

gents of Justice:

Reasons for the Creation of this Document

How is it that a corporation like America Online can succeed even when it violates it's user's rights? Because it has grown so large that it no longer needs to depend on it's users as much as it once did. I remember in 1989 when AOL was much smaller, with about twenty thousand users instead of two million. Then they paid attention to the suggestions and requests of customers. It is no longer that way. Now guides terminate accounts with the flick of a finger because they simply disagree with someone's opinion. Another thing, if you ever joined AOL for real, with a legitimate account, your name and billing information is kept online forever, or as long as there systems are operational. Your billing information is accessible to anyone who knows basic hacking techniques. America Online just doesn't care.

I could just walk away, and let their unjust ways continue, it's not really my problem. But it is, I can't just stand by while they rip off user after user after user when I possess the knowledge that can change the 'business as usual' aspects of this hypocritical corporation. Yeah, that's right, hypocritical... How? Just read the letters from Steve Case

and compare them to the reality of their service.

I do not condone the unjustified use of electronic violence or computer vigilantes, but I will provide knowledge to those who seek it.

"If the injustice has a spring, or a pulley, or a rope, or a crank, exclusively for itself, then perhaps you may consider whether the remedy will not be worse than the evil; but if it is of such a nature that it requires you to be an agent of injustice to another, then, I say, break the law. ... What I have to do is to see, at any rate, that I do not lend myself to the wrong which I condemn." -Thoreau's essay "Civil Disobedience" 1849

With the morality of the world worshipping at the alter of wealth, I leave you with one final thought before I enlighten you to the methods of recourse available; [I will give you the knowledge necessary to seek recourse, but what you do with this knowledge is your personal choice.](#)