

What web company put it up, could it be the ICANN group.

MODERATOR--WOULD THEY?

That would be part of their mission, I think.

Probably some parent that got burned.

Why is the law important so much if you have FTC kind of thing?

MODERATOR--MARY, WHAT DID YOU SAY?

FTC.

MODERATOR--WHAT ABOUT THEM?

Call us toll free at FTC to order your free book cover with these helpful on-line tips.

MODERATOR--MARY WINS THE GOLD STAR. THIS WEBSITE IS SPONSORED BY THE FEDERAL TRADE COMMISSION. THE PURPOSE OF IT IS TO HELP PARENTS UNDERSTAND HOW THEY CAN PROTECT THEIR KIDS ON THE INTERNET. WHAT DO YOU THINK ABOUT THAT?

I like this page.

All these things are what, if I had the Internet, this is what I would sit down and talk to my kids about. We don't have the Internet so I haven't done that. So far, what I've read is what I would say.

MODERATOR--IS PUTTING UP A SITE LIKE THIS THE APPROPRIATE THING FOR THE GOVERNMENT TO BE DOING?

I think so.

Sure.

It's important to the public. And they've done a little homework on it.

I think it's good information for kids to follow. I don't think the government should be doing this. We can't rely on government to do it. This is something that's been done by a non-profit private web site organization.

MODERATOR--THIS SITE WAS PUT UP BY THE GOVERNMENT.

I know, but it's not necessary for them. I would not want to rely on the government for anything, and I think a lot of people feel that way. The smaller government is my political viewpoint.

With all this new stuff coming out, it's just an opportunity for government to get bigger and bigger, I would like to see it not happen.

I think that's the reason they brought it out, so that they don't have to get involved in too much more.

MODERATOR--DOES ANYONE THINK THE GOVERNMENT OUGHT TO DO MORE STUFF LIKE THIS?

No - parents should.

But not all parents do that. That's why the government's involved in the first place.

MODERATOR--PUSH THE COMPUTERS AWAY FROM YOU LIKE THEY WERE BEFORE. GRAB A PENCIL. ANSWER THIS QUESTION FOR ME, WRITE DOWN WHICH OF THE FIRST THREE SITES, THE CD, VOTER, AND THE HEALTH ONE. WHICH ONE MADE YOU FEEL THE MOST COMFORTABLE, MOST SAFE? WHY?

We're suppose to chose the lesser of three evils.

MODERATOR--YOU CAN RIGHT THAT DOWN. ONCE YOU'VE DONE THAT, FLIP TO THE NEXT PAGE. THE NEXT PAGE, CIRCLE FOR ME WHICH SYMBOL MADE YOU FEEL THE MOST COMFORTABLE.

Just one of them.

I thought the information as far as his policies were more readily available. It was at the beginning rather than at the end.

MODERATOR--YOU GUYS WHO LIKED THE HEALTH ONE BETTER. WHAT WAS IT ABOUT IT?

It doesn't bother me to have my health information let out.

MODERATOR--BUT IT BOTHERED YOU ON THE VOTER ONE!

No, but I thought this one bothered me least.

MODERATOR--ALRIGHT.

I thought I would get more out of that one for some reason. About me personally more than the voter thing.

I'd go buy a health dictionary if I were you.

The health one, we didn't give our social security number and drivers license either.

MODERATOR--WE'RE ALMOST OUT OF HERE. WHAT ABOUT THE SYMBOLS? HOW MANY PEOPLE PUT THE BETTER BUSINESS BUREAU INSPIRED THE MOST CONFIDENCE. NOBODY. WHAT ABOUT THE AMERICAN MEDICAL ASSOCIATION?

I put that one because my son's been involved with it.

MODERATOR--ONE PERSON FOR THAT. WHAT ABOUT THE FEDERAL ELECTION COMMISSION, ANYONE PUT THAT. TRUSTEE, NOBODY ELSE. I JUST WANTED TO MAKE SURE I AM RIGHT, NOBODY HAD HEARD OF THAT BEFORE YOU CAME IN HERE.

Right.

No.

So why did you all trust it suddenly? Maybe it really doesn't exist and she made it up.

Well, she's a good talker then.

Because we know about the other ones.

Even if that's the case, she made it up, it sounded good.

MODERATOR--WHAT WAS IT THAT SOUNDED GOOD TO YOU?

I don't remember.

Is that the right thing or have we seen too much. If they ask a lot of information and there's a place you can call. Is that trustee or something else? Is there a list of everything it did?

We need to come back a second night and make a re-run.

I like the TRUSTe because it was non-profit, privately organized, non-government connected, that kind of thing.

It's people like us who probably did the same thing. We decided something needed to be done or at least we had someplace to go, so money's not their bottom line.

Give my five more minutes.

MODERATOR--LET ME ASK YOU TWO LAST QUESTIONS. WHAT'S THE ONE THING THAT YOU SAW OR HEARD ABOUT THAT'S GOING TO MAKE YOU WANT TO GET ON THE INTERNET?

Not very much.

I have no desire to get on the Internet.

MODERATOR--NOTHING THAT YOU SAW TODAY MAKES YOU WANT TO.

The only thing that might, and I've already debated it, because of research a few weeks ago, would be research. I still don't trust everything I would pick up on the Internet. Whether it is in the medical world, history or a report of some kind.

MODERATOR--RANDY, DO YOU SEE ANYTHING THAT MAKES YOU WANT TO GET ON THERE, JOIN YOUR MOM.

Well it's kind of easy flipping around on there. I might try it.

MODERATOR--IT WAS EASIER THAN YOU EXPECTED.

I didn't ruin this, yet.

The only reason I would have any interest in it is because it's kind of fun to play with. To me, it would be a toy; other than that, I would have no use for it. I couldn't use it in business and just a toy.

MODERATOR--WHAT WAS YOUR BUSINESS AGAIN?

I manage apartment complexes.

I would use it to check travel, maybe make some plans, book reservations.

MODERATOR--WHAT MADE YOU WANT TO USE IT MORE?

It's easy.

MODERATOR--WAS THERE ANYTHING TODAY THAT MADE YOU WANT TO USE THE INTERNET LESS, THAT MADE YOU SORT OF CONFIRMED IN YOUR NOT WANTING TO GET ON IT?

He mentioned travel. I didn't use it to do it myself; but my daughter's computer savvy and she looked up several things. When I ended up calling a travel agent that I trusted very much, it was still different from the Internet and then we called the airlines and it was still different. I actually got better pricing through the airline, than the Internet. It would be, if I got on it, it would take me years of trusting even for something like that.

I think there's an element of . . . I feel a little more enlightened that there are other people out there who feel like I do about the Internet. That personal responsibility is really where it comes down to. Maybe it's the TRUSTe group; but that was enlightening to know that there is somebody else out there who has the same concerns possibly and wants to be able to address

them so that we're not just all out in the middle of the ocean floundering with no place to go for help.

In other words, if you click on the Internet, the first thing that should flash on the screen, if you have any qualms, please don't touch in this. In other words, if you have something to say about what you've come across – in other words, a help line first thing on your screen.

That would be a good idea.

I didn't know anybody was looking into this stuff. Looks like they are.

Exactly, none of us know where to go to even start learning about it, that help line.

MODERATOR--WHO WOULD YOU WANT TO PICK UP THAT PHONE ON THE HELP LINE?

Well, in my case, it would have to be someone – like you stood over me and said, now touch that arrow. In learning that process, the other thing is, I'd want a help line to voice my complaints when that porno popped on and I didn't expect it.

Why is it on there in the first place?

So, I would need two help lines.

Adult bookstores advertise themselves as such. So that you know pretty much where they are. I don't have personal experience, but at least, that's the way it seems. Movies have a rating that rate themselves; but the Internet can have a very innocent title and you click on that and to me it's misrepresented itself. I think if they're going to have pornography on there, it needs to be labeled as such, so that people like me don't make a mistake.

MODERATOR--WHO SHOULD DO THE LABELING?

Whoever does the web site? If they're going to have it on, they may as well say what it is. Honesty in...

It's going to get more and more regulated someday.

MODERATOR--THAT'S ALL THE TIME WE HAVE. I WANT TO THANK YOU FOR STICKING WITH ME AND GIVING ME ALL YOUR FEEDBACK. IT'S REALLY, REALLY HELPFUL. I HOPE YOU FEEL THAT YOU'VE LEARNED SOMETHING. IF ONLY HOW TO MANUEVER THE MOUSE A LITTLE.

You're loving that one aren't you?

MODERATOR--IF YOU DO GET A COMPUTER, THEY'RE GAMES THAT HELP YOU GET MORE FAMILIAR WITH USING THE MOUSE.

I understand that you should start out with games actually. It works different than a typewriting, which I am familiar with.