

Hi,

Thank you for your email, and we apologize for the frustration that you are experiencing. Our product support team is currently looking into the problem further.

It sounds like you may have installed one of our partner applications that displays Open App Media advertising or some other type of ad injection product. One (or some) of these applications will need to be uninstalled or disabled so our advertisements no longer appear. Without having more information from you, these applications could include:

- FaceTheme
- GetDislikeButton
- FriendsChecker
- Buzzdock
- DropInSavings
- UnfriendApp
- DropDownDeals
- ExFriendAlert
- DealPly
- UnfriendTool
- Search Deals
- Social Search Toolbar
- Secure Web
- Face-Rage

- BestVideoDownloader
- Mixidj
- ProVideoDownloader
- PageRage
- Bubble Trouble
- TV Genie
- WhiteSmoke Toolbar
- Spy Guard
- Info Seeker
- Wajam
- Safe Monitor
- WebCake
- Spy Alert
- Visual Bee
- Movie Mode
- Radsteroids
- Search Donkey
- Record Checker
- Spy Lookout
- Lights Off
- Safe Web
- Search Donkey
- Feedback Alert
- Sexy Tube
- Disturbicons
- KeyBar
- Attraction Alert
- Delta Toolbar
- Share Anything

• Tube Dimmer

• Websteroids

• Updater

*WP? or updates*

**On Windows computers, there are several ways to uninstall our products. You can try any of these:**

1. In Windows:

- Click: **Click Start > Control Panel > Add / Remove Programs > [Program Name] > Uninstall**

2. In Microsoft Internet Explorer (IE) you can disable or remove the Add-On.

- Click: **Tools > Manage add-ons > [Program Name] > Disable**

3. In Mozilla Firefox, you can disable any Extensions that may have been installed.

- Click: **Add-ons > Extensions > Disable**

4. In Google Chrome, you can disable any Extensions that may have been installed.

- Type: **chrome//extensions/** into your browser window > click the trashcan next to the name of the program

If none of these programs are listed on your computer, it is our recommendation that you go through the list of add-ons that are enabled on your browser and systematically turn each one on and off until you can determine which one is causing the problems that you are experiencing. Once you have determined which program it is, we recommend that you uninstall it from your computer.

Please let me know if this is not clear or if we can be of further help, and again, sorry about the problems you are experiencing.

Sincerely,

Open App Media Support Team

**Terry Shook**

10/11/11 10:57 AM

You have no right to contaminate computers with your adds. Then you have the gall to tell them that if they do anything with cookies that you will come back. I have turned your damn adds off three times today and walla. The keep coming back.

I will make it a point to avoid any advertiser that I see in one of your adds. Be sure to tell your clients about this type of warning -- I'm sure I am not the first.

Terry Shook

Pissed off computer user.