

**MARKLE FOUNDATION, GROUP 9
WOMEN, 25-35
INTERNET USERS
SYOSSET, NY
JUNE 6, 2000 5:45 P.M.**

My name is Donna and I have a husband and I'm a nurse.

I live with my husband and my daughter and I work at a dental office. My daughter is 17 months.

My name is Lyndsey.

MODERATOR—(ASKS EVERYONE TO SPEAK UP.)

My name is Jennifer.

My name is Tammy, and I work part-time at school as an instructor. I have four sons, 10, 7, 5 and 3.

My name is Pamela and I live with my boyfriend and I'm a recruiting manager for a bank.

My name is Allison and I live by myself and I'm a realtor.

My name is Stacy, I'm an account executive for a finance company.

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

That we passed Y2K.

The economy is doing well.

Stock market.

MODERATOR—WHAT ABOUT THINGS THAT MAKE YOU WORRIED?

Stock market.

Upcoming election.

Disease.

I don't think we have realized that the world does not have an endless supply of anything. We are more wasteful than we should be.

MODERATOR—I WILL READ YOU A LIST OF WORDS AND I WANT YOUR FIRST REACTION TO THEM. TECHNOLOGY.

Computers.

T.V.

Dot coms.

MODERATOR—INTERNET?

Email.

Dot coms.

Shopping.

Too much. Hear about it too much.

MODERATOR—MILLIONAIRE.

Regis.

Bill Gates.

Not any of us.

MODERATOR—PALM PILOT?

Want it.

MODERATOR—HOW MANY OF HEARD OF IT, EVERYONE BUT TWO?

You can put your email on it.

(Many talking at once)

MODERATOR—EMAIL?

(Many talking at once)

Too much.

Lack of communication. Too impersonal.

Cheaper than phone calls.

Can't live without it, a lot of information, easier to communicate.

MODERATOR—CHAT ROOMS?

Little wary of them.

I know the person I am chatting with.

Don't use them.

MODERATOR—HOW IS THE INTERNET MAKING YOUR LIFE BETTER?

Lots of information. I don't have to go to the library any more.

Cuts down on long distance.

For travel. I can go to a specific place and take a virtual tour and get all the information. You don't have to buy books any more.

You can track stuff. Things you can't find in the stores, you can go to a website and they'll send it to you.

For sales, it is better to go to the store directly.

MODERATOR—WHAT ARE THE SITES THAT YOU GUYS GO TO THE MOST OFTEN?

Iwon.com. They give away \$10,000 daily. It's a big search engine too. You shop, it gives you news, weather, stocks. It's really good.

(Many talking at once)

CNN.

MODERATOR—HOW DOES THE INTERNET MAKE LIFE WORSE FOR YOU?

Don't want to get off.

It will just freeze you or shut you off in the middle of something.

MODERATOR—DO OTHER PEOPLE WORRY ABOUT SAFETY? (AGAIN ASKS EVERYONE TO PLEASE SPEAK UP)

I'm concerned about giving social security numbers, credit cards. They say they scramble it, but, still you are putting it in and then it goes out there. Your mother's maiden name. Once they have that, they could do anything, they could take my identity.

MODERATOR—HOW MANY OF YOU WORRY ABOUT FRAUD? THREE OF YOU. WHO RUNS THE INTERNET?

You can make a web page, so you are in charge.

Historically, it started out with the government. If you have the technology to put something out there, you can just connect to it.

MODERATOR—IS THE GOVERNMENT INVOLVED NOW AT ALL IN RUNNING IT?

I don't know.

I don't think there are any regulations or anything.

MODERATOR—WHAT ABOUT YOUR INTERNET SERVICE PROVIDERS?

They probably have guidelines as far as what they consider permissible and what they consider okay, but I think those are fairly loose.

You hear all sorts of stories about crazy things being on the Internet. How to make a bomb and people can access all that information, so I don't know who is regulating it. There's a lot of information out there, if you know how to look for it, if you know how to search for something, you can find it.

MODERATOR—ARE THERE ANY RULES?

I know you can report people if you are chatting, or if someone emails you constantly, you can block their instant message. You can notify AOL if they are using profanity or what not.

Didn't eBay have that problem with people trying to sell their kidneys, liver?

(Many talking at once)

MODERATOR—WHO MAKES THE RULES?

Isn't that one of the controversies, that there are no rules and that....

I heard that people can create a web page and put anything on there like how to make a bomb or crazy organizations.

Like Columbine.

Buying guns over the Internet.

MODERATOR—WHO SHOULD MAKE THE RULES?

It's scary.

I think the government should take charge, but it gets a little touchy.

The silent authority.

Us.

I'm the authority in my house and the kids are not allowed to look at certain things. I think it has to be regulated in your home. Outside of that, I don't know.

If they give you the tools to do it to regulate it in your house, then it should be done.

In the house, there's really no one else.

MODERATOR—SHOULD THE GOVERNMENT BE INVOLVED IN THIS?

It's really touchy feely.

It's freedoms of speech, the press, in terms of what you write and create. Militant groups could produce their own circulars for people who want to receive them. I don't know. How do you eliminate that. It's been permissible through the press for a couple of centuries in our country.

MODERATOR—WHAT ABOUT COMPANIES, SHOULD THEY MAKE THE RULES?

I'm not 100 percent crazy about somebody making rules on me. I don't think the Internet reflects anything that doesn't exist in the world. All it does is make it instantly available and perhaps available to a larger audience than it would have been available to. So, if you don't have rules on how the whole world is supposed to go, then I don't...as long as you can limit how much of that world you can see or how much of that world goes on in your house. I don't know that I would really be comfortable with having some overseeing body saying what parts I can or can't experience.

That makes sense.

MODERATOR—IF YOU HAD TO HAVE RULES, IS IT SOMETHING THAT YOU TRUST THE GOVERNMENT OR PRIVATE INDUSTRY TO DO MORE?

I think that private industry would have more of what the community wants than the government. It would be more comfortable to the people to choose a company and let them make the rules.

It is just a matter of who is watching you.

MODERATOR—DO YOU ALL TRUST THE PRIVATE COMPANIES TO REGULATE THEMSELVES WHEN IT COMES TO THE INTERNET?

I never thought about it. If you are talking about the companies that we normally think of like Disney or Coca Cola or IBM, those kinds of companies probably have certain standards or regulations that they go by when they put up their own websites. Those aren't the websites that we need to worry about. We need to worry about the ones that are put together by organizations that don't necessarily have the same set of values that everybody else has.

Even just like the private people, people only in their house playing on the computer.

There was something on the news about AT&T, how they are affiliated with some website, so there goes your expectations of living up to the company.

They supported a porno website.

A white collar company. There goes that theory.

(Many talking at once)

I was looking at the AT&T website. I would assume that it is the corporation's values and I wouldn't have to worry about kids looking at the website.

I'm talking about their service. It's not necessarily their website.

MODERATOR—WHAT DID IT MAKE YOU THINK ABOUT AT&T?

I laughed. I thought it was funny.

I'm not opposed to there being pornography on the Internet. I'm opposed to the fact that I was suddenly receiving ads, and because I didn't buy, I was receiving ads for naughty girls.

That's because you are in chat rooms.

Stop going to chat rooms and you won't get them.

Is that why?

Once these chat rooms get your name....

MODERATOR—RECENTLY THE FEDERAL TRADE COMMISSION, THE FTC, RECOMMENDED THAT CONGRESS PASS LAWS THAT WOULD REQUIRE WEBSITES TO HAVE CLEAR PRIVACY NOTICES AND REQUIRE WEBSITES TO GIVE CONSUMERS A CHOICE ABOUT HOW THEIR PERSONAL INFORMATION CAN BE USED BY ON-LINE COMPANIES OR GROUPS. HOW DOES THAT SOUND?

They do that a lot now. They give you options.

When you purchase something.

(Many talking at once)

When you sign up for something, click here, your information can be given out to ads or soliciting or so forth. I've seen that.

MODERATOR—WHAT DO YOU FEEL ABOUT CONGRESS GETTING INVOLVED?

I don't think it is a bad idea. I don't think it is big brother watching. It's just protecting us.

It's protecting our privacy. If your social security was given out, there should be laws to protect from companies giving out personal information about you.

I think that it is protecting consumers, whereas other rules that the FTC creates limits what you can do or say on the Internet. This is just privacy.

MODERATOR—WERE YOU SAYING THAT THE FTC HAS ALREADY MADE RULES...

Not on the Internet, but in terms of...throughout the entity's history, that is what they do. They create regulations in terms of communications and this is probably just a first step for them in approaching the Internet. I would think there would be more after this because other circumstances are going to arise.

I think the government should to a certain degree.

Especially with all those viruses, the ones that wipe you out. I think that people who are starting these things should be arrested. They are doing something that is purposely destructive. It is not something that...it's not a mistake. They should be penalized for that.

MODERATOR—DID EVERYONE HEAR ABOUT THE LOVE BUG?

Yeah.

My whole company went down.

Yes.

Someone sent it to everyone in our office and someone opened it.

MODERATOR—WHO IS RESPONSIBLE FOR MAKING SURE THEY DON'T GET OUT IN THE FIRST PLACE?

In the Philippines they don't have any laws against it so they can't prosecute him. That means the whole world has got to be on the same page as far as prosecuting acts like that. That's hard.

You can't get the world to agree on anything. So, how could you do that on this?

MODERATOR—WHO IS RESPONSIBLE FOR MAKING SURE ANOTHER LOVE BUG DOESN'T GET OUT?

Could it be stopped somehow before it gets to us?

It's got to be someone that knows it's out there.

I think that a lot of the Internet providers have certain virus software, but you have people who are twenty-four seven trying to figure out the loopholes before the virus software figures out this is what I need to do to stop it. So, there is only so much that they can do for it. But, I think going back to the government question, I think there are an awful lot of people on the Internet, and just as you said before, it happens so fast, and a lot of people don't understand the workings or ramifications of the Internet. So, if the government is looking to educate you by saying, if you go into chat rooms, something can happen, or if you sign onto the Internet and you purchase something, this could lead to X, Y, Z without your knowledge, I personally don't have a problem with them telling me that because I didn't know that before. Now they are going to say that they are looking out for you and I'm saying companies have to give you the option of doing that or not doing that. I don't find that in any way imposing or in any way the big brother thing. That is actually pretty helpful.

MODERATOR—IF YOUR BUSINESS GOT MESSED UP, SHOULD YOU BE ABLE TO GET RESTITUTION?

I don't think that's possible.

It's the risks from the use of technology. The same thing if you are doing a report on AOL and you are booted off, you lose.

Maybe on your insurance policy.

Business interruption insurance.

I don't know the procedure, but you put in a claim.

I don't know if insurance companies will get into something like this. It's like flood insurance.

It's like an occupational hazard.

MODERATOR—THE WEB IS WORLDWIDE, DO YOU THINK THAT GOVERNMENTS IN OTHER PARTS OF THE WORLD SHOULD BE DOING THINGS TO PROTECT THEIR PEOPLE AND PRIVACY?

I don't think it makes a difference where the people live. I think people's privacy should be protected.

MODERATOR—WHAT SHOULD THE U.S. DO TO PROTECT AMERICAN CITIZENS WHO GO ON TO OTHER WEBSITES THAT ARE BASED IN OTHER COMPANIES?

Other than to tell them that you are going into an unrestricted area, it's likely that the information could be used in a way that was unintended.

Or, you are no longer under the eyes of the U.S.

Other than a warning, I don't see what they can do.

MODERATOR—WHO WOULD BE THE PERSON THAT WOULD MAKE SURE THAT SCREEN POPPED UP?

Providers.

If there was some kind of trigger, it would have a different ending, not .com or something. Or some kind of indicator, so that if the provider didn't do it, you would know that...

How would you know if you were going to a different country?

Right now you don't.

MODERATOR—WHEN FRAUD HAPPENS ON THE WEB, HOW DO YOU FEEL ABOUT NORMAL LAW ENFORCEMENT PEOPLE PROSECUTING THAT?

Like cops? Do they have the ability to do that?

Is it under their jurisdiction?

I thought it was Federal.

If the fraud happened down in Texas, how can Nassau county, just step in and take care of it? I don't think they could do it.

I think fraud is a Federal thing.

MODERATOR—WHAT IF IT WAS THE FEDERAL GOVERNMENT THAT STEPPED IN?

If there is fraud, somebody has to prosecute.

Depends on what they can do for you. If they can get your money back, then that's okay.

MODERATOR—WHAT IF YOU GO TO A SITE THAT YOU THINK IS LEGITIMATE, LIKE THE WHITEHOUSE.COM, AND IT TURNS OUT TO BE A PORNO SITE?

I did that with Norwegian Cruise Lines and there she was.

(Many talking at once)

MODERATOR—HOW DO YOU FEEL WHEN THAT HAPPENS?

You laugh a little.

You didn't go through a search engine. I just went through Norwegian.com and was still getting myself familiar with the Internet and how it worked. So, I was waiting for a list of choices and I didn't get that.

It's like going through the Yellow Pages. If you are looking for a taxi, then you look under taxi. It says look under such and such. When you can't hit and miss, you don't know what you are going to get.

MODERATOR—DOES ANYONE GET BOTHERED WHEN YOU GET A WRONG WEBSITE?

(Many talking at once)

You feel like you wasted your time. You have to start all over.

That's why they have search engines. They come up with links.

MODERATOR—IMAGINE THAT YOU SIGN UP FOR AN INTERNET SERVICE BECAUSE THEY OFFER FAIR PRICES AND PROMISE NOT TO SHARE YOUR INFORMATION WITH ANYONE, A FEW MONTHS LATER THE COMPANY IS ACQUIRED BY A LARGER COMPANY, AND THAT COMPANY WANTS TO SELL YOUR DATA TO OTHER COMPANIES. WHAT WOULD YOU DO IF THE NEW COMPANY EMAILED YOU AND ASKED YOU IF THEY COULD USE YOUR DATA FOR FREE?

I would say no.

No. Because it is a privacy issue. I don't know who they will be selling my name to. I already get so much junk mail as it is. I don't want any more and I don't want personal information given out.

They do have to ask you, don't they?

If you have a contract with a company and they have assured you that it won't be, it's like when you get a mortgage, so you may be making your checks payable to Citibank one day and to Chase the next. You agreed to that. Does it work the same way?

I don't remember having a contract. I just remember putting in the disk and going on. I get junk email so I'm sure somebody is selling my name somewhere.

If a provider said we won't...when I order something on-line, it says please check here if you do not want your name given to other...

MODERATOR—WOULD ANYONE BE FINE WITH THE NEW COMPANY USING YOUR INFORMATION?

As long as you have the option to do what you wanted. You can still tell them no.

If they are asking you and not telling you.

But if they did it anyway, what would you do?

If you say no, how would you know that they were the ones who sold it?

MODERATOR—WHAT WOULD YOU DO IF THE NEW COMPANY EMAILED YOU AND OFFERED TO GIVE YOU ONE MONTH OF FREE INTERNET SERVICE IN EXCHANGE FOR THE USE OF YOUR DATA?

No, maybe 5 years.

What is that \$20?

My stuff is worth more than that.

MODERATOR—WHAT WOULD YOU DO IF THEY USED YOUR DATA WITHOUT ASKING YOUR PERMISSION AND YOU FOUND OUT ABOUT IT MONTHS LATER THROUGH A NEWS REPORT?

Class action.

Call the Better Business Bureau.

I wouldn't let them get away with that.

I'd complain to Mom.

So many people would be affected by that, say it was AOL. There are so many people on AOL that they would have complaints, so.....The reaction that everybody has would be the same and that would do enough damage and we'd all switch from AOL.

I don't think anybody really has any control on the sites. Your hands are tied. You want to be on the Internet, you don't want.....what do you do? Who are you going to complain to?

I have no idea. Better Business Bureau would say that it was not their jurisdiction, write to your Senator.....they've got piles.

I think our hands are tied.

MODERATOR—DOES ANYONE ELSE THINK THAT WRITING THEIR SENATOR...?

It occurred to me. If it were serious enough, but again, I don't know what they could do if the government isn't regulating it. What is a Senator going to do for me?

How upset do you get when you get junk mail in the mail? Where do they get those lists from?

Junk mail on the Internet, you just delete it.

It's not so much about getting junk mail, it's about your personal information being given out.

But your personal information is given out when they get you on mailing lists.

Not necessarily. I don't think that you get your medical information through junk mail. I don't think it is that extensive. I don't think they get your social security number.

They can get that from your financial institution.

Right, but...

MODERATOR—HOW MANY PEOPLE THINK IT IS THE SAME THING TO GET JUNK MAIL IN YOUR MAILBOX VERSUS JUNK MAIL IN YOUR INTERNET MAILBOX?

I think it is very similar.

I think it is the same.

MODERATOR—FIVE PEOPLE?

I think email is a little more serious than the regular mail.

What information do you provide to your Internet provider that is different than you provide anywhere else?

Your credit card number. With that comes other things.

Your credit card company has all that information also.

License plate number, you can go to DMV. You want their address, etc.....

(Many talking at once)

They steal identities, that's my biggest fear.

MODERATOR—DO YOU THINK THAT IS WORSE NOW BECAUSE OF THE INTERNET?

It's always been there.

I think it is magnified by the Internet.

The whole cyberspace information. When someone from the Philippines can find out something...before not so much.

It made the world smaller.

MODERATOR—DO YOU HAVE ANY MORE IDEAS ABOUT WHO SHOULD PREVENT THE PEOPLE FROM STEALING YOUR IDENTITY?

They should just stop giving out the stuff on the Internet.

We picked an Internet service, but we didn't have to give credit cards. I didn't feel comfortable putting my credit card number on there, so we picked one that is just for the email and we send in the payment.

I am like a creature of convenience. I use my credit card.

MODERATOR—IMAGINE THIS SAME SITUATION WHERE YOU HAD SIGNED UP WITH THE COMPANY AND THEY WERE BOUGHT BY A BIGGER COMPANY, IT IS A MAGAZINE COMPANY THAT YOU GAVE THIS INFORMATION TO AS OPPOSED TO AN INTERNET SERVICE, WHAT IF THE NEW PUBLISHER WANTS TO SHARE YOUR INFORMATION WITH THE OTHER MAGAZINES THAT THEY HAVE?

The information that you give to a magazine, like where you live...on the Internet, everybody has so many different facets about what they are looking for, that I don't think that is comparing apples to apples. I think that is comparing apples to watermelons.

MODERATOR—THE SAME INFORMATION THAT YOU WOULD GIVE TO AN INTERNET SERVICE PROVIDER IN ORDER TO SET UP YOUR ACCOUNT IS THE SAME THING AS WHAT THIS MAGAZINE WOULD HAVE. THEY WOULD HAVE YOUR CREDIT CARD BECAUSE YOU ARE PAYING FOR THE MAGAZINE WITH THE CREDIT CARD.

Don't you get billed automatically for things? I don't want my information shared, it's my choice. If I want another magazine, I will get the magazine, rip out the little stub and send it in.

If they want to send me junk mail or email soliciting that I take a subscription, that's fine. I don't really want anyone to know what my annual income is, placing me into groups, especially my credit card information, social security number, mother's maiden name. I give that because I want certain privacy and I don't want someone else using my credit card. Don't pass that along. Someone will use it.

MODERATOR—WHAT IS THE DIFFERENCE BETWEEN GIVING INFORMATION ON-LINE VERSUS GIVING IT OVER THE PHONE OR WRITING IT DOWN?

There is no difference.

None.

A credit card number is a credit card number.

I still think that an 800, you are talking to one person and you are more secure. You put it out there in cyberspace and 2 million people see it.

When I am talking one on one, it is a little more comfortable.

If you call Eddie Bauer and want to order, you are more comfortable calling on the 800 number and giving your credit card over the phone, then you are typing it into the website, even though it is the same company, and could you do it on a cordless phone?

Don't even scare her.

Anyone can listen in.

I don't use the Internet for those purposes. I use it for finding things...if I have to register to use a site, I don't go into it. I don't like it.

Every site you go on they want you to register. When you register, you know they are going to send you stuff, so I just don't like it.

MODERATOR—DO YOU ORDER THINGS THROUGH CATALOGS OVER THE PHONE?

Occasionally.

MODERATOR—DOES ANYONE ORDER THINGS IN CATALOGS THROUGH THE MAIL?

No, by the time they get it, it is out of stock.

No.

MODERATOR—NO ONE DOES? THAT WAY YOU ARE WRITING DOWN...

Then they ask, if you give them your email address, they'll advise you when they are having sales and stuff like that.

MODERATOR—NEW SCENARIO, IMAGINE THAT YOU RECENTLY SIGNED UP FOR AN INTERNET SERVICE THAT COORDINATES ALL OF YOU AND YOUR FAMILY'S MEDICAL RECORDS AND THEY HAVE ON-LINE DOCTORS AND PHARMACISTS TO USE IN THE EVENT OF AN EMERGENCY. SO, THREE PEOPLE SAY THEY WOULDN'T DO THIS IN THE FIRST PLACE, BUT IMAGINE THAT THE INFORMATION GETS CONSOLIDATED ALL IN ONE PLACE, STRICTLY CONFIDENTIAL. SO, A FEW MONTHS LATER YOU ARE IN A CAR CRASH, WHEN THE ER DOC CALLS UP YOUR DATA, THE RECORD READS OFF THE FACT THAT YOU ARE ALLERGIC TO PENICILLIN, AND SINCE YOU ARE IN A COMA, YOU CAN'T TELL THEM. THE ER DOCS GIVE YOU PENICILLIN WHICH ENDS UP CAUSING PERMANENT DAMAGE TO YOUR HEALTH. WHO IS RESPONSIBLE FOR IT?

How does he get access, it is only supposed to be your doctors?

MODERATOR—HE'S A DOCTOR.

So any doctor can pull you up? Then anybody can pull you up.

If it is your doctor who they get in touch with, he knows it, he will tell them, even if it is not on your records.

MODERATOR—IF THE ER DOC CALLS YOUR DOCTOR AND HE IS NOT THERE, THE RECEPTIONIST GIVES HIM THE CODE TO GET IN,.....

She's not supposed to have it.

MODERATOR—YOU ARE IN A COMA....

But my family knows, my husband knows I'm allergic and hopefully you are wearing a medical bracelet.

MODERATOR—WHO DO YOU GO TO IN ORDER TO GET COMPENSATION FOR THIS MISTAKE?

Is this an Internet issue or a medical issue?

I don't think it could be an Internet issue. If the information is not put in...

But the information is entered in.

There is no such thing as that website. If it happened, could you sue the hospital?

If someone got into it and it is human error, if the nurse can't read the doctor's handwriting, it is still the nurse's fault. That's why they have malpractice insurance.

Instead of trying to solve the problem, we need to identify whether we would feel comfortable with giving this information. That is the real issue. I don't want my medical records, I have a medical condition, and I don't want the whole western hemisphere finding out about it. That's private. There are employers, although they don't say that they will discriminate against you, if they know that I had heart disease they wouldn't hire me. My employer right now has told me that if they knew it when I was coming in, you wouldn't be here.

They can't do that.

They have to cover you. If they knew you had a pre-existing condition, they wouldn't have to cover you. If my medical records were out there for everybody to see, I'd have a problem.

MODERATOR—IMAGINE THAT YOUR HUSBAND HAD DONE IT AND HADN'T CONSULTED YOU, WHO DO YOU COMPLAIN TO?

I blame him for doing it in the first place. I blame the doctor for giving penicillin without even checking to see if I have allergies. Everybody is in trouble.

Yeah, but you're dead anyway.

Something like that would have to be heavily regulated. It's one thing about buying habits in terms of what magazine I'm interested in, what chat rooms I'm in, but medical information and dispensing that or sharing that or even compiling that, that would need to be regulated. That would fall under the Federal government

I wouldn't have a problem with Uncle Sam saying you can't share that. That would be fine.

I don't agree to having access to medical records at all.

MODERATOR—SO WHO WOULD YOU SUE OR COMPLAIN TO?

The doctor.

MODERATOR—DO YOU AS THE PUBLIC PLAY ANY ROLE IN DETERMINING HOW THE INTERNET IS RUN?

I think that by choosing our own websites we keep them up and alive.

We have the power to motivate and influence based upon what you visit and what you don't.

It goes back to being hard to regulate, but there should be certain sites that should not be accessible. Like the KKK or pedophiles or selling guns over the Internet.

Your personal opinion influences, but there are certain things that society as a whole is against. I think society as a whole is against pedophiles.

MODERATOR—HOW IS YOUR OPINION GAUGED?

By who you vote for, what you buy. Presidents, Senators, Governors, people who want to protect....more conservative, more liberal.

I think if anybody is going to step up to the plate and start to do some type of regulation on the Internet, it is going to have to be the government and Congress because the private sector and the companies have such diverse agendas. They are just never going to agree on....there would never be what is improper and proper. It is going to have to become someone that supposedly acts in all of our best interests anyway.

It would depend. Conservatives are more interested in regulation and regulating the Internet and liberals are not.

MODERATOR—WHO IS BETTER AT PROTECTING YOUR PRIVACY, LIBERALS OR CONSERVATIVES?

I think conservatives.

MODERATOR—ANYONE THINK DEMOCRATIC VERSUS REPUBLICAN PARTY? DO YOU THINK THE AVERAGE CITIZEN IS QUALIFIED IN HAVING A SAY ON HOW THE INTERNET IS RUN?

The average citizen can't reconcile their checkbook statement.

I think everyone has their own opinion on how things should be done.

MODERATOR—PRETEND THAT YOU HAVE JUST BEEN APPOINTED BY THE PRESIDENT TO A COMMISSION THAT WILL GOVERN THE INTERNET. WHO ELSE DO YOU WANT TO JOIN YOU ON THE COMMISSION?

Bill Gates.

Financial and he has the distribution channels.

He has good connections.

A celebrity. Put Rosie on there.

MODERATOR—WHAT QUALITIES SHOULD THAT PERSON HAVE?

Charismatic and vocal.

Technology minded in terms of how to resolve viruses.

MODERATOR—ANY ORGANIZATIONS?

The government, religion.

The Pope.

I would put government over religion.

You could have pro lifers.

Then you are no better off than you are now. Especially if we are going to invite everybody in.

This is a wish list.

Not out of control.

A representative from every country, like the U.N.

MODERATOR—WHAT LEVEL OF GOVERNMENT WOULD YOU HAVE?

The Senate and the House.

Derek Jeter.

MODERATOR—WHAT DO YOU WANT THIS COMMISSION TO DO?

Make guidelines to follow.

To educate and teach.

You don't want to use search engines for some activities.

You basically come up with a Web 101 class and anytime you are a new user on a server, you get this page that says what you should know about. A one-page thing, like an informational thing if you have never been on the Internet before.

MODERATOR—DO YOU THINK THIS GROUP SHOULD ONLY BE CONCERNED WITH TECHNICAL STUFF OR DO YOU THINK THEY SHOULD BE CONCERNED WITH REGULATING CONTENT.

I don't think you can regulate content. If you want to access something, you will be allowed to do it. It's your freedom to do it.

You can't, it's too broad. You can go to the library and get the same information, it's just how you access it.

MODERATOR—WHO IS THIS COMMISSION ACCOUNTABLE TO?

Each other.

The general public.

It's got to stop somewhere.

MODERATOR—SO NOBODY IS OVERSEEING YOU GUYS?

Who oversees the Supreme Court?

The Supreme Committee.

I think there has to be some involvement by the Federal government. I don't see anybody else. It is like the Supreme Court. There should be someone overseeing it.

MODERATOR—HAS ANYONE HEARD OF AN ORGANIZATION CALLED ICANN? NO ONE? ICANN STANDS FOR THE INTERNET CORPORATION FOR ASSIGNED NAMES AND NUMBERS. IT IS A NON-PROFIT PRIVATE SECTOR CORPORATION RUN BY A BROAD COALITION OF THE INTERNET'S BUSINESS, TECHNICAL, ACADEMIC AND USER COMMUNITIES. 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. HOW DOES THAT SOUND TO YOU?

Where did they come from?

Previously performed by the U.S. government, so nobody is watching now?

MODERATOR—REMEMBER LIKE IN THE WILD WEST WHEN THE SHERIFF WOULD DEPUTIZE PEOPLE, THE U.S. GOVERNMENT DEPUTIZED THESE PEOPLE.

Are they accountable to the U.S. government?

The groups seem to cover everybody.

Is this fictional?

MODERATOR—IT'S ACTUAL.

They are really out there. How come nobody tells us this stuff exists?

They don't think people are interested.

It's cool.

I don't know if I like it.

They are already formed.

They are assuming responsibility, can we hold them responsible for anything that goes wrong?

These are the people I can nail.

Class action.

MODERATOR—WE ARE GOING TO USE THE COMPUTERS NOW. WE'VE GOT TWO PHOTOGRAPHERS THAT ARE GOING TO COME IN AND TAKE PICTURES OF YOU AS YOU ARE USING THE COMPUTER. WHAT IS THE FIRST THING THAT CAME TO YOUR MIND WHEN YOU LOOKED AT THIS WEBSITE?

Shopping.

Search engine.

MODERATOR—DOES THIS LOOK LIKE A LEGITIMATE SITE?

Yes.

MODERATOR—DOES IT LOOK LIKE A SITE THAT YOU FEEL SAFE ON?

Yeah.

MODERATOR—READ THE PRIVACY STATEMENT. WHAT DO YOU THINK ABOUT IT? DOES IT MAKE YOU FEEL BETTER OR WORSE ABOUT USING THE SITE?

Better.

Who is saying who is trustworthy?

They will also tell you if they are going to change their policy.

I'm assuming they'll tell you before they change it.

MODERATOR—HOW MANY OF YOU NORMALLY READ THE PRIVACY STATEMENTS? TWO PEOPLE.

Then I get scared.

MODERATOR—DO YOU BELIEVE WHAT THEY ARE SAYING?

I don't really believe too much of anything on there.

How do you know if it is genuine. Anybody can write this. You don't know.

It has tabs, graphics, recognizable things.

I have never heard of the CD Zone, so I would probably purchase from somewhere else. I would have to hear it from other people.

MODERATOR—PRETEND YOU ARE GOING TO BUY A CD. HOW MANY PEOPLE FEEL OKAY WITH GIVING THEIR CREDIT CARD INFORMATION ON-LINE.

I do.

I do it.

MODERATOR—FOUR PEOPLE? GO AHEAD AND LOOK AT THE SCREEN, IMAGINE YOU ARE BUYING IT.

The BBB sign makes me feel a little better too.

MODERATOR—HOW MANY PEOPLE NOTICED THAT? FOUR PEOPLE. THERE SHOULD BE TWO SCREENS TO LOOK AT. HOW MANY OF YOU WOULD HAVE ANY RESERVATIONS ABOUT FILLING OUT THE INFORMATION THAT THEY ARE ASKING YOU FOR? FOUR PEOPLE. WHAT ARE THEY?

I won't give my credit card number.

My work number.

MODERATOR—HOW MANY PEOPLE PUT FAKE INFORMATION? 3 PEOPLE.

If everyone is wary about it, then just pay by check or money order.

MODERATOR—WHEN YOU ARE BUYING SOMETHING ON-LINE, ARE YOU PROTECTED BY THE SAME LAWS THAT PROTECT YOU WHEN YOU WALK INTO A STORE AND BOUGHT IT?

I would hope so.

If you are charging it. You can call the credit card company.

MODERATOR—IF YOU HAVE A PROBLEM WITH THE THING THAT YOU BOUGHT AND WANTED TO BRING IT BACK, DO YOU HAVE THE SAME RIGHTS AND THE SAME LAWS PROTECTING YOU ON-LINE?

They should apply.

MODERATOR—WHAT IF YOU BOUGHT SOMETHING ON-LINE AND THE PRODUCT OR SERVICE DIDN'T WORK AND YOU WENT TO THE COMPANY AND YOU COULDN'T GET SATISFACTION, WHO DO YOU GO TO TO RESOLVE THIS PROBLEM?

Your credit card company. Tell them not to pay for it.

They will dispute it.

MODERATOR—LOOK AT THE NEXT SCREEN. HOW MANY PEOPLE FEEL BETTER ABOUT THE SITE SINCE THEY SAW THE BETTER BUSINESS BUREAU THING? FOUR PEOPLE. HOW DOES THIS USER AGREEMENT LOOK TO YOU? HOW MANY PEOPLE WOULD LOOK AT THE LINK BEFORE THEY PUT IN THEIR CREDIT CARD INFORMATION? NONE.

I don't read directions either.

MODERATOR—ONE OF THE THINGS IN THIS USER AGREEMENT THAT YOU AGREED TO WOULD BE IF YOU GOT INTO A FIGHT OVER A PRODUCT, THEY DEEM YOU TO BE IN BREACH OF CONTRACT, THEY CAN TAKE A \$10,000 DEPOSIT OFF OF YOUR CREDIT CARD. ONCE YOU HAVE REALIZED THIS, WHAT DO YOU DO?

Call them up and cancel the order. Like do you have 30 days?

You can do the escape thing and you have 72 hours in New York state.

I think that should be uniform throughout the Internet.

The CD Zone is getting the \$10,000?

For their legal expenses to fight you.

MODERATOR—GO TO THE THANK YOU SCREEN. WHAT IF YOU ARE AT THE MALL AND THERE IS THE LEAGUE OF WOMEN VOTERS AND THEY ARE DOING A REGISTRATION DRIVE. THEY WANT YOU TO FILL OUT A FORM TO REGISTER TO VOTE. HOW DOES THAT FEEL? IS THAT SOMETHING YOU WOULD DO?

No.

No.

You can register through the post office.

If I wasn't registered, I'd do it.

You apply for credit cards in the mall. I did it the other day and gave my mother's maiden name.

I would if I wasn't registered.

MODERATOR—GO TO THE NEXT SCREEN, WHAT IS THE FIRST THING YOU THINK OF WHEN YOU SEE THIS?

It doesn't interest me.

CNN.

Probably something put together by the Young Republicans.

MODERATOR—DOES THIS LOOK LIKE A LEGITIMATE SITE?

Yeah.

It looks a little amateurish. But legitimate.

MODERATOR— HOW MANY PEOPLE THINK THAT THIS SITE LOOKS STAGED? HOW MANY PEOPLE FEEL SAFE ON THIS SITE? THREE. DID ANYONE NOTICE THE TRUSTEE SYMBOL? TWO PEOPLE. DOES ANYONE KNOW WHAT IT IS? NO ONE. GO TO THE NEXT SCREEN AND READ THE EXPLANATION OF A TRUSTEE. DOES THIS MAKE YOU FEEL BETTER ABOUT USING THE SITE.

Yes.

Yeah.

It is kind of like the Better Business Bureau on the other one.

MODERATOR—GO TO THE NEXT SCREEN, SCROLL PAST IT, GET TO THE SCREEN THAT IS NEXT. WHAT DOES THIS MEAN TO YOU? DOES KNOWING THAT THE FTC AND YOUR ATTORNEY GENERAL ARE INVOLVED, MAKE YOU FEEL BETTER ABOUT THIS SITE?

Yes.

Yes.

Yeah.

MODERATOR—ANYONE FEEL THE SAME OR WORSE? NO ONE. IS THERE ANY OTHER ORGANIZATION THAT WOULD MAKE YOU FEEL BETTER ABOUT USING THE SITE?

They flashed some government agency, but it was so fast I couldn't see it.

MODERATOR—GO TO THE NEXT SCREEN AND CHECK OUT WHAT THEY ARE ASKING YOU FOR. ANYONE HAVE ANY RESERVATIONS?

Yes. They want your home phone number, driver's license, date of birth.

MODERATOR—HOW MANY PEOPLE HAD NO PROBLEMS?

I wouldn't if the government was involved.

Social security, probably not. But, they will get it anyway if they really want it. I have a list of passwords for different sites, it is just too time consuming.

I don't think it is anything bad, the survey is optional.

If you want to register to vote, I don't think you need all this information. Why do they need my driver's license number?

MODERATOR—WHICH PLACE DO YOU FEEL MORE COMFORTABLE GIVING THE SAME INFORMATION, THE PERSON AT THE MALL OR ON-LINE?

The post office.

MODERATOR—HOW MANY PEOPLE SAY IT IS THE SAME? SEVEN OF YOU. GO TO THE THANK YOU SCREEN. THEN SCROLL ON TO THE NEXT ONE.

I had to put my email address on something and I got mail that said your son just registered for Media.com, so.....I'm glad that he informed me, I didn't know that he did. We had a little discussion about registering on-line.

MODERATOR—WHO PUT UP THIS WEBSITE?

People to protect privacy, kids on-line.

I don't know.

Not a private organization.

Is this a real site?

MODERATOR—THE WEBSITE IS ACTUALLY SPONSORED BY THE FEDERAL TRADE COMMISSION. IT'S PURPOSE IS TO HELP PARENTS UNDERSTAND HOW THEY CAN PROTECT THEIR KIDS ON THE INTERNET. WHAT DO YOU THINK ABOUT THIS?

I like it.

I've got a 17 month old, she's not on the web yet.

I think it is good because a lot of kids are going into chat rooms and stuff.

MODERATOR—IS THIS SOMETHING THAT THE GOVERNMENT SHOULD BE DOING?

Who else is going to? How would you find this site unless it was broadcast.

Or put a banner on them.

I think that it is geared toward children, it would be very good.

It explains things so that they understand it.

MODERATOR—DOES ANYONE THINK THE GOVERNMENT SHOULD BE DOING MORE STUFF LIKE THIS?

It should be advertised that it is out there. Instruct people where to go to get to it.

MODERATOR—AT THE BOTTOM IT SAYS FOR MORE INFORMATION CONTACT... SHOULD THEY DO MORE STUFF LIKE THAT? PUSH YOUR COMPUTERS AWAY AND TAKE THE HANDOUTS. WRITE DOWN WHICH OF THE FIRST TWO WEBSITES, THE CD ZONE OR THE INFORMED VOTER, WHICH ONE MADE YOU FEEL MOST COMFORTABLE AND THEN TELL ME WHY. THEN CIRCLE WHICH SYMBOL INSPIRED THE MOST CONFIDENCE. HOW MANY PEOPLE PICKED THE CD ZONE? THREE PEOPLE. DID EVERYONE ELSE PICK INFORMED VOTER? YES. THOSE OF YOU WHO PICKED THE CD ZONE, WHY?

I would not think twice about ordering.

They asked for less information.

MODERATOR—THE INFORMED VOTER PEOPLE, WHY?

It seemed more regulated.

MODERATOR—WHO PICKED THE BETTER BUSINESS BUREAU? TWO PEOPLE. THE FTC? FIVE PEOPLE. TRUSTEE? ONE PERSON. ANY COMMENTS ABOUT THE SYMBOLS?

The government.

MODERATOR—THANK YOU FOR COMING....

(end of session)