

Service Terms & Conditions:

Currently on the kgb website we state: "You must be at least 18 years old. In addition, you may not use the Services or accept the Terms of Service if (i) you are not of legal age to form a binding contract, or (ii) you are prohibited by law from receiving or using the Services. " Operations will assume in all instances the customer abides by the terms and conditions as stated above.

The protocol below addresses the handling of sexual content questions from customers. Upon review and approval all Agent training material and communications will reflect this standard.

Protocol:

In the two-way text environment, due to the somewhat anonymous nature of the service, customers will ask questions of a sexual nature. While this is not the purpose of the service, kgb has determined we will respond to these questions using the following guidelines.

General Guidelines

- Answers to sexual content questions will be handled in a socially responsible manner, by providing medically factual information and warning the importance of safe sex practices
- kgb will not answer questions that fall within the following categories: child pornography, bestiality, non-consensual sexual behavior, any other illegal activities, or any activities involving sexual activities that could result in serious injury or death, and agents and Operatives should follow the specific procedures set forth below in the event they receive such a question
- Agents will assume, even if a customer has not clearly identified their age, that they may be under the age of 18, and therefore will respond with factual information such as:
 - Information on sexual positions
 - Information on sexual practices
 - But not using urging words like "Have Fun", "Give It A Try", "You Might Like It"

Specific Procedures

1. All responses will start with either one of three following disclaimers depending upon the nature of the question:

- Must be 18:
- Not Medical Advice:
- Not Legal Advice:

2. If a question has any apparent indication the customer is under the age of 18 the Agent will send a Request for Help for an Operative to handle. (a) The Operative will then tag the account with a note "Special Treatment" regarding the customer being under the age of 18, and the Operative will further respond to the question the following canned response: kgb always wants to impress you, but chooses not to answer questions like this. Sorry, no charge.

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(b) Once flagged for “Special Treatment”, any questions of a sexual nature originating from such account will be responded to with the canned response described in subsection (a) above.

(c) Examples of apparent indications that a customer is under the age of 18 are as follows:

- Stating their age in the text question, “I’m 17”
- Mentioning their name or grade in school, such as Jr. High, High School...
- “My friends are 15” as example
- Obvious naïve questions such as “Does sex hurt” or any other indicator that the customer is likely a minor

3. Any questions which deal with the following categories: child pornography, bestiality, non-consensual sexual behavior, any other illegal activities, or any activities involving sexual activities that could result in serious injury or death will not be answered and the Agents will send the following canned response: kgb always wants to impress you, but chooses not to answer questions like this. Sorry, No Charge.

4. If at any time an agent is uncomfortable with the sexual content of a question they should not take the question in the queue, but if by chance it is pushed, they may return it to the queue, with a comment “uncomfortable content” allowing another Agent to handle the question.

Complaints/Customer Service

If at any time the parent of a minor complains to Customer Service we will handle as follows:

- Review the question and answer history and also determine if any questions were of a sexual nature
- If any question is of a sexual nature, Customer Service will then assess if there were any indications of the age of the minor provided in text questions
- Upon completion of the review, Customer Service will follow standard practices to determine the appropriate action for the complaint
 - If requested by the parent of the minor we will block the CLI in the platform and advise the parent how to remove premium text services from the mobile number at issue

Resources:

To support agents Operations in collaboration with Product Management will do the following:

- Provide a list of recommended links Agents may use to search for sexual content material in order to answer questions

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- Upload frequently asked sexual content prototypical questions and answers are into the database for the Agents to search in order to make it easier for Agents to deal with potentially uncomfortable content
- Regular reviews by the Quality Team of the content in the database to “pansify” questions and to remove answers that should not be recycled for customer answers.

Summary:

Based on the protocol and the resources defined in this document, the handling of sexual content, while not perfect, will outline for Agents how to address questions of a sexual nature. It allows them to act responsibly in the case of indicated minors or sexual deviant behavior, but also, allows them to take steps to release questions based on their own comfort level in answering questions of this type.