

LAW ENFORCEMENT GUIDE
FOR
STICKAM.COM

Prepared by Advanced Video Communications, Inc.

TABLE OF CONTENTS

INTRODUCTION	1
WHAT USERS CAN DO ON STICKAM	2
When a user is not logged into Stickam,.....	2
When a user is logged into Stickam.....	2
When a user chooses to “Go Live™” on Stickam,	2
When a user creates a chat room on Stickam.....	3
INFORMATION COLLECTED AND RETAINED BY STICKAM	4
Unverified information provided by Member at registration.....	4
Information generated by Stickam.....	4
User Generated Content.....	4
Administrative Records	4
RETENTION PERIODS AND PRESERVATION REQUESTS	5
Retention Periods.....	5
Preservation Requests	5
REQUESTING INFORMATION COLLECTED AND RETAINED BY THE STICKAM	
WEBSITE.....	6
User Information for <<person of interest>>	6
Web sessions for <<person of interest>> logged into Stickam.....	7
Admin records for <<person of interest>> (member_user_id).....	8
<<person of interest>> went live.....	8
<<person of interest>> joined these host chats	9
These people joined chats of <<person of interest>>	10
Media for <<person of interest>>	11
chatrooms of <<person of interest>>	12
Messages <<person of interest> sent or received.....	12
Internal messages sent/received by <<person of interest>> by MAILBOX_MESSAGE_ID	13
Invitations sent by <<person of interest>>	13
Images uploaded by <<person of interest>>.....	14

CONTACT INFORMATION	15
General Correspondence and Telephone Inquiries	15
Emergency 24 Hour Hotline	15
Legal Counsel	15

INTRODUCTION

Stickam is a web-based interactive multimedia communications service owned and operated by [Advanced Video Communications, Inc.](#) (“AVC”). Stickam provides access to various publishing and communication tools which can be used to publish, display, perform, transmit or otherwise distribute over the Internet, information or content including photographs, pre-recorded audio files, pre-recorded video files, and live streaming video. Stickam also provides users the ability to participate in web-based discussions via Stickam’s instant message service and Stickam’s internal email service.

When a Stickam user registers for a Stickam account, they must select a unique user name which cannot be changed. A unique user ID number is assigned to each user name. All information recorded by Stickam is associated with the unique user ID number assigned to that member by Stickam. Therefore, when requesting information from AVC concerning a particular Stickam member, you must provide us the member’s User Name so that we can determine the User ID number. Please note, Stickam members have the ability to appear on Stickam using a non-unique screen name rather than their unique user name. This screen name will appear in chat sessions with other members. In order to determine the user name associated with the screen name that the member is currently using, you must go to the member’s profile page.

Additionally, AVC does not currently charge members for the use of Stickam, nor does it verify information provided by members during the registration process other than the validity of the member’s email account. This makes it possible for a Stickam member to use a false identity when registering with Stickam.

AVC has prepared this law enforcement guide in order to assist the law enforcement community with their investigations. This guide will explain how Stickam is used as well as assist law enforcement officers in the understanding of the information provided by AVC pursuant to a court order, subpoena, search warrant, etc. We understand that the Stickam application, like many computer programs, can be very confusing to those who have not used it extensively, and that investigating cybercrimes is a new and developing field for law enforcement agencies. Therefore, if you need any additional assistance, please do not hesitate to contact us for further explanation of the Stickam application and the information provided. Our contact information is provided at the end of this guide.

WHAT USERS CAN DO ON STICKAM

Some features of Stickam can be used by anyone, whether or not they are logged in. However, certain features of Stickam can only be accessed by registered members who have logged in.

Most Stickam users use Stickam to “Go Live™” in order to stream live video content to the Stickam community. When a member chooses to Go Live™, he or she is in effect the “Host” of a live video webcast that other members (and sometimes non-members) can “Join” thereby creating an interactive web-based live community where users communicate via the images streaming from their webcams, and/or by instant message.

When a user is not logged into Stickam,

They can do the following:

- Browse media content uploaded by AVC or by other Stickam members, such as photographs and pre-recorded video and audio files.
- Examine Stickam member profiles, including the media content uploaded by the member.
- View live video web-casts provided by a Stickam member unless the video web-cast has been restricted to Stickam members or friends only.
- Enter a live video-chat session provided that the Host of the chat session has not restricted the session to members or friends only.
- Start a live video feed and communicate with the Stickam community via instant message or private message only if the Host allows it.

When a user is logged into Stickam

They can do the following:

- Any of the above.
- Upload media content to Stickam (photos, videos, audio)
- Edit their comments and post comments on other people's profiles.
- Send a limited number of messages per day using Stickam’s internal email service.
- Reply to messages.
- Approve comments (if they have this option in effect).
- Join a chatroom and start their own live video feed and text message.
- Join a user's live session (that user is the “Host”) when the user has restricted the session to Stickam members only or to friends only, and text chat or start a video, if the Host allows it.

When a user chooses to “Go Live™” on Stickam,

They can do the following:

- Broadcast their video feed and control their session (who can watch and enter, restrict their video feed to people who enter, disallow text chatting, disallow private messaging, prevent anyone else from starting a video feed, etc.
- Record a video session and store the video in their media.

- Kick people out of their session (members for an hour, non-members for a day) or ban them permanently.

When a user creates a chat room on Stickam

They can do the following:

- Moderate the room (kick people out of the room).
- Allow other people to moderate the room.
- Password protect the chat room.

INFORMATION COLLECTED AND RETAINED BY STICKAM

Stickam currently collects and retains the following information in its database:

Unverified information provided by Member at registration

- Name, Birth Date, Gender, and location of Member

Information generated by Stickam

- Date Membership profile was created
- Date Membership profile was last edited
- Email Address (verified when active only)
- Country of Member
- IP Logs (IP addresses used to Login, Go Live, Chat Join, and Chatroom)
- Dates and Times of Login, Go Live, Chat Join, and Chatroom)
- Type of Session (Chat, Host Chat, Chatroom)

User Generated Content

- Photo Image Files
- Video Files
- Audio Files
- Internal Email Messages (Note: Stickam does not collect information contained in Member communications via Stickam's instant message system).

Administrative Records

- Administrative records pertaining to a specific member.

RETENTION PERIODS AND PRESERVATION REQUESTS

Retention Periods

AVC retains Stickam user information, IP logs, internal email messages and user generated content for certain periods of time as described below. The retention policy is subject to change without notice (and will likely change) due to system conditions and other circumstances. To assist law enforcement investigations, AVC will retain information scheduled for deletion for longer periods when served a written preservation request.

A. User Information. The information provided by a member during registration is maintained as long as the member has not removed or edited the information, and as long as the member is active and the account is not terminated. Stickam may delete user information if the member account has been deleted, disabled, or banned for 90 days.

B. IP logs. Data pertaining to a user's Login, Go Live, Host Chat, Chat Join, and Chat Room sessions are maintained indefinitely unless manually deleted from the system due to system conditions and other circumstances.

C. Internal Email Message Data. Internal email messages sent and received by a user are retained until the user deletes them. It may be possible to retrieve deleted messages if it still exists in another user's mailbox and we know the user's identity.

D. User Generated Content. User generated content, including recorded video and audio files, and photo images uploaded by a member are maintained as long as the member has not removed them or edited them, and as long as the member is active and the account is not terminated. Stickam may delete user information if the member account has been deleted, disabled, or banned for 90 days.

E. Administrative Records. Administrative records are maintained indefinitely unless manually deleted from the system due to system conditions and other circumstances.

Preservation Requests

AVC will retain Stickam records for active accounts for longer periods of time in order to enable law enforcement 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 AVC preserve the records.

REQUESTING INFORMATION COLLECTED AND RETAINED BY THE STICKAM WEBSITE

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 last page of this guide.

Stickam's privacy policy provides that AVC may provide to Law Enforcement, the Personal Information and Traffic Data concerning a Stickam member, without requiring a subpoena or court order, in AVC's discretion. This policy of providing information without a court order or subpoena is intended to assist in exigent circumstances that may endanger a Stickam member. However, in order to ensure the information provided is admissible in court, it is strongly recommended that a subpoena or search warrant be issued to AVC requesting information about our members. Please consult with your jurisdiction's legal representative in charge of the matter (such as the AUSA, City Attorney, District Attorney, etc.).

Information requested pursuant to a court order, subpoena, search warrant, etc. is provided by AVC in a Microsoft Word document divided into pages with titles. On each of the pages the <<person of interest>> refers to the Stickam member for whom the law enforcement report is being generated. On each page *obs* refers to the observation number of the particular section of the report and either a dot (.) or a blank indicates a missing value. Below is an explanation of each category of information provided as it appears with the titles:

User Information for <<person of interest>>

This is the personal information of the Stickam member of interest)

USER_ID

The unique identifying number automatically assigned to a Stickam member when he/she registers with Stickam.

USER_NAME

The unique identifying name selected by a Stickam member when registering with Stickam.

SCREEN_NAME

Screen_name may or may not be unique and refers to the most recent name used by a Stickam member when using Stickam.

FIRST_NAME

The first name of the Stickam member as provided by that member at registration or subsequent to registration.

LAST_NAME

The last name of the Stickam member as provided by that member at registration or subsequent to registration.

BIRTHDATE_USER

The Stickam member's date of birth which was provided by the Stickam member when registering.

EMAIL

The email address the Stickam member last associated with their account. Email addresses are currently verified by Stickam, therefore they must be valid in order to activate a Stickam membership.

GENDER

The Stickam member's gender (M=Male, F=Female) which was provided by the Stickam member during registration. Currently, all Stickam members must select a gender during registration, but this was not always required.

STATUS

The Stickam member's current status (2=Active, 1= Not Activated, 3=Suspended).

REGISTRATION_DATE

The date and time that the user registered 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 for <<person of interest>> logged into Stickam**USER_ID**

The user_id of the Stickam member when registering with Stickam.

IP

The Internet Protocol address used by the Stickam member.

TIME_START

The start time of the Stickam member's web session in Greenwich Mean Time(GMT) -8.

DURATION

The length of the Stickam member's session in minutes. Logout from a web session is automatic after 15 minutes of inactivity.

Admin records for <<person of interest>> (member_user_id)**ADMIN_USER_ID**

The user id of the admin making the change

MEMBER_USER_ID

The user id of the person of interest.

ACTION_TIME

The date and time of the action (GMT)

ACTION_TYPE

The type of action

DESCRIPTION

The corresponding description of the action

0	Ban Member	1	Disable Member	2	Active Member
3	Flash Ban	4	Flash Unban	5	Flag Member
6	Featured Member	7	Featured Entertainer	8	Edit Profile
9	Sent Mail	10	Account Login	11	Musician Request
12	Creator Request	13	Radio Request	14	Entertainer Request
15	Musician Approved	16	Creator Approved	17	Radio Approved
18	Entertainer Approved	19	Musician Denied	20	Creator Denied
21	Radio Denied	22	Entertainer Denied	23	Password Change
24	Media Updated	25	Verified Email	XX	XXXXXXXXXXXXXX

<<person of interest>> went live

These are times that the person of interest went live as a host

Channel_id

The unique Channel ID assigned by Stickam to identify the Host-chat session.

host_id

The user id of the host (the person of interest)

host_ip

The ip of the host.

host_start_time

The start of the session Greenwich Mean Time (GMT) - 8

host_duration

The length of time the user went live in minutes

total_view_count

The total number of people who viewed the stream (goLive) – including people who joined or just watched. Includes multiple times

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.

<<person of interest>> joined these host chats

These are (Host-chat sessions joined by the Stickam member of interest)

USER_ID

The unique identifying number automatically assigned to the Stickam member of interest when they register with Stickam.

CHANNEL_ID

The unique Channel ID assigned by Stickam to identify the Host-chat session.

User_ip

The Internet Protocol address used by the Stickam member of interest.

revised_date

The start time of the Stickam member’s web session in Greenwich Mean Time (GMT) -8.

visitor_duration

The length of the Stickam member's session in minutes. Logout from a web session is automatic after 15 minutes of inactivity. The session also ends when the member leaves the Host Chat or closes their browser.

HOST_NAME - sorted by this field and then by revised date

The unique identifying name selected by the Stickam member with whom the person of interest is chatting.

Host_id

The unique User ID of the Host.

Host_ip

The IP Address of the Host

Email

The email address of the Host.

Host_Birthday

The Host's birthday as provided by the Host at registration.

Gender

The Host's gender as provided by the Host at registration. (M=Male, F=Female)

Age

The age of the Host (based on the "Host Birthday") at the time of the session.

These people joined chats of <<person of interest>>

These are host Chat sessions hosted by the Stickam member of interest.

user_id

The unique User ID of the person who joined the chat

channel_id

The unique Channel ID assigned by Stickam to identify the Host-chat session.

Revised_date

The time the person started chatting with the host (person of interest) in Greenwich Mean time (GMT) -8.

Duration

The length of time in minutes the person spent chatting with the host

User_name

The "User_name" of the person who joined the Host Chat session.

User_ip

The Internet Protocol address of the person who joined the Host Chat session.

Email

The email address of the person who joined the Host Chat session.

Birthdate

The date of birth of the person who joined the Host Chat session.

Gender

The gender of the person who joined the Host Chat session. (M=Male, F=Female)

Age

The age of the person who joined the Host Chat session at the time of the session.

Media for <<person of interest>>

These are media records for all items uploaded by the user

USER_ID

The user id of the person of interest

MEDIA_TYPE_CD

The type of media being uploaded (IMG for jpg, VID for videos, AUD for audios, and REC for videos recorded on Stickam)

MEDIA_ID

The unique media id

ADMIN_STATUS

The status of the media item

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, used to monitor content rating stats
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 Greenwich Mean Time (GMT) -8

chatrooms of <<person of interest>>

These are chat rooms that the member of interest entered.

User_id

The unique identifying number automatically assigned to the Stickam member of interest when they registered with Stickam.

Time_start

The start time of the Stickam member of interest's web session in Greenwich Mean Time (GMT) -8.

Chatroom Name

Name of chatroom designated by chatroom Host

User_ip

The Internet Protocol address used by the Stickam member of interest.

Duration

The length of the Stickam member's session in minutes. Logout from a web session is automatic after 15 minutes of inactivity.

Messages <<person of interest> sent or received

This includes everything except the Content of internal email messages (between users) sorted chronologically.

Mailbox Message ID

The unique identifying number automatically assigned to an email message by Stickam.

Date_sent

The date and time the message was sent in Greenwich Mean Time (GMT) -8.

Message_subject

The subject of the message designated by the sender

From_user_id

The User ID of the member who sent the message.

from_user_name

The username of the person sending the message

from_birthdate

The birthdate of the user sending the message

from_gender

The gender of the person sending the message (M or F for male or female).

From_age

The age of the sender on the date sent.

To_user_id

The User ID of the member who received the message.

to_user_name

The username of the person receiving the message

to_birthdate

The birthdate of the user receiving the message

to_gender

The gender of the person receiving the message (M or F for male or female).

to_age

The age of the sender on the date sent.

Internal messages sent/received by <<person of interest>> by MAILBOX_MESSAGE_ID

The Field separator is €.

These are the messages sent or received by the person of interest, ordered by mailbox_message_id (the number appearing before the separator character). For example

12€13€How are you

The message id is 12 and the text of the message begins with ""

Invitations sent by <<person of interest>>

(Record of invitations to become a Stickam member sent by Stickam to third parties at the request of the Stickam member of interest) – not present if there were no invitations.

Invitation ID

The Unique ID assigned by Stickam 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 Stickam member of interest requested Stickam send the invitation

Status

The status of the invitation (0=sent but not accepted yet, 1=sent and person joined, 2=sent and person joined and activated their account)

Sent Date

The date the invitation was sent in Greenwich Mean Time (GMT) -8.

User ID

The User ID of the member who requested Stickam to send the invitation

Images uploaded by <<person of interest>>

The media items uploaded by the person of interest.

CONTACT INFORMATION

General Correspondence and Telephone Inquiries

Mailing Address:

Advanced Video Communications, Inc.
633 W. 5th Street, Suite 6800
Los Angeles, CA 90071

Telephone: (213) 228-8761

Facsimile: (213) 627-7378

Emergency 24 Hour Hotline

To contact a Stickam Site Monitor in an emergency, please call: (213) 228-8773

Legal Counsel

Please send legal process (subpoenas, Search Warrants, Court Orders, etc.) to our Legal Counsel and follow up with a telephone call to confirm receipt.

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