



2.2 Unauthorized Reselling & Improper Domains

Policy Purpose and Scope

The purpose of this policy is to guide Customer Service Representatives and other employees on how to recognize and handle customers' unauthorized reselling and use of improper domain names.

Roles and Responsibilities

The Customer Service Team will be responsible for recognizing and handling customers' unauthorized reselling and use of improper domain names.

Operational Procedures

Unauthorized Reselling

The Terms of Use forbid our customers from reselling our products or services. For example, a customer might charge third parties to create and "host" their websites; in reality, the customer is using their PhotoBiz account to create and "host" these sites (possibly through mini-sites).

Through the course of your work you may have suspicions that a customer is engaging in unauthorized reselling. Unfortunately, unauthorized reselling is very difficult to investigate. Also, creating rules to attempt to curb reselling may cut off other customers' freedom to fully utilize our services. For these reasons, put aside your suspicions, unless the violation is obvious (e.g. a price list on their website advertising hosting of websites).

Depending on the incidence of future problems associated with reselling, this policy may be amended at a future date. Be aware that PhotoBiz may be instituting an authorized reseller program at some point in the future.

Improper Domains

Customers may obtain a domain name that either violates one of PhotoBiz's trademarks (e.g. www.johnsphotobiz.com) or contains profanity. Do not link a customer's PhotoBiz page to any improper domain. Kindly explain to the customer that such a domain name is not allowed and that another must be chosen. Please notify Patrick@photobiz.com of any trademark violation.

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