

**LAW ENFORCEMENT GUIDE**  
**FOR**  
**STICKAM.COM ▪ PAYPERLIVE.COM ▪ STREAMAPI.COM**

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**Emergency 24 Hour Hotline:**

To contact a Stickam Site Monitor **in an**  
**emergency**, please call'

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## Table of Contents

INTRODUCTION.....	1
DESCRIPTION OF SERVICES .....	1
Stickam .....	1
PayPerLive .....	1
StreamAPI.....	1
INFORMATION COLLECTED AND RETAINED BY STICKAM WORLDWIDE.....	2
System Generated Information: .....	2
IP Logs .....	2
User Generated Information: .....	2
Administrative Records:.....	3
RETENTION PERIODS AND PRESERVATION REQUESTS.....	3
Active Accounts.....	3
Inactive Accounts .....	3
Preservation Requests .....	4
SERVICE OF PROCESS AND PRODUCTION OF RECORDS.....	4
Typical Requests .....	4
Emergency Requests .....	4
Information Required To Locate Records.....	4
HOW INFORMATION IS PROVIDED BY STICKAM WORLDWIDE .....	5
User Information.....	5
Web Sessions.....	6
Live Sessions Hosted.....	6
Live Sessions Joined.....	7
Members Who Joined Host Chat Session.....	8
Chat Rooms.....	9
Admin Records.....	9
Media.....	10
Emails Sent or Received.....	11

Internal Messages Sent/Received.....	11
Invitations Sent By. ....	12
Media Files.....	12
CONTACT INFORMATION .....	13
General Correspondence and Telephone Inquiries.....	13
Emergency 24 Hour Hotline.....	13
Legal Counsel.....	13

## **INTRODUCTION**

**Stickam Worldwide, Inc.** (“**Stickam Worldwide**”) is an Internet application service provider. Stickam Worldwide owns and operates several websites, including [Stickam.com](http://Stickam.com), [PayPerLive.com](http://PayPerLive.com), and [StreamAPI.com](http://StreamAPI.com) (the “**Services**”). This guide will explain how the **Services** are used. The guide will also assist law enforcement officers in understanding the information provided by Stickam Worldwide pursuant to a court order, subpoena, search warrant, etc. While the vast majority of law enforcement inquiries concern our Stickam social networking website [[www.stickam.com](http://www.stickam.com)], this guide has been designed to assist law enforcement in its investigation of crimes committed by users of all of Stickam Worldwide’s **Services**.

We understand that the **Services** can be very confusing to those who have not used them extensively, and that investigating cybercrimes is a new and developing field for law enforcement agencies. If you need any additional assistance, please do not hesitate to contact us for further explanation of a particular **Service** or the information provided. Our contact information is provided on the cover page and at the end of this guide.

## **DESCRIPTION OF SERVICES**

### **Stickam**

Stickam [[www.stickam.com](http://www.stickam.com)] is a social networking website which provides its users with on-line tools that can be used to distribute information or content including photographs, pre-recorded audio files, pre-recorded video files, and live streaming video over the Internet. Stickam also provides users the ability to participate in web-based discussions publicly via Stickam’s instant message service and privately using Stickam’s internal email service.

### **PayPerLive**

PayPerLive [[www.payperlive.com](http://www.payperlive.com)] provides ticketing and subscription tools enabling subscribers to generate revenue by selling tickets to their live-streaming events and subscriptions to their recorded content. PayPerLive also provides subscribers the ability to create an on-line community where their fans, students, and other users can interact using various publishing and communication tools (“**PayPerLive Community**”).

### **StreamAPI**

StreamAPI [[www.streamapi.com](http://www.streamapi.com)] is an application programming interface (“**StreamAPI**”) which can be used to incorporate live-streaming video into a website or application.

## **INFORMATION COLLECTED AND RETAINED BY STICKAM WORLDWIDE**

Stickam Worldwide currently collects and retains the following information in its database<sup>1</sup>.

### **System Generated Information:**

- Date profile was created
- Date profile was last edited
- Email Address
- Country

### **IP Logs**

- Dates and Times of Login and other activities are in GMT (Greenwich Mean Time) and in 24 hour format:
- Type of activity

### **User Generated Information<sup>2</sup>:**

- Name, Birth Date, Gender, and location of registered user
- Photo Image Files
- Video Files (pre-recorded, not live streaming)
- Audio Files
- Internal Email Messages

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<sup>1</sup> All times are provided in GMT (Greenwich Mean Time). For example, the time and date reported as 2010.03.02 23h53 is March 2, 2010, 11:53PM GMT.

<sup>2</sup> Stickam Worldwide does not record live streaming video (other than as part of abuse reports), or the content of instant messages.

#### **Administrative Records:**

- Administrative records pertaining to a specific registered user.
- Abuse Reports (including video clips of live-streaming content flagged by other users as being offensive)

### **RETENTION PERIODS AND PRESERVATION REQUESTS**

Stickam Worldwide retains System Generated Information, User Generated Information and Administrative Records for certain periods of time as described below. The retention policy is subject to change without notice due to system conditions and other circumstances. To assist law enforcement investigations, Stickam Worldwide will retain information scheduled for deletion for longer periods when served a written preservation request.

#### **Active Accounts**

- User Generated Information. User Generated Information is maintained as long as the user has not removed or edited the information, and as long as the user is active and the account is not terminated. Stickam Worldwide may delete user information if the member account has been deleted, disabled, or banned for 90 days.
- System Generated Information. System Generated Information is maintained indefinitely unless manually deleted from the system by Stickam Worldwide due to system conditions and other circumstances
- Administrative Records. Administrative records are maintained indefinitely unless manually deleted from the system due to system conditions and other circumstances.

#### **Inactive Accounts**

- User Generated Information. Photo files, audio files and video files (collectively “media files”) are retained even when the user deletes a media file. Stickam Worldwide may delete media files if the user account has been inactive for one year. All “emails” sent or received between users are retained only as long as the user does not delete an email.
- System Generated Information. System Generated Information is maintained indefinitely unless manually deleted from the system by Stickam Worldwide due to system conditions and other circumstances.
- Administrative Records. Administrative records are maintained indefinitely unless manually deleted from the system due to system conditions and other circumstances.

## **Preservation Requests**

Stickam Worldwide will preserve records in order to provide law enforcement ample time to obtain the requisite subpoenas, or court orders, or to continue an active investigation if the law enforcement agency submits a signed letter on the agency's letterhead requesting that Stickam Worldwide preserve the records.

## **SERVICE OF PROCESS AND PRODUCTION OF RECORDS**

Please send legal process (subpoenas, search warrants, court orders, etc.) to our legal counsel and follow up with a telephone call to confirm receipt. Contact Information is on the cover page and last page of this guide.

## **Typical Requests**

Stickam Worldwide's ability to disclose user information is subject to restrictions in the Electronic Communications Privacy Act, 18 U.S.C. § 2701, et seq. ("ECPA"). Because Stickam Worldwide functions as both an "electronic communications" and "remote computing" service as defined under the ECPA, the ECPA mandates that Stickam Worldwide disclose certain user information only in response to specific types of government process, including subpoenas, court orders, and search warrants. Generally speaking, ECPA permits the disclosure of basic user identity, log-in information, and stored files in response to a subpoena, but requires a court order under § 2703(d) to disclose additional user records, or search warrant to authorize disclosure of private user messages.

## **Emergency Requests**

Under 18 U.S.C. §§ 2702(b)(8) and 2702(c)(4), Stickam Worldwide is permitted to disclose information voluntarily to a federal, state or local government entity when Stickam Worldwide believes in good faith that an emergency involving danger of death or serious physical injury to any person requires such disclosure without delay. Stickam Worldwide will disclose records to assist law enforcement in such emergencies.

## **Information Required To Locate Records**

In order for Stickam Worldwide to locate records pertaining to a specific user, you must provide Stickam Worldwide the user's registered "user name," the user's email address, or the user's IP address. There are exceptions to this, however, so please contact us if you need assistance. .

Please note users can appear on-line using a non-unique screen name distinct from their user name. This screen name will appear in chat sessions with other users. In order to determine the User Name a user is currently using, you must go to the user's profile page. This is very important because screen names are not unique and can change. Many users may share the same screen name, and once

a user changes his/her screen name, Stickam Worldwide can no longer associate the old screen name with the user name. User names cannot be changed.

## **HOW INFORMATION IS PROVIDED BY STICKAM WORLDWIDE**

Stickam Worldwide's preferred method for producing records in response to legal process is by email. The email response will contain the requested business records as well as the appropriate affidavit executed by the Custodian of Records for Stickam Worldwide, Inc. If this method is acceptable to you, please provide us with the email address to which the file will be sent.

Alternatively, Information concerning a user account can be provided on a CD ROM containing files in the PDF file format, which would be sent via Federal Express along with the appropriate affidavit signed by the Custodian of records. If you prefer to receive hard copies of the records and affidavit, please provide us with an address that Federal Express can deliver to (P.O. Boxes are not acceptable).

Below is an explanation of each category of information. Sometimes, a section may be omitted when there are no records.

### **User Information.**

This information pertains to a specific user's identity.

- **USER ID:** The unique identifying number automatically assigned to a user when he/she registers an account.
- **USER NAME:** The unique identifying name selected by a user when registering an account.
- **SCREEN NAME:** The most recent screen name used by a user which may or may not be unique.
- **FIRST NAME:** The first name of the user as provided by the user.
- **LAST NAME:** The last name of the user as provided by the user.
- **BIRTHDATE USER:** The user's date of birth as provided by the user.
- **EMAIL:** The email address associated with the user's account. It must be a valid email in order for the user to activate the account.
- **GENDER:** The user's gender (M=Male, F=Female) as provided by the user.
- **STATUS:** The status of the user's account (2=Active, 1= Not Activated, 3=Suspended).

- **REGISTRATION DATE:** The date and time that the user registered with the Service in Greenwich Mean Time (GMT).
- **ZIP CODE:** The zip code the user specified.
- **COUNTRY CODE:** The country the user specified.
- **CITY:** The city the user specified.
- **STATE CD:** The state or province the user specified.

#### **Web Sessions.**

This information pertains to a specific user's web sessions. This report will be omitted if the user establishes an account but never logs in.

- **USER ID:** The unique identifying number automatically assigned to a user when he/she registers an account.
- **IP:** The Internet Protocol address used when logging in.
- **TIME START:** The start time of the web session in Greenwich Mean Time (GMT).
- **DURATION:** The length of the web session in minutes. Logout from a web session is automatic after 15 minutes of inactivity.

#### **Live Sessions Hosted.**

This information pertains to web sessions where a specific user was the "Host" of a live-streaming video webcast ("Host-Chat Session). If the user did not "Host" a live-streaming session, this report will not be provided.

- **CHANNEL ID:** The unique Channel ID assigned by Stickam Worldwide to identify the Host-Chat session.
- **HOST ID:** The User ID of the Host.
- **HOST IP:** The IP Address of the Host.
- **HOST START:** The start time of the Host-Chat Session in Greenwich Mean Time (GMT)
- **HOST DURATION:** The duration in minutes of the Host-Chat Session.

- **TOTAL VIEW COUNT:** The total number of users who viewed the Host-Chat Session – including people who “Joined” and those who just watched (“lurkers”). Includes multiple views.
- **SESSION TYPE:** The type of session selected by the Host (“Everyone,” “Stickam Members Only,” “Friends Only,” or “Private”). When a Host selects a “Private” session type, no one else is permitted to join the session that is in progress.

#### Live Sessions Joined.

This information pertains to sessions when a specific user “Joined” as a guest of another user’s Host-Chat Session. [The results are paged by Host User Name]. If the user did not “Join” any Host-Chat Sessions as a guest, this report will not be provided.

- **GUEST USER ID:** The unique identifying number automatically assigned to a user when he/she registers an account.
- **CHANNEL ID:** The unique Channel ID assigned by Stickam Worldwide to identify the Host-Chat session.
- **GUEST IP:** The user’s Internet Protocol address.
- **GUEST START:** The start time of the user’s web session in Greenwich Mean Time (GMT).
- **GUEST DURATION:** The duration in minutes of the user’s web session. Logout from a web session is automatic after 15 minutes of inactivity. The session also ends when the user leaves the Host-Chat Session or closes their browser.
- **GUEST AGE:** The age of the guest at the time of the web session, based on the “Guest Birthday”.
- **HOST USER NAME:** The unique User Name of the Host of the web session.
- **HOST ID:** The unique identifying number of the Host of the web session.
- **HOST IP:** The Internet Protocol address used by the Host for the web session.
- **HOST EMAIL:** The email address associated with the user account belonging to the Host of the web session.
- **HOST BIRTHDAY:** The birthday of the Host of the web session.
- **HOST GENDER:** The gender of the Host of the web session (M=Male, F=Female).

- **HOST AGE:** The age of the Host (based on the “Host Birthday”) at the time of the web session.

### **Members Who Joined Host Chat Session.**

Information pertaining to users who “Joined” Host-Chat Sessions Hosted by a specific user. [Paged by Guest User Name]. If the user does not join another user’s Host-Chat Session, or if no other user joins his/her Host-Chat Session, this report will not be provided.

- **HOST ID:** The unique identifying number of the Host of the web session.
- **HOST IP:** The IP Address of the Host.
- **HOST USER NAME:** The unique User Name of the Host of the web session.
- **HOST BIRTHDAY:** The birthday of the Host of the web session.
- **HOST AGE:** The age of the Host (based on the “Host Birthday”) at the time of the web session.
- **HOST GENDER:** The gender of the Host of the web session (M=Male, F=Female).
- **CHANNEL ID:** The unique Channel ID assigned by Stickam Worldwide to identify the Host-Chat Session.
- **GUEST START:** The time the user “Joined” the Host-Chat Session in Greenwich Mean Time (GMT).
- **DURATION:** The length of time in minutes the user spent chatting with the Host.
- **GUEST USER ID:** The unique identifying number automatically assigned to a user when he/she registers an account.
- **GUEST USER NAME:** The unique identifying name of the user who “Joined” the Host-Chat Session.
- **GUEST IP:** The Internet Protocol address of the user who joined the Host-Chat Session.
- **GUEST EMAIL:** The email address associated with the account of the user who joined the Host Chat Session.
- **GUEST BIRTHDATE:** The date of birth of the user who joined the Host Chat Session.

- **GUEST USER ID:** The unique identifying number of the person who joined the Host-Chat Session.
- **GUEST GENDER:** The gender of the user who joined the Host Chat session. (M=Male, F=Female).
- **GUEST AGE:** The age of the user who joined the Host Chat session at the time of the session.

#### Chat Rooms

Information pertaining to chat rooms entered by a specific user. This report will not be provided if the user does not enter any chat rooms.

- **USER ID:** The unique identifying number automatically assigned to a user when he/she registers an account
- **TIME START:** The start time of the web session in Greenwich Mean Time (GMT).
- **CHATROOM NAME:** The name of the chat room designated by the chat room Host.
- **USER IP:** The user's Internet Protocol address.
- **DURATION:** The duration of the user's web session in minutes. Logout from a web session is automatic after 15 minutes of inactivity.

#### Admin Records.

Information pertaining to Stickam Worldwide's administrative actions concerning a specific user's account. There report will not be provided if there were no administrative actions concerning the user.

- **ADMIN USER ID:** The unique identification number of the administrative employee.
- **MEMBER USER ID:** The unique identification number of the user.
- **ACTION TIME:** The date and time of the action (GMT).
- **ACTION TYPE:** The type of action taken by the administrative employee.
- **DESCRIPTION:** The corresponding description of the action.

**Media.**

Information pertaining to photographs, videos and audio files (“Media”) uploaded by a specific user. This report will not be provided if the user did not upload or record any media items.

- **USER ID:** The unique identifying number assigned to a user at registration.
- **MEDIA TYPE CD:** The type of media being uploaded (IMG = jpg, VID = videos, AUD = audio, and REC = videos recorded on the Service).
- **MEDIA ID:** The unique identification number of the media item.
- **ADMIN STATUS:** The status of the media item, which is one of the following

0	PREUPLOAD media data has been saved, but nothing further is guaranteed
1	ADMIN VERIFIED
2	ADMIN APPROVED
3	DELETED
4	DISABLED // when account is disabled
5	ADMIN DELETED // when admin deletes file
6	UPLOADING – file is being uploaded
7	CONVERSION PROCESSING – file is being converted
8	CONVERSION FINISHED – file has been converted
9	CONVERSION FAILED file conversion failed.

- **DATE CREATED:** The date the media was uploaded in Greenwich Mean Time (GMT)

### **Emails Sent or Received.**

In the absence of a search warrant, this report will only indicate whether the user received or sent internal email messages.

- **MAILBOX MESSAGE ID:** The unique identifying number automatically assigned to an email message by Stickam Worldwide.
- **DATE SENT:** The date and time the message was sent in Greenwich Mean Time (GMT)
- **MESSAGE SUBJECT:** The subject of the message as designated by the sender.
- **FROM USER ID:** The User ID of the user who sent the message.
- **FROM USER NAME:** The User Name of the user who sent the message.
- **FROM BIRTHDATE:** The birth date of the user who sent the message.
- **FROM GENDER:** The gender of the user who sent the message (M = Male; F = female).
- **FROM AGE:** The age of the user who sent the message on the date sent.
- **TO USER ID:** The User ID of the user who received the message.
- **TO USER NAME:** The User Name of the user who received the message.
- **TO BIRTHDATE:** The birth date of the user who received the message.
- **TO GENDER:** The gender of the user who received the message (M = Male; F = female).
- **TO AGE:** the age of the user on the date the message was sent.
- **TEXT:** the text of the message.

### **Internal Messages Sent/Received.**

This report will only be provided in response to a search warrant, and is supplied in a separate file in the form `mbody $\backslash$ user_name.txt`. Please note the field separator is tab. It will be empty if the previous report "Emails sent or received" is empty

For example of a line in the report

12 <b>How are you</b>

The Mailbox Message ID is 12 and the text of the message begins with "<b>"

#### **Invitations Sent By.**

This information pertains to invitations to register for an account, sent by Stickam Worldwide to third-parties, at the request of a specific user. This report will not be provided if the user did not request invitations be sent.

- **INVITATION ID:** The unique identifying number assigned by Stickam Worldwide to the invitation.
- **LAST UPDATE:** The date and time the Status of the message changed. (Null = first time sent).
- **EMAIL:** The email address to which the invitation was sent.
- **STATUS:** The status of the invitation (0 = sent but not accepted yet, 1 = sent and person registered, 2 = sent and person registered and activated their account).
- **SENT DATE:** The date the invitation was sent in Greenwich Mean Time (GMT).
- **USER ID:** The User ID of the user who requested Stickam Worldwide to send the invitation.

#### **Media Files**

The video and photo files ("Media") uploaded or recorded by the user. This report is present only if the user has created media files. JPEG files are screen shots and images, while FLV files are videos that were either uploaded or recorded by the user.

The media files are located in the **Media** folder

The **Media** folder may contain a subfolder named "Abuse" which contains jpeg images or video clips of live sessions flagged by other Stickam users as being offensive.

## **CONTACT INFORMATION**

### **General Correspondence and Telephone Inquiries**

Stickam Worldwide, Inc.  
444 W. 5th Street, 30th Floor  
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### **Legal Counsel**

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