

IN THE SUPERIOR COURT OF FULTON COUNTY
STATE OF GEORGIA **FINAL ORDER**

STATE OF GEORGIA, ex rel.,
JOSEPH B. DOYLE, ADMINISTRATOR
of the FAIR BUSINESS PRACTICES ACT

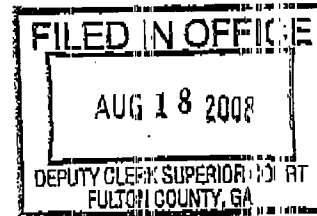
Plaintiff,

V.

CARY V. QUATTROCCHI, BENNY W.
BUTLER, USSO, LLC, ATLANTA SC, INC.
and IGOVINCENT, INC.

Defendants.

CIVIL ACTION FILE
NO. 2007CV134640



CONSENT ORDER

NOW THEREFORE, the Court orders as follows:

1.

Igovincent, Inc. is the successor corporation to Defendant USSO LLC, and it is hereby added as a Defendant in the present action pursuant to the agreement of the parties and O.C.G.A. § 9-11-21.

2.

CASC, Inc. and Tandora, Inc., provide skydiving services similar to defendant Atlanta SC, Inc. Taparu, LLC. d/b/a ThrillPlanet.com, and Adventure Sports, LLC are corporations owned or operated by either Defendant Cary V. Quattrocchi or Defendant Benny W. Butler which provide services similar to those described in the present action, and they are hereby added as Defendants in the present action pursuant to the agreement of the parties and O.C.G.A. § 9-11-21.

3.

Defendants USSO LLC, Igovincent, Inc., Cary V. Quattrocchi, Benny W. Butler, Taparu

Inc. d/b/a ThrillPlanet.com and Adventure Sports, LLC shall be referred to herein as the "SkyRide Defendants," and Defendant Atlanta SC, Inc., CASC, Inc., and Tandora, Inc. shall be referred to herein as "Defendant Atlanta SC".

4.

The SkyRide Defendants and Defendant Atlanta SC are enjoined from violating the Georgia Fair Business Practices Act of 1975 ("FBPA"), O.C.G.A. §§ 10-1-390 through 10-1-407.

5.

The SkyRide Defendants and Defendant Atlanta SC are hereby ordered to respond to all requests for information and documents made by the Governor's Office of Consumer Affairs ("OCA") regarding the monitoring of the SkyRide Defendants and Defendant Atlanta SC's compliance with the FBPA and the terms of this Order, within the time period set forth by OCA. The OCA shall have the sole discretion to extend the time for a response to a request for information and documents from the SkyRide Defendants and Defendant Atlanta SC.

6.

The SkyRide Defendants are hereby enjoined from representing or otherwise allowing the consumer to believe that the time, date, and adventure sport or experience requested by the consumer have been confirmed and the requested reservation or appointment has been made with an affiliate, partner, or vendor when it has not been so confirmed or made.

7.

Except for the purchase of a gift certificate, the SkyRide Defendants are hereby enjoined from requesting or otherwise receiving payment information from a consumer unless and until the SkyRide Defendants have verified the availability of the time, date, and adventure sport or experience requested by the consumer with the affiliate, partner, or vendor who will be providing the requested service.

8.

Prior to receiving or requesting payment information from a consumer, the SkyRide Defendants are hereby ordered to provide accurate information to consumers concerning the approximate driving distance from the location where the consumer will be traveling to the site where services are to be provided. In calculating the approximate driving distance, the SkyRide Defendants shall use the physical street addresses for the consumer and the affiliate, partner, or vendor. If one or both of the physical street addresses are not available, the SkyRide Defendants shall use the zip codes of the consumer and the affiliate, partner, or vendor.

9.

Prior to receiving or requesting payment information from a consumer, the SkyRide Defendants are hereby ordered to provide the consumer with the approximate driving distance and state of the site where the consumer will be receiving services or, in the case of the purchase of a gift certificate, the driving distance and state where the gift certificate may be redeemed by the purchaser or recipient of the gift certificate. In addition, with respect to gift certificates, the SkyRide Defendants shall inform consumers that some of the adventure sports or experiences have limited availability at certain times of the year and that, in order to increase the likelihood that a requested schedule will be confirmed, gift certificate holders should make scheduling requests at least thirty (30) days in advance of the requested date, time, and adventure sport or experience and provide at least two (2) alternate dates.

10.

Except for the purchase of a gift certificate, the SkyRide Defendants are hereby enjoined from processing payment or otherwise requiring payment from a consumer unless the requested reservation or appointment has been made with the affiliate, partner, or vendor and within 24

hours of processing payment, the time, date, and adventure sport or experience requested by the consumer has been confirmed in writing to the consumer. At a minimum the written confirmation shall include the vendor name, business address, telephone number, and the location or area (e.g. the "Kennesaw Mountain area" or the "metropolitan Atlanta area") where the adventure sport or experience will occur, if different than the business address of the vendor.

11.

Except for the purchase of a gift certificate, if the SkyRide Defendants cannot confirm the time, date, and adventure sport or experience with the affiliate, partner, or vendor requested by the consumer within twenty-four (24) hours of the consumer's request, the SkyRide Defendants are hereby ordered to contact the consumer and provide the consumer with the following options: (a) the consumer can select a different time, date, adventure sport or experience, or affiliate, partner, or vendor for the requested service; (b) the consumer can purchase a gift certificate which is good for two years from the date it is issued by the SkyRide Defendants at any of its affiliates, partners, or vendors; or (c) the consumer can cancel the request and will not be charged any amount or fees for the cancellation.

12.

With respect to gift certificates, the SkyRide Defendants are hereby ordered to contact the consumer (whether the consumer be the original purchaser or current holder of the gift certificate) to inform him as to the status of any scheduling request within twenty-four (24) hours after receiving said scheduling request from the consumer. Within seven (7) days after receiving a scheduling request, the SkyRide Defendants shall contact the consumer by telephone and in writing to confirm at a minimum the time, date, and adventure sport or experience and the vendor name, business address, telephone number, and the location or area (e.g. the "Kennesaw Mountain area" or the "metropolitan Atlanta area") where the adventure sport will occur, if

different than the address of the vendor. If the scheduling request cannot be confirmed at the end of the seven (7) day period, the consumer shall be notified of this fact and apprised of his options which shall include: (a) further efforts by the SkyRide Defendants to confirm the customer's requested schedule; (b) the consumer's selection of an alternate time and date for the requested activity, as well as the possible selection of an alternate activity of the same value; (c) other compensatory arrangements agreeable to the consumer; or (d) if the customer has made the scheduling request at least thirty (30) days in advance of the requested date and time for the adventure sport or experience, a full refund of the purchase price of the gift certificate without any amounts or fees deducted therefrom.

13.

If at the time the holder of a gift certificate attempts to redeem said gift certificate and the holder determines that there are no affiliates, partners, or vendors within a reasonable distance from his physical address to schedule their adventure sport or experience, the SkyRide Defendants are hereby ordered to provide the holder of the gift certificate with the option to receive a full refund of the purchase price of the gift certificate without any amounts or fees deducted therefrom.

14.

The SkyRide Defendants are hereby enjoined from charging any additional fees for the purchasers or holders of gift certificates to schedule a reservation, appointment, or redeem said gift certificates.

15.

The SkyRide Defendants and Defendant Atlanta SC are hereby enjoined from providing consumers with untrue or inaccurate information concerning the reasons that their reservations or appointments that were previously confirmed by the SkyRide Defendants or Defendant Atlanta

SC have been canceled or must be otherwise changed or altered.

16.

The SkyRide Defendants are hereby ordered to provide accurate information to consumers concerning the hours and days of the week that consumers can reach a live representative at the SkyRide Defendants' call/reservation center. Within sixty (60) days of the entry of this Order, the SkyRide Defendants are further ordered to post in a conspicuous location on the "Terms and Conditions" page of each of their Web sites the hours and days of the week that consumers can reach a live representative at their call/reservation center. The terms and conditions page shall be accessible through a link entitled "Terms and Conditions," which link shall appear on the home page of each of their Web sites. The SkyRide Defendants shall be required to post said information on the "Terms and Conditions" page of their Web sites for up to one hundred and twenty (120) days of the entry of this Order. Within one hundred and twenty (120) days of the entry of this Order, the SkyRide Defendants are hereby ordered to post in a conspicuous location on the "About Us" or "Contacts" page of their Web sites the hours and days of the week that consumers can reach a live representative at the SkyRide Defendants' call/reservation center. The "About Us" or "Contacts" page shall be accessible through a link entitled either "About Us" or "Contact Us," which link shall appear on each page of their Web sites.

17.

The SkyRide Defendants are hereby enjoined from representing that they have affiliations, partnerships, or business relationships with companies or vendors with which they have no legally enforceable agreement to provide services to consumers prior to any representation.

18.

The SkyRide Defendants are hereby ordered to provide consumers with accurate information concerning the number of affiliates, partnerships, or vendors that they can utilize to

book events and where consumers can redeem gift certificates issued by the SkyRide Defendants, including the approximate driving distance where services may be provided and the type of services available.

19.

The SkyRide Defendants and Defendant Atlanta SC are hereby enjoined from stating or representing that any of their employees are affiliated with, licensed or certified by any organization unless such statement or representation is truthful.

20.

The SkyRide Defendants are hereby ordered to provide accurate information to consumers concerning the physical address, telephone number, and any additional contact information for their corporate headquarters. Within sixty (60) days of the entry of this Order, the SkyRide Defendants are further ordered to post in a conspicuous location on the "Terms and Conditions" page of each of their Web sites the physical address, telephone number, and any additional contact information for their corporate headquarters. The terms and conditions page shall be accessible through a link entitled "Terms and Conditions," which link shall appear on the home page of each of their Web sites. The SkyRide Defendants shall be required to post said information on the "Terms and Conditions" page of their Web sites for up to one hundred and twenty (120) days of the entry of this Order. Within one hundred and twenty (120) days of the entry of this Order, the SkyRide Defendants are hereby ordered to post in a conspicuous location on the "About Us" or "Contacts" page of their Web sites the physical address, telephone number, and any additional contact information for their corporate headquarters. The "About Us" or "Contacts" page shall be accessible through a link entitled either "About Us" or "Contact Us," which link shall appear on each page of their Web sites.

21.

Within sixty (60) days of the entry of this Order, Defendant Atlanta SC is hereby ordered to post the physical address to which consumers will need to travel in order to receive services from Defendant Atlanta SC, as well as the physical address, telephone number, and any additional contact information for its corporate headquarters on the "Contacts" page of its Web site. The contacts page will be accessible through a link entitled "Contact Us," which link shall appear on each page of Defendant Atlanta SC's Web site.

22.

Within sixty (60) days of the entry of this Order, Defendant Atlanta SC is hereby ordered to post in a conspicuous location on the Directions page of its Web site the approximate driving distance to the location where consumers will be receiving services for the cities listed on its directions page.

23.

The SkyRide Defendants are hereby enjoined from permitting, instructing, ordering, or otherwise allowing their employees, representatives, agents, or independent contractors to state or otherwise lead consumers to believe that they have personally participated in the adventure sport or experience unless they have actually participated in such adventure sport or experience.

24.

The SkyRide Defendants are hereby enjoined from permitting, instructing, ordering, or otherwise allowing their employees, representatives, agents, or independent contractors to state or otherwise lead consumers to believe that they should purchase an adventure sport package or experience because the quoted price for an adventure sport package or experience is a special or discounted price that will expire, unless said statement is true.

25.

The SkyRide Defendants are hereby ordered to disclose the possible reasons for the cancellation of confirmed reservations and that refunds may not be available if a reservation is cancelled by the SkyRide Defendants or the vendor. The disclosure must be made prior to purchase of the adventure sport or experience.

26.

If a consumer agrees voluntarily to provide an alternate date for the adventure sport or experience that they are reserving, the SkyRide Defendants are hereby enjoined from requiring the consumer to take the adventure sport or experience on that alternate date if the consumer's primary date is not available.

27.

The SkyRide Defendants are hereby enjoined from representing that they own or operate the facilities at which consumers will be participating in an adventure sport or experience, or that they employ the individuals at said facilities, unless such representations are true.

28.

The SkyRide Defendants and Defendant Atlanta SC are hereby enjoined from using language, trademarks, logos, or other images on their Web sites that may cause confusion as to the affiliation, partnership, sponsorship, or business relationship with a university or college, unless such affiliation, partnership, sponsorship, or business relationship with the university or college exists.

29.

The SkyRide Defendants and Atlanta SC are hereby enjoined from adopting a refund policy that violates the terms of this Order.

30.

If the SkyRide Defendants or Defendant Atlanta SC violates any term of this Order or any of their own internal policies and procedures at any time during their contact with a consumer, the SkyRide Defendants and Defendant Atlanta SC are hereby ordered to provide that consumer with a full refund of the purchase price and are hereby enjoined from charging any amount or fee for the consumer to receive said refund.

31.

Refunds required by this order in paragraphs 13 and 30, or granted per the SkyRide Defendants or Defendant Atlanta SC's refund policy shall be provided within ten (10) business days of the refund request and consumers shall not be required to complete any additional steps or forms to receive said refund.

32.

Within sixty (60) days of the entry of this Order, the SkyRide Defendants shall post conspicuously on their Web sites a clearly written policy concerning the availability of refunds. Such policy concerning refunds will be immediately accessible via a link to the "Terms and Conditions" page of each of the SkyRide Defendants' Web sites, to which consumers are directly referred by a conspicuously placed hyperlink or other symbol or phrase, located at the bottom of the home page of the Web sites, and set in the same size font/character type as that used in the main body of the page's content. Furthermore, a link to the policy concerning refunds via a "Terms and Conditions" link, shall be posted on the home page of the SkyRide Defendants' Web sites. Moreover, the policy concerning refunds shall be listed as the first term on the "Terms and Conditions" page.

33.

Within sixty (60) days of the entry of this Order, Defendant Atlanta SC shall post

conspicuously on its Web site and at the location where payment for services will be accepted from consumers a clearly written policy concerning the availability of refunds. Such policy concerning refunds will be immediately accessible via a link to the "Terms and Conditions" page of Defendant Atlanta SC's Web site, to which consumers are directly referred by a conspicuously placed hyperlink or other symbol or phrase, located at the bottom of each page of the Web site, and set in the same size font/character type as that used in the main body of the page's content. Furthermore, a link to the policy concerning refunds via a "Terms and Conditions" link, shall be posted on the "Contact Us" page of Defendant Atlanta SC's Web site. Moreover, the policy concerning refunds shall be listed as the first term on the "Terms and Conditions" page.

34.

The SkyRide Defendants are hereby ordered to provide in an attachment physically joined to their gift certificates their entire refund policy consistent with this Order, including, but not limited to, the contact information to request a refund, the process, limitations, and conditions for receiving a timely refund. The SkyRide Defendants shall further post in a conspicuous location on their gift certificates language that informs consumers that some of the adventure sports or experiences have limited availability at certain times of the year and that, in order to increase the likelihood that a requested schedule will be confirmed, gift certificate holders should make scheduling requests at least (30) days in advance of the requested date, time, and adventure sport or experience and provide at least two (2) alternate dates.

35.

Within one hundred and twenty (120) days of the entry of this Order, the SkyRide Defendants are ordered to post in a conspicuous location on the about us page of each of their Web sites a statement that the SkyRide Defendants serve only as a booking agent for affiliates, partners, or vendors available to provide the requested services. The about us page shall be

accessible through a link entitled "about us," which link shall appear on each page of their Web sites.

36.

Within thirty (30) days of the entry of this Order, the SkyRide Defendants and Defendant Atlanta SC are hereby ordered to provide the Governor's Office of Consumer Affairs with a complete list of all of their Web sites and are hereby ordered to update this list with the Governor's Office of Consumer Affairs on a quarterly basis thereafter for two (2) years.

37.

Within thirty (30) days of the entry of this Order, the SkyRide Defendants and Defendant Atlanta SC are ordered to create and implement policies and procedures consistent with the terms of this Order, including, but not limited to, policies requiring the intake, response and final decision regarding resolution of consumers' complaints within seven (7) business days of intake. All employees and/or independent contractors acting on behalf of the Defendants are to be trained in, and required to abide by, these policies and procedures.

38.

Within thirty (30) days of the entry of this Order, the SkyRide Defendants and Defendant Atlanta SC are hereby ordered to review all policies, procedures, and this Order with each principal, officer, director, employee or agent with supervisory authority or with oversight responsibility for training or managing salespersons, booking agents, reservationists, and sales and customer service representatives (including those whose responsibilities involve responding to customer inquiries and/or complaints, and processing customer purchases and/or refunds).

39.

The SkyRide Defendants are hereby ordered to allow representatives of the Governor's Office of Consumer Affairs to "test shop" the purchase of adventure trips and/or packages via the

SkyRide Defendants' businesses for the next two (2) years, up to two (2) times per year, and for no more than two (2) tickets per "test shop" for the same date, time, adventure sport, and vendor, i.e., representatives of the Governor's Office of Consumer Affairs shall pose as actual consumers, and go through the entire process of purchasing adventure packages and/or trips through the SkyRide Defendants' customer service agents or other representatives. After being informed by the Governor's Office of Consumer Affairs that the particular "test-shop" purchases were not actual purchases, the SkyRide Defendants are hereby ordered to "unwind" or cancel these transactions, including but not limited to all booking fees or other costs associated with the completion of any purchase. To "unwind" a "test shop", the Governor's Office of Consumer Affairs shall notify the SkyRide Defendants that it has conducted and completed a "test shop". This contact shall be made as soon as possible after completion of the test shop by placing a telephone call to 1-800-372-1254 and notifying the on-duty Customer Service Manager of the "test-shop" and identifying the specific transaction that must be cancelled.

40.

The SkyRide Defendants and Defendant Atlanta SC are hereby ordered to provide to the Governor's Office of Consumer Affairs, for a period of one (1) year from July 1, 2008, a quarterly report containing the names, addresses and telephone numbers of all consumers who make written complaints that Defendants or any of their employees or agents are aware of (whether via letter, facsimile, electronic mail, or filed with the Better Business Bureau) to or about the SkyRide Defendants or Defendant Atlanta SC regarding the SkyRide Defendants or Defendant Atlanta SC's business practices, along with information on all actions taken by the SkyRide Defendants or Defendant Atlanta SC to address and resolve said complaints. The first report, covering the period from July 1, 2008, through September 30, 2008, shall be filed no later

than October 31, 2008. Each quarterly report thereafter shall be filed no later than thirty (30) days from the end of the quarter, with the final report to be filed no later than July 31, 2009.

41.

The SkyRide Defendants are hereby ordered to pay restitution to the consumers listed in Exhibit "A" attached hereto. The SkyRide Defendants shall have twelve (12) months from the entry of this Order to provide restitution to the consumers listed in Exhibit "A," but shall make a good faith effort to provide restitution to one-half of the consumers listed in Exhibit "A" within six (6) months from the entry of this Order. On a quarterly basis for the next twelve (12) months from the entry of this Order, the SkyRide Defendants shall provide to the Governor's Office of Consumer Affairs copies of bank documents, including cancelled checks (front and back), monthly balance statements, certified money order receipts, and/or other records that confirm the payment of refunds, in the full amounts as shown, to each consumer listed in Exhibit "A" attached hereto. Such amounts may be offset only to the extent that the SkyRide Defendants can produce records showing prior refunds (whether full or partial) paid, or the consumer's express acceptance of some other form of resolution to his matter with the SkyRide Defendants. If any payment to an affected consumer is returned as undeliverable, the SkyRide Defendants shall take or cause reasonable steps to be taken, including skip tracing, to locate the affected consumer. If, thereafter, the affected consumer or other consumer still is not located (or an affected consumer's or other consumer's check is not cashed within two months), any funds payable under this Paragraph or due to such affected consumer whose last known address is not deliverable, pursuant to this Order, shall be provided to the Governor's Office of Consumer Affairs to be delivered to the Georgia Commissioner of Revenue pursuant to the provisions of the "Disposition of Unclaimed Property Act", O.C.G.A. § 44-12-190, et seq., to be processed as set forth in that Act. The SkyRide Defendants shall provide whatever available information is requested by the

Commissioner to handle the funds as unclaimed property. The SkyRide Defendants shall deliver the cashier's or certified check and a report to the Governor's Office of Consumer Affairs on a quarterly basis from the date of entry of this Order, which details the amount to be delivered to the Commissioner for treatment as unclaimed property under the above referenced statute.

42.

Defendant Atlanta SC is hereby ordered to pay restitution totaling Six Hundred and Forty Dollars (\$640.00) to the consumers listed in Exhibit B" attached hereto. Within sixty (60) days from the entry of this Order, Defendant Atlanta SC shall provide to the Governor's Office of Consumer Affairs copies of bank documents, including cancelled checks (front and back), monthly balance statements, certified money order receipts, and/or other records that confirm the payment of refunds, in the full amounts as shown, to each consumer listed in Exhibit" E" attached hereto. Such amounts may be offset only to the extent that Defendant Atlanta SC can produce records showing prior refunds (whether full or partial) paid, or the consumer's express acceptance of some other form of resolution to his matter with Defendant Atlanta SC. If any payment to an affected consumer is returned as undeliverable, Defendant Atlanta SC shall take or cause reasonable steps to be taken, including skip tracing, to locate the affected consumer. If, thereafter, the affected consumer or other consumer still is not located (or an affected consumer's or other consumer's check is not cashed within two months), any funds payable under this Paragraph or due to such affected consumer whose last known address is not deliverable, pursuant to this Order, shall be provided to the Governor's Office of Consumer Affairs to be delivered to the Georgia Commissioner of Revenue pursuant to the provisions of the "Disposition of Unclaimed Property Act", O.C.G.A. § 44-12-190, et seq., to be processed as set forth in that Act. Defendant Atlanta SC shall provide whatever available information is requested by the Commissioner to handle the funds as unclaimed property. Defendant Atlanta SC shall deliver the

cashier's or certified check and a report to the Governor's Office of Consumer Affairs within ninety (90) days from the entry of this Order, which details the amount to be delivered to the Commissioner for treatment as unclaimed property under the above referenced statute.

43.

Within thirty (30) days of the entry of this Order, the Defendants are hereby ordered to pay to the Plaintiff a civil penalty in the amount of Five Thousand Dollars (\$5,000.00) and investigative costs in the amount of Five Thousand Dollars (\$5,000.00).

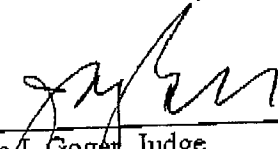
44.

If Defendants fail to pay restitution as provided in paragraphs 41 and 42, upon motion by the Administrator, a judgment in the amount of \$375,000.00 will be entered against them jointly and severally, and the amount collected by the Administrator shall be distributed as restitution to customers of Defendants. The balance remaining, if any, may be reserved by the Administrator for future compliance monitoring and enforcement actions against Defendants.

45.

The Court retains continuing jurisdiction over the SkyRide Defendants and Defendant Atlanta SC to ensure compliance with this order and future compliance with the Georgia Fair Business Practices Act of 1975, O.C.G.A. § 10-1-390 through 10-1-407.

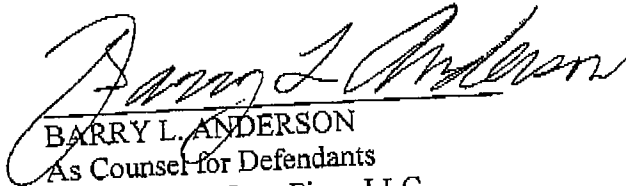
SO ORDERED this 18 day of August 2008.



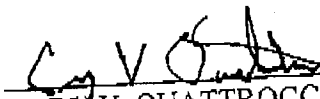
John J. Goger, Judge
Fulton County Superior Court

CONSENTED TO BY:


Defendants:



BARRY L. ANDERSON
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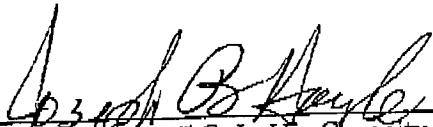


CARY V. QUATTROCCHI, In His
Individual Capacity, and on Behalf of
The SkyRide Defendants and Defendant Atlanta SC

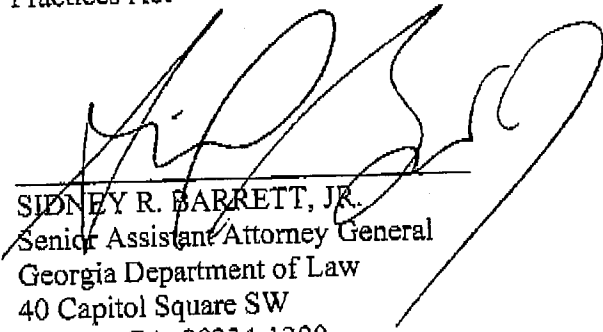


BENNY W. BUTLER, In His
Individual Capacity and on Behalf of
USSO, Inc.

For Plaintiffs:



JOSEPH B. DOYLE, In His Capacity
As Administrator of the Fair Business
Practices Act



SIDNEY R. BARRETT, JR.
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40 Capitol Square SW
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(404) 656-3202

EXHIBIT A

USSO, LLC d/b/a 1-800-Sky-Ride, Adventure SkyDiving, Scaring Sports, Thrill Planet and Atlanta Skydiving Center Customer Complaints - NOT RESOLVED									
Name	Complaint Made To	Company/Entity	Amount Paid	Date Paid	Complaint	Refund Amount	Refund Date	Check Information	Conf
Acovado, Jacqueline	BBB	1-800-Sky-Ride	\$150.00	Dec. 2005	no local vendors as adv./failure to ref. calls	\$150.00	5/13/2008	co rpld to BBB ref issued	
Agrawal, Anuj	BBB	1-800-Sky-Ride		7/28/2006	Fake booking-failure to refund				
Andreas, Lisa	BBB	1-800-Sky-Ride	\$144.00	5/6/2006	Fake booking-cust went to airport no res				
Archo, Marisol A.	BBB	1-800-Sky-Ride	\$761.80	Feb-05	Fake booking-cust could not get CS at Co.			co rpld to BBB ref. whb issued	
Apple, David	BBB	1-800-Sky-Ride	\$690.00		fake booking/cancel/no CS callback				
Applebaum, Daniel	OCA & BBB	1-800-Sky-Ride	?	2005?	no local vendors as advert/GC exp.	\$175.00		co claims ref. T. Martinez on 9/27/07	
Askar, Mhrde /Greg Sultan, Esq.	BBB	1-800-Sky-Ride	\$70.00	11/30/2005	Fake booking-cust could not get CS at Co.				
Ayoub, Lina	AG	1-800-Sky-Ride	\$360.00	7/1/2005	Event cancelled numerous times, no ref.				
Back, Tamra	BBB	1-800-Sky-Ride	\$600.00	6/22/2006	fake booking & cancellation x2				
Baird, Rachael Anne	BBB	1-800-Sky-Ride		6/22/2005	mult fake cancellations-refused to give vendor contact information				
Baker, Stephen	BBB (Co)	1-800-Sky-Ride	\$405.00	8/1/2006	fake booking/mult cancellations				
Balassone, Robyn	BBB	Thrill Planet	223.65 CAD	Oct 2007(?)	no local providers as advertised				
Banks, Justin	BBB	Thrill Planet			fake cancellations/won't extend GC time				
Barrow, Maria	BBB	1-800-Sky-Ride	\$404.30	2/27/2007	co charged 3x for 1 jump (for 2 people)				
Beck, William & Julia	OCA	Thrill Planet	\$1,138.30	9/7/2007	fake booking/cancellations	\$384.30	9/1/2006	co told BBB that ref. whb issued	
Belanger, Laura Hewlette	BBB	1-800-Sky-Ride	\$800.00	Aug-05	Co charged 2xs-took 3 wks to ref. CS so had cust wants full ref.	\$400.00			
Bennett, Alyson	BBB	1-800-Sky-Ride	\$404.30	8/9/2006	Skyride changed date/fake booking	\$404.30	9/12/2006	co claims cc ref.	
Bennell, Kevin Justin	BBB	1-800-Sky-Ride	\$404.30	9/27/2006	fake booking/failure to schedule	\$404.30	11/8/2006	co claims cc ref.	

Bizzotto, Luca	BBB (Co)	1-800-Sky-Ride	\$306.60	Aug. 2007	fake booking				co told BBB that ref. w/b issued
Blanchard, Conryn	BBB (Co)	1-800-Sky-Ride	\$495.00	Dec. 2006?	fake booking				
Blankenmeyer, Holly	BBB	1-800-Sky-Ride		12/1/2003	no local vendors as adv.-no notice of seasonal-co w/b ext. GC				
	BBB	1-800-Sky-Ride		2/6/2007	failure to comm. lbs restriction; misrepd				co claims cr ref.
	BBB	1-800-Sky-Ride		11/2/2006	fake first weather cancellation/no conf.	\$404.30	12/1/2006?	ck neg?	
Brooks, Christopher E. (jr.)	BBB	1-800-Sky-Ride	\$400.00	2/28/2005	no local providers as advertised			co claims refund issued & ck cleared	
Brown, Dennis Thomas	BBB	1-800-Sky-Ride	\$175.00	June 2006?	fake booking/fake cancellation	\$223.65	8/23/2006	co told BBB that ref. w/b issued	
Sholz, Nancy	BBB	1-800-Sky-Ride		5/9/2007	fake book? Can't get GS to resched.				
Buck, Sheila	BBB (Co)	1-800-Sky-Ride	\$420.00	12/16/2001	did not discd. purchase non-refundable				
Burns, Jami	BBB	1-800-Sky-Ride	\$225.00	6/12/2003	event not sel w/vendor-cc charged	\$198.45	12/8/2006	skyrite ck neg. ?	
Burns, Thomas	BBB	1-800-Sky-Ride	\$198.45	9/7/2005	fake booking/cancellation-co refused to give vendor contact info				
Burnell, Tyricka	BBB	1-800-Sky-Ride	\$325.00	6/30/2005	No local vendors as adv., failure to provide vendor info to consumer				
Burton, Alyce T.	BBB	Thrill Planet	\$556.00	12/5/2006	fake booking/failure to schedule	\$340.50		cust d/n agree to 25% fee	cust d/n agree to 25% fee \$10/1.08 bal.
Bulet, Jennifer Marie	BBB	1-800-Sky-Ride	\$454.00	Dec. 2004?	want bird vendor no longer in network				
Yitral, Joy	BBB	1-800-Sky-Ride		6/19/2006	cust cancelled ride a week before-co refused to give vendor info	\$303.22	7/7/2006		
Callahan, Jenny	BBB	1-800-Sky-Ride	\$404.30	4/28/2006	fake booking/cancellation-co refused to give vendor contact info				co told BBB that ref. w/b issued
Cassant, Kristen	BBB	1-800-Sky-Ride	\$209.00	Mar-06	failure to send voucher, vendor left network, no local vendor as adv				co told BBB that cust. Rcvd services
Catalano, Josie	BBB	1-800-Sky-Ride	\$404.30		fake booking/no local vendor as adv			co wants customer to accept spa GC for \$	
Catelli, Ellen	AG	Thrill Planet	\$612.20	2/24/2005	failure to discd. Weight limitations				
Cawthorn, Tiffani Michelle	BBB	1-800-Sky-Ride	\$287.70	3/19/2005	fake booking/vendor closed on day co booked				
Cazares, Rudy	BBB	1-800-Sky-Ride	\$396.90						

Innings, Rachael	BBB	1-800-Sky-Ride	\$450.00	2007?	fake booking/cancel/ no local vendor as advert.				
Rier, Jordan (x Sue Dillett)	BBB	1-800-Sky-Ride	\$118.00	2006	No NASCAR vendor in area as advert. No local hang gliding vendor as advert.	\$118.00	6/26/2006	co paid to BBB	issued credit
North, Karsten Beth	BBB	1-800-Sky-Ride		2005					
ng, Jeffrey	BBB	1-800-Sky-Ride	~250.00	6/30/2006	no event; received 75% refund	\$248.06	1/2/2007	skyride ck neg?	
ash, Diane	BBB (Co)	1-800-Sky-Ride	2404.30	9/18/2007	fake booking/cancel/ no local vendor as advert.				
avis, Corey A.	BBB	1-800-Sky-Ride	\$213.00	5/3/2007	cancellation policy not communicated	co claims go sent 8/9/07			
ey, Brad	BBB	1-800-Sky-Ride	\$287.70	9/19/2005	failure to disc. Non-ref. status-not on website				
Belinda J.	BBB	1-800-Sky-Ride	\$275.00	Nov-05	no local vendors as advert/cust unable to book/mult attempts				
Collis, Marisa	BBB (Co)	1-800-Sky-Ride	\$606.46	8/7/2006	fake booking/cancellation	\$606.46	10/27/2006	co paid to BBB	issued ref ck
Jellis, Sarah	BBB	1-800-Sky-Ride		8/4/2005	fake booking/cancel/ failure to disc. Policies				
DeNicholas, Jason Andrew	BBB	1-800-Sky-Ride		6/18/2005	fake booking/cancel/3x failure to disc. Policies				
Jerosier, Aaron	BBB	1-800-Sky-Ride	\$292.00	5/1/2005	fake booking/cust unable to book/mult attempts				
Deiler, Shilee	BBB (Co)	1-800-Sky-Ride	\$595.35	5/23/2005	fake booking/cancel/ w/in disc. Vendor contact				
Dibble, Jodie	BBB	1-800-Sky-Ride	\$200.00	Dec. 2006?	failure to disc. Non-ref. status-not on website				
Dileo, Anthony for Sara Dileo	BBB	Thrill Planet	\$200.00	8/14/2006	failure to sced/ no return calls				
Carol A.	CCA	1-800-Sky-Ride	\$200.00		failure to sced/ no return calls				
Dosch, Janna Lea	BBB	1-800-Sky-Ride	\$404.30	7/24/2006	fake booking/cancellation/ failure to contact consum				co paid to BBB
Draheim, Staci Dawn	BBB	1-800-Sky-Ride	\$404.30	5/1/2006	fake booking/cancellation/ failure to contact consum				co paid to BBB
Dudgeon, Alana	BBB	1-800-Sky-Ride	\$466.30	11/15/2007	tickets paid for, never rec'd/ no cust. Ser				issued credit
Dunbar, William	BBB	1-800-Sky-Ride	\$54.00	4/26/2006	failure to disc status as bk agn/fake booking/ cancellation				
Duong, Yen A.	BBB	1-800-Sky-Ride	\$89.25	6/28/1905	co sold video that vend c/n provide	\$89.25	11/22/2006	co paid to BBB	issued refund
Dunham, Reuben	BBB	1-800-Sky-Ride	\$192.15	1/2/2005	fake booking/cancel/ no local vendor as adv				
Dwight, George Singleton	BBB	1-800-Sky-Ride	\$500.00	4/27/2005 (HI)	fake booking/ no local vendor as adv				
Dystra, Anthony	BBB	1-800-Sky-Ride	\$287.70	5/25/2005	failure to disclose weight restrictions	\$287.70	5/12/2006	co paid to BBB	issued credit

sen, Tracie	BBB	1-800-Sky-Ride	\$139.00	8/29/2005	Unreliable				
aston, Angela Sue	BBB	1-800-Sky-Ride	\$600.00	Dec. 2004 April 2005	multiple rides cancelled-failure to contact cons				
lls, Edna Regina	BBB	1-800-Sky-Ride	\$470.00	5/4/2007	fake booking/failure to schedule	?			co claims cc ref.
	BBB	Thrill Planet	\$500.00	12/31/2007	cust booked city specific helicopter ride for same day-co cancel 3 hrs later				
	BBB	1-800-Skyride	\$200.00	Aug. 2004	cust attempt to recover reservation w/ vendors in various states				
ueka, Michelle	BBB	1-800-Skyride		5/20/2005	Adventure purch no longer avail.				
atchild Brian	BBB	1-800-Skyride							
ean, Matt	BBB	1-800-Skyride	\$690.00	4/28/2006	rating tip & cabin rental overbkd, no reserth-cancel x co 12 hrs b4	\$347.00	5/17/2006	co reply to BBB that ref. issued	
illinger, Stephanie	BBB	1-800-Skyride		June 2006?	False booking/not affil. w/loc vend. As advert.		6/12/2006	co reply to BBB that cdt issued	
agg, Patricia Lynn	BBB	1-800-Skyride		6/13/2005	no local vend as advert failed to send GCS				
lora, Jennifer	BBB (Co)	1-800-Sky-Ride	\$130.00	2007?	multi attempts to book/failure to schedule				co claims it ref. an amt based on "Terms & cond"
Flowers, Michelle	BBB	1-800-Skyride	\$982.80	9/18/2007	fake booking/went to vend. w/alled 4 hrs.				
-Okegatti, Bruno	BBB	1-800-Sky-Ride		9/7/2005	fake booking/failure to discd. Terms/ ref. to provide vendor contact				
Ford, David	BBB	1-800-Sky-Ride	\$278.70	11/28/2006	??				co says cust not elig for ref.-doc's orders
Foreman, Tom	OCA & AG	1-800-Sky-Ride	\$980.60	8/30/2007	failure to schedule; services not as adv				chargeback?
arkin, Linda	BBB	1-800-Skyride		3/1/2006	no local vendor as advertised				co reply to BBB that cdt issued
Funk, Kathleen Marie	BBB	1-800-Skyride	\$404.30	May-07	misrep loc of vendor/ no local vendor as adv				
Gack-Schaber, Geniece	BBB	1-800-Skyride	\$950.00	Jun-05	fake booking/wedding ball package vegas-attptd bart & switch				
Gallagos, Cristy	BBB (Co)	1-800-Sky-Ride	\$405.00		fake booking/cancel/ multi attempts				
Gawlin, Paul	BBB	1-800-Sky-Ride	\$195.45	9/13/2003	GC d/n arrive in time; non-ref GC(undisclosed)	\$199.45	12/8/2006	skyride ck neg. ?	
Garofalo, James Morey	BBB	1-800-Sky-Ride	\$599.00	Dec-06	fake booking/not affil w/vendors adv				
Gaston, Katherine	BBB (Co)	Thrill Planet	\$404.30	10/7/2007	fake booking				
Gidycz, Gina Marie	BBB (Co)	1-800-Sky-Ride	\$900.00	12/14/2005	multi attempts to book/failure to schedule				co pts extns of GC (cust wanted to use GC)

Ginoza, Laura	BBB (Co)	Thrill Planet	\$192.15	6/25/2007	fake booking/vendor hrs away, not local as sold				
Gokhale, Sonali K.	OCA	1-800-Sky-Ride	\$404.30	6/16/2006	fake booking/mult cancel/no local vendor				
Goldfarb, Kenneth	BBB (Co)	Thrill Planet	\$489.30	9/19/2007	fake booking/vendor had informed co no jumps that day	Chargeback?			
Goreff, Giv E.	BBB	1-800-Skyride		7/25/2005	fake booking/failure to contact cons./ref. to provide vendor contact				
Goreff, Nikki	OCA	1-800-Sky-Ride	\$404.30	5/31/2006	no local vendors as advertised				
Goreff, Tiffany Nicole	BBB	1-800-Skyride	\$287.70	6/15/2005	failure to disc weight limit/failure to disc non-ref				
Granobles, Sophia	BBB (Co)	1-800-Sky-Ride	\$404.30	7/5/2007	fake booking		10/31/2007	sent ref. ck.	co rptd to BBB
Grant, Mindi C.	BBB	Taparu	\$199.00	6/4/2007	failure to schedule; services not as adv	?			co claims cc ref.
Gray, Terne Henry	BBB	1-800-Skyride		5/3/2005	fake booking/cancel. No local vendor as advert				
Groff, Shirley	BBB	1-800-Skyride	\$93.45	10/13/2007	pre-paid video not provided				
Gupta, Manish	BBB	1-800-Sky-Ride	\$404.30	4/7/2006	unable to schedule/ contact	co claims cust. scheduled event & satisfied			
Gunung, Silanshu	BBB	Thrill Planet		12/7/2007	fake booking/failure to provide cont. info.				
Guyder, Jessica	BBB	1-800-Skyride	\$575.00	7/18/2005	fake booking/cancel/ failure to give vendor contract				
Hall, Angela M.	BBB	1-800-skyride		10/27/2004	fake booking/cancel/ failure to disc no ref.				
Hall, Diane E.	BBB	1-800-Skyride	\$404.30	9/13/2006	fake booking/cancel/ multiple attempts/ no CS				
Hay, Larry Nathan	BBB	1-800-Skyride	\$385.00	Aug. 2005	fake booking/cancel/ mult attempts/ fail to disc No ref				
Hanley, Michael	BBB	1-800-Skyride	\$1,075.00	Aug. 2005	Overcharged- services not as advertised	\$295.00			co crld 75% cust./dn agree
Hanson, Scott Michael	BBB	1-800-Skyride		Oct 2006(?)	no local vendor as adv				
Hartwig, Elaine	BBB	1-800-Skyride	\$576.45	3/8/2004	fake booking/cancel/ mult. Atpt/vendor out of twk				
Harvey, Melanie C.	BBB	1-800-Skyride	\$444.30	Nov-06	fake booking/cancel/ multiple attempts/ no CS		9/27/2007	sent ref. ck.	co rptd to BBB
Hawkins, Andrew Travis	BBB	Thrill Planet	\$1,641.20	Feb 2007	failure to disc weight add ons, vendor not loc where advt				
Hazzard, Jason John	BBB	1-800-Skyride		Aug-06	fake booking/ vendor prev told co. date booked was not avail.	\$313.40	9/14/2006	issued credit	co rptd to BBB
Ho, Emily	BBB	Thrill Planet/Taparu	\$634.20	6/21/2007	fake booking/services not as adv.	\$231.64	7/10/2007	igovernant ck neg?	

Henry, Linda	BBB	1-800-Skyride & PA drop zone	\$490.00	2005?	fake booking/cancel/ mult attempts 2 hrs to vendor-pd for priv ride, but not set up by co.-went with non private due to drive.	cust wants \$150 diff bwn priv & non priv ride			
Henry, Linda	OCA & BBB	Adv. SkyDiving	\$205.00	Dec-02	cust can get replacement skyride diving had correct info				
Henry, Tomi Ms.	BBB (Co)	1-800-Sky-Ride		1/12/2006	no local vendor as advertised				
Henry, Tomi Ms.	BBB	1-800-Sky-Ride		9/6/2006	fake booking/no confirm/ no disc of ref	\$404.30	11/15/05	co claims co ref.	
Henry, Tomi Ms.	BBB	1-800-Sky-Ride	\$384.30	2/15/2005	name misspelled on GC/changed cust again when sent corrected GCs (part BBB complaint produced- need resp)			co repld to BBB that ref. issued	
Hentschel, Lisa Kay	BBB (Co)	1-800-Sky-Ride	\$406.00	October-06	fake booking/no local vendor as adv				
Herrington, Randy Joe	BBB (Co)	1-800-Sky-Ride	\$192.15	August-04	failure to disc. weight & height limitations				
Hess, Joseph	BBB	1-800-Sky-Ride	\$198.45	July-05	fake booking/mult cancellations				
Hess, Jeffrey	BBB	1-800-Sky-Ride	\$585.00	July 2007?	fake booking/services not as adv.			co claims ll issued ref. ck to consumer 8/9/07	
Hille, Nathan G.	BBB (Co)	1-800-Sky-Ride	\$604.90	5/21/2007	walked hrs, no jump, no ref				
Hladun, Henry via Toni Traford	OCA	1-800-Sky-Ride	\$1,500.00	5/9/2008	no local vendors/mult cancel/failure to ret. call/failure to have vendor who can provide service purchase				
Hoffman, Adam Christopher	BBB	1-800-Sky-Ride	\$424.00	2005?	cust purchase GC-tilted to redeem serv. vend-no on will take ll- vendor co directed her to is out of business				
Holcombe, Brandy	BBB	1-800-Sky-Ride			fake booking/confirm/no local vendor				
Holden, Roger	BBB (Co)	1-800-Sky-Ride	\$ UNK	5/12/2004	Failure to provide refund	\$384.30	12/8/2006	skyride ck neg. ?	
Honavar, Nasim	BBB	Adv. SkyDiving		9/22/2005	fake booking/ cancellation-weather good-others flying	\$530.00	11/1/06	co repld to BBB that cdt issued	
Honadle, Gerald	BBB	1-800-Sky-Ride		Jul-06	fake booking/fcancel/overbooked/no CS				
Hosack, Garrett Walter	BBB	1-800-Sky-Ride	\$1,533.00	Dec-05	failure to schedule/fuel mps 25 altips				
Houston, Jeff Lynn	BBB	1-800-Sky-Ride							

Wenton, Alfred	BBB (Co)	1-800-Sky-Ride			20067	no local vendor/services not as adv	co. claims it re: daughter who purchase 10/12/07		
la, Minh	BBB	Adv. SkyDiving	\$278.00		Nov-02	waited 3 hrs-cancelled; refund refused co told cons. GCs were exp., but w/r- in the time it took to get co to concede, GC expd	skyride claims had contact info		
rdson, Jonathan	BBB	1-800-Sky-Ride	\$400.00		5/20/2006				co rep'd to BBB cust got check
ini, Carl	BBB	1-800-Skyride	\$394.00		6/20/2007	failed to disc co is bring agt, price not as adv			cust want the \$89.00 dif. Btw adv. & chg
urst, Roy Richard	BBB	1-800-Skyride	\$447.00		Aug 2007?	fake booking/cancel cust ch get CS or callbacks			
g, Jason Thomas	BBB	1-800-Skyride	\$287.70		6/17/2006				ignificant ck neg?
in, Allan	BBB	1-800-Sky-Ride			4/23/2007	fake booking; no local vendor as adv			
ohnson, Brian	OCA	1-800-Sky-Ride	\$400.00		20067	fake cancellation; failure to cont. 2nd			
ones, Kandal	BBB	Scaring Sports	\$386.00		5/1/2004	failure to disc. Ref. policy			
oyner, Anna	BBB	1-800-Sky-Ride			Feb 20067	refund not received as promised			
abachinski, Jeff	BBB	1-800-Skyride	\$384.00		9/20/2005	fake bookings/mult cancel no local vendor as adv.			co rpt'd to BBB that credit wrk issued 6/12/2006
asenchak, Kathryn	BBB	1-800-Skyride	\$400.00		June 20067	fake bookings/services not located as adv; not affil w/vend			
elada, Alexandra	BBB (Co)	Thrill Planet	\$680.90		7/13/2007	fake bookings/services not as adv;			co claims it ref. an amt based on "terms & cond"
Kely, Debra	BBB (Co)	1-800-Sky-Ride	\$218.45		9/5/2006	no local vendor as advertised			co claims it mailed refund Dec. 2007
Michelle	BBB	1-800-Skyride	\$218.45		11/30/2005	cust. Charged 2xs			\$218.45 Dec-08 co rept'd to BBB ck was issued
Kimrey, Gail Johnson, Charles	BBB	1-800-Sky-Ride	\$210.00		5/11/2007	no local provider as advertised			Chargeback?
Knight, Alyssa	BBB	1-800-Skyride			1/26/2004	no local vendor as adv.			
Knowles, Michelle Lea	BBB (Co)	1-800-Sky-Ride	\$634.20		10/17/2007	fake booking/vendor closed when cust showed up/had cont. w/ co. that am			co. claims services have been rendered
Kobel, Erin	BBB (Co)	1-800-Sky-Ride	\$426.30			fake booking			
Koernig, Tabetha Marie	BBB	1-800-Skyride			Nov. 2007	fake booking/cancel/ no CS callback			
Kohen, Jeffrey, Now & Zen	AG	Thrill Planet	\$459.50		Dec-06	vendor affil. Misrep. / vendor closed no local vend as adv./failure to ret.			
Kostas, Jennifer (Keller)	OCA	1-800-Sky-Ride	\$796.80		Jul-05	Calls			
Kitzek, Tabeth	BBB	1-800-Skyride	\$198.45		Aug-05	fake booking/cancel/ mult attempts in various states			

John, Tina M	BBB	Thrill Planet	\$1,865.00	Nov. 2007	fake booking/pressure to pay more to get appl			cust rpt to BBB initiated chngbk
Lowback, Carolyn	BBB	1-800-Skyride	\$250.00	Aug. 2005	fake booking/cancel/ no local vendor as advert / co tried to give vdr critcl			
Major, William	OCA	Thrill Planet/Tapanu	\$680.00	10/29/2007	bart & switch, services not as adv			
Major, Jeffrey T.	BBB	1-800-Skyride	\$1,771.50	8/21/2006	fake booking/no CS callback/no confirm			
Major, Kristin Lee	BBB	1-800-Skyride	\$397.00	Oct. 2005	advert/ flight not disclosed/ item not as			
Marik, Sarah	BBB	1-800-Sky-Ride	\$287.70	3/18/2007	fake booking			co says cons pure cgblk; claims sent gc on 8/9/07
Marley, Ashley	BBB	1-800-Skyride	\$89.25	June 2004?	video camera maintnc; video ref of video chng			
Martin, Jeffrey Conrad	BBB	1-800-Skyride		2/18/2005	no local vendors as advertised			
Martin, Sandra**	BBB (Miller)	1-800-Sky-Ride	\$187.00	1/20/2007	fake booking/no local vendor as adv			
Max, Curt	BBB	Thrill Planet	\$2,184.50	9/2/2008	fake booking/vendor closed on day co booked			
May, Valorie S.	BBB (Co)	1-800-Sky-Ride	\$370.00	2005?	fake booking/cancel/null attempts			co claims cust is satisfied with GC extension
McAllister, Nicki Ann	BBB	1-800-Skyride	\$400.00	Nov. 2005?	fake booking/vendor closed on day co booked			
McCaffrey, Scott	OCA	1-800-Sky-Ride	\$198.45	8/12/2005	vendor loc. Mismatch on website; not discd.	\$198.45	11/27/2006	skyride ck neg?
McCandish, John	BBB	1-800-Skyride	\$400.00	9/21/2005	fake booking/cancel/ no vendor in area sold			
McConoughy, Carrie	BBB	1-800-Skyride	\$576.45	9/9/2005	fake booking cancel/ no CS callback			
McElfresh, Tamra	BBB	1-800-Skyride	\$287.70	Oct 2007(?)	no local vendor as advertised			
McHugh, Claire	BBB	Adv. SkyDiving	\$1,295.00	9/6/2004	fake weather cancel; ref adv not discd			skyride claims bad contact info
McKinney, Beth	BBB	1-800-Skyride		2005?	fake booking/cancel/ mult attempts/ no local vend.			
McKinney, David	BBB	1-800-Skyride	\$234.00	7/29/2003	no local vendors as advert./no CS callback			
McMillen, Linda Joann	BBB	1-800-Skyride	\$404.30	8/7/2006	fake booking/cancellation/ co did not discd no ref.	\$404.30	8/31/2006	co rptd to BBB ref. to cdcard
McQuade, Darrian	BBB	1-800-Skyride		7/24/2005	co told cons weight was fine, vendor w/in accept			
Michael, Jennifer Diane	BBB	Scarfing Sports	\$1,013.00	5/18/2004	mismatch # of loc vendors/ only loc vendor equip down for months			
Minton, Whitney Monique	BBB	Thrill Planet	\$670.95	3/5/2008	overcharged/price not as advertised			cust wants 103.95 dif

Mitchell, Darla Sue	BBB	1-800-Sky-Ride		3/3/2007	fake booking/failure to confirm	co claims cust used service & vendor paid			
Mohr, Robyn	BBB	1-800-Skyride	\$500.00	Dec. 2007	no local vendors/no CS callback fake booking/cancel/ services not avail.		6/25/2008	co rptd to BBB ref. ck ready	
Mooneyham, Jay	BBB	1-800-Skyride	\$600.00	11/11/2005					
Moore, Daniel Gerald (& Missy)	BBB	1-800-Skyride	\$218.00	6/1/2007	no local vendors as advertised no local vendors/fake booking/multi			Ignorant ck resp.	
Moore, Whitney	BBB	1-800-Skyride	\$294.30	July 2007/1/2007	Failure to confirm no rec. of selling event/overchgd				
Moore, Kerry	OCA	Thrill Planet	\$404.30	5/15/2006					
Moskian, Susan	BBB	1-800-Skyride	\$198.45	7/24/2006	cust went to vend on cont day-told no res.	\$148.84	6/31/2006	cust wants bal \$49.61-co rptd to BBB cc call	
Morachnick, Nikki	BBB	Adv. SkyDiving	\$679.39	12/13/2003	long drive to vendor; waited hrs; no jump				
Moyrihan, Tara Maria	BBB	1-800-Skyride	\$198.45	5/12/2006	fake booking/no local vendor as adv.	\$198.45	11/24/2006	co rptd to BBB credit issued	
Murray, Tracy Lynn	BBB	1-800-Skyride	\$852.60	5/9/2003	No local vendors as adv.				
Murthy, Tejukran	BBB	1-800-Skyride	\$202.15	6/28/2007	fake booking/failure to confirm				
Narcisse, Michelle A.	BBB (Co)	Thrill Planet		Dec-04	service not avail in local area as adv	co claims cust. Agreed to reissued GC-\$187.00			
Nelson, Elizabeth	BBB	1-800-Skyride			fake booking/vendor stopped affil w/ co. bff sold this rite				
Nielsen, Homer Hermann	BBB	1-800-Skyride			fake booking/cancel/cons contacted vendor who said no weather problem, but no res from co.				
Newton, Linda L	BBB	1-800-Skyride		Sep-05					
Nishi, Lourdes Emiko	BBB	1-800-Skyride	\$606.45	Apr-06	fake booking/no confirm/ no vendor info/ no cs callback.	\$606.45	11/24/2006	co rptd to BBB credit issued	
Norman, Kimberly	BBB	1-800-Skyride		2/2/05	fake booking/cust cont vendor-no rec of res				
Nye, Kimberly Melissa	BBB	Thrill planet	\$192.15	10/5/07	fake booking/cust contacted vendor who dtn honor cons certifs				
Ochoa, Jodi ***	BBB (Miller)	1-800-Sky-Ride	\$187.00	1/20/2007	fake booking/no local vendor as adv				

Jchoa, Marisol	BBB	1-800-Skyride	\$638.40	7/29/2005	fake booking/cancellation-cust receipt shows purchased ref. adv.-co refused to refund	128.36 & 42.79	Jul-06	co rptd to BBB 2 crds issued
JHearn, Pernel Adam	BBB	1-800-Skyride	\$171.15	20057	fake booking/cancel?		Jul-06	co rptd to BBB credit issued
Jean, Eric James	BBB	1-800-Skyride	\$486.15	Sept 2006	fake booking/cancellation/overchrgd	\$486.15	Sep-06	co rptd to BBB credit issued
Jpatel, Michael	BBB	1-800-Skyride		20057100 CS	fake booking/cancellation/ multiple attempts			
J Shields, Tina	BBB	1-800-Sky-Ride	\$600.00	3/14/2007	fake booking; failure to return calls	\$545.00	8/8/2007	lgovernment ck neg?
Jstrowski, Todd	BBB	1-800-Skyride	\$356.30	7/5/2006	fake booking/cancellation CS callback	\$356.30	8/07/2006	co rptd to BBB credit issued
J Sullivan, Davina	BBB (Co)	1-800-Sky-Ride	\$1,306.40		cost misrep/overcharged \$85.28			
Olte-Parnell, Holly Rene	BBB	1-800-Skyride	\$287.70	4/12/2005	fake booking/went to vend./no one there			
Pankow, Kevin	BBB	1-800-Skyride	\$287.70	5/29/2005	failure to provide all services purchased	cust wants 122.70 ref		
Parano, Eduardo	BBB	1-800-Skyride	\$404.30	5/3/2006	fake booking/cancellation/no conf. call-called all vendors in area, no res.		5/24/2006	co rptd to BBB credit issued
Patel, Prith N.	BBB	Thrill Planet	\$275.00	11/23/2005	fake booking/cancellation/ multiple attempts/no CS		8/29/2006	co rptd to BBB credit issued
Pattison, Graig	BBB	1-800-Skyride		9/11/2004	services not as adv. Failure to provide services purchased		6/29/2006	co rptd to BBB credit issued
Percek, Marshall Adam	BBB	1-800-Skyride	\$202.15	Dec. 2007	No local vendor as adv. Services not as adv			
Py, Lindsay	BBB	1-800-Skyride		12/21/2005	fake booking/cancellation no CS callback	\$384.30	11/24/2006	co rptd to BBB credit issued
Perez, Mitze	BBB	1-800-Skyride	\$404.30	Oct. 2006?	fake booking/cancellation CS callback	\$404.30	11/4/2006	co rptd to BBB credit issued
Pichler, Martina	BBB	1-800-Skyride	\$405.30	5/17/2005	fake booking/cancellation/ multiple attempts			
Pierce, Beverly	AG	1-800-Sky-Ride			no refund as promised			
Piotrowski, Karen Lea	BBB	Thrill Planet/Tapanu	\$550.00	3/14/2006	fake booking/vendor not operating			
Plantly, Elaine	BBB	Adv. SkyDiving		2004?	Failure to deliver DVD of experience	\$89.25	12/8/2006	skyride ck neg?
Pokrzewinski, Tony	BBB	Thrill Planet	\$200.00	Dec-07	cust cannot get CS to callback re scheduling			
Polak, Antl	BBB	1-800-Skyride	\$430.30	Mar-08	fake booking/cancellation/ multiple attempts/no CS callback			
Portick, James	BBB	1-800-Skyride	\$404.30	10/2/2005	fake booking/cancellation/ multiple attempts/no CS callback			

Poole, Kathie A.	BBB	1-800-Skyride	\$454.00	3/7/2005	fake booking/no conf. call/co d/in set res w/vendr		6/2/2006	co paid to BBB credit issued
Pope, Kerry L	BBB	1-800-Skyride		7/3/2006	fake booking/cancel/ no CS callback			
Powell, Jolana	BBB	1-800-Skyride	\$650.00	12/21/2005	fake booking/services not avail as adv/ price not as adv			
Pracht, Fred/Townsend, Jen	OCA	Skyride/Tanaru	\$404.30	7/19/2007	overbooked no reservation, no refund fake booking/cancel/ no CS callback			
Prevalla, Dhurata	BBB	Thrill Planet	\$475.00	4/15/2006	no local vendor as adv. Failure to disc bking agmt		8/12/2006	co paid to BBB credit issued
Quarato, Marivic	BBB	1-800-Skyride		7/1/2005	fake booking/cancel/ no CS callback			
Quine, Peter	BBB	1-800-Skyride	\$200.00	Oct 2005?	CS callback			
Karimz, Priscilla Marie	BBB	Thrill Planet		Oct 2006?	failure to provide GC			
Raymond, Kerl	BBB	1-800-Skyride		June 2005?	Services not as adv./no video delivered	cust wants \$85		
Recore, Nicole	BBB	1-800-Skyride	\$384.30	5/9/2005	no local vendor (whole state) as adv			
Redmon, Laura	OCA	1-800-Sky-Ride	\$670.95	7/27/2007	No local vendor as adv.-no refund			
Reed, Camden	BBB (Co)	1-800-Sky-Ride	\$230.00	2006?	fake booking/resch. Went to vendor- informed of lbs firm, unable to jump no local vendors (in State) as advertised			co claims ref. issued on 10/31/07
Reel-Wilson, Christine	BBB (Co)	1-800-Sky-Ride	\$250.00					
Rennick, Roxann Madeline	BBB (Co)	1-800-Sky-Ride	\$404.30	6/21/2007	fake cancellation? Ref policy not disc			co claims full ref. sent Sept 2007
Richards, Carrie	BBB	1-800-Skyride	\$424.00	4/19/2006	fake booking/no conf. call	\$404.30	7/8/2006	co paid to BBB credit issued
Rick, Aren	BBB	1-800-Skyride	\$773.85	4/22/2005	fake booking/cancel/no CS callback/no local vendor as adv			
Rieger, Jennifer Ann	BBB	Thrill Planet	\$699.90	Feb. 2008	co told cons that weight w/in prob when bked, but cancel due to weight co charged her twice, refused to ref.			
Righner, Nathan	BBB	1-800-Skyride	\$793.80	12/19/2006	dupl chg			
Ring, Jennifer	BBB	1-800-Sky-Ride	\$171.15		misrep dist. & # of local vendors	\$171.15	12/18/2006	skyride ck neg. ?
Rios, Michele	BBB	1-800-Sky-Ride		2006?	fake booking/mult cancellations			co claims sent GC, cust says did not receive
Robertson, Brenda M.	BBB	1-800-Skyride	\$287.70	11/30/2004	failure to disclose weight restrictions			
Robin, Landon	BBB	Thrill Planet/Tanaru	\$404.30	Aug. 2007	fake booking/confirm vendor out of state during time co said reserv made			

Romero, Heidi	OCA	1-800-Sky-Ride	\$992.25	6/15/2006	Fake booking/cancellation/ overchgd	co claims sent GC, cust says did not receive			
Rood, Suzanne	BBB	1-800-Skyride	\$150.00	Dec. 2004	No local vendor as adv. Services no longer avail				
Rosenbeck, Bill	BBB	1-800-Skyride	\$236.00	Dec. 2005	fake booking/cont./not affil w/vendor as adv	\$236.00	9/27/2006	co paid to BBB credit issued	
Royal, Amy	BBB	1-800-Skyride	\$575.40	Jan. 2007	failure to provide videos paid for	cust wants 178			
Ruiz, Michelle	OCA	Thrill Planet	\$299.00	11/30/2005	cust cc declined on 11/23/05; did not auth co to try later				
Ruckle, Brett	BBB	1-800-Skyride		11/30/2005	cust cc declined on 11/23/05; did not auth co to try later				
Sanchez, Chris Michael	BBB (Co)	Thrill Planet	\$235.00	2007	failure to sent GC			co claims cust getting chargeback	
Sanchez, Robin F.	BBB	1-800-Skyride	\$280.00	2005	weight limits not disclosed/ limit not as adv				
Sandeler, Ann	OCA	1-800-Sky-Ride	\$150.00	12/13/2005	Services not avail in area as adv.				
Schaller, Carole	BBB	1-800-Skyride		2/28/2005	price not as advert	\$133.80	11/29/2006	co paid to BBB ref issued	
Schultz, Trisha	BBB	1-800-Skyride	\$408.80	Dec. 2006	no local vendor as adv. Closest is 7 hrs		12/23/2007	co paid to BBB ref issued	
Schmaltz, Justin	BBB	1-800-Skyride		6/1/2005	fake booking/cancel/ co w/n give vendor info & there was no local vend	\$384.30	11/24/2006	co paid to BBB ref issued	
Schmidt, Leah	OCA	Thrill Planet	\$488.00	7/19/2007	No voucher or confirm., no refund				
Shah, Ankush	OCA & BBB	Thrill Planet	\$299.00	6/9/2006	fake booking/no local vendor as adv				
Shah, Briana	BBB	1-800-Sky-Ride	\$606.45	12/19/2006	no local vendors as adv/fake bking/no GCs				
Shane, Lara	BBB	1-800-Skyride	\$171.15	Sept. 2005	fake booking/cancel. No local vendor as advert				
Sharp, Sarah Truelle	BBB	1-800-Sky-Ride	\$223.85	4/10/2006	unable to scheduler contact	\$167.74	6/16/2007	co claims credit card ref	
Shepherd, Regina	BBB	1-800-Skyride		9/8/2005	fake booking/wend in area not flying day co resvd	\$576.45	6/29/2006	co paid to BBB ref issued	
Sheppard, Betty	BBB	1-800-Skyride	\$358.00	2005	fake booking/no confirm/ not affil w/line only vendor in area				
Shilimov, Karina	BBB	1-800-Skyride	\$384.30	12/6/2005	price not as advertised				
Shinaver, Kim	BBB	1-800-Skyride	\$140.00	4/10/2006	fake booking/not affil w/ vendor		6/28/2006	co paid to BBB ref issued	
Silko, Chris	BBB (Co)	1-800-Sky-Ride	\$404.00	June-06	fake booking/cancellations				
Sklenski, Sandy	BBB	1-800-Skyride	\$165.00	Nov. 2004	no local vendors as adv				

Jan, Rebecca	BBB	1-800-skyride	\$447.30	11/3/2007	fake booking/vendor told co that ch				
Jan, Tami J.	OCA	1-800-Sky-Ride	\$550.00	11/1/2005	fake booking/mult cancellations mult attempts to book event/no CS				
nith, Derek J. (Bill Smith)	BBB	1-800-Skyride		6/29/2006	calls/bk				
nith, Melanie Suzanne	BBB (Co)	1-800-Sky-Ride	\$384.30	Oct-05	fake booking/mult cancel vendor not in				
nith, Steven Michael	BBB	1-800-skyride	\$384.30	2006/July	video services sold by co not avail at				
nith-Shurfield, Maura L.	BBB	1-800-Skyride		8/27/2004	vendor				
oeha, Becky	BBB	1800-Skyride	\$758.00	9/30/2005	fake booking/serv Not as adv/dingrd				
oeha, Steven	BBB	1-800-Skyride		Sept. 2006	vendor charged \$40 addt. That co w/h				
penner, Eric	BBB	1-800-Skyride	\$384.30	9/12/2005	dist to vendor more than 2xs as long	\$40.00	5/30/2008	co rpid to BBB	ref issued
penner, William Alex	BBB	1-800-Skyride/ASC		8/18/2005	vendor for "Nashville skydive" 240				
Stamps, Anne	BBB	Thnll Planet/Tapanu	\$266.00	5/17/2008	no res. Co tried to get more \$ after				
Stanic, Jason Scott	BBB	1-800-Skyride	\$384.30	9/9/2005	fake booking/cancel/mult attempts	\$384.30	9/25/2008	co rpid to BBB	credit issued
Stiller, Heather D.	BBB	1-800-Skyride	\$575.00	7/29/2005	fake booking/cancel/no CS Callback				
Stinebiser, Jeffrey	BBB	1-800-Skyride		4/27/2006	fake booking/ball & switch				
Kirk	BBB	1-800-Skyride	\$193.00	7/25/2005	fake booking/cancel/mult attempts				
Storey, Lori	BBB	1-800-Skyride	\$396.00	2006?	fake booking/bait & switch/serv not as	wants 200	11/24/2006	co rpid to BBB	ref. issued
Strong, Bernadine	BBB	1-800-Skyride		8/22/2005	fake booking/cancel				
Studer, Ronald Ernest	BBB	1-800-Skyride		6/1/2005	fake booking/cancel/no local vendors				
Sullivan, Edward F.	OCA & AG	1-800-Sky-Ride	~\$1,000.00	6/5/2006	as adv/J cons drove to vendor in next				
Susalla, Jason	BBB (Co)	Thnll Planet/denver skydiving.net	\$468.30		state 2xs to be canic when he got				
Sykora, Zachery Paul	BBB (Co)	Thnll Planet	\$732.80	8/18/2007	fake booking/mult cancellations cust. canic. 15min after res. told no				

Svensen, Paul A	BBB	1-800-Skyride	\$404.30	5/19/2006	fake booking/set up 2xs with no actual res - cust found out day bef.	\$404.30	8/30/2006	co paid to BBB that credit issued
Takach, Jennifer Marie	BBB	1-800-Skyride	\$384.30	6/4/2005	fake booking/cancel/ cust waited at mtg place for vendor 2.5 hours			
Thiede, Kerri	BBB	1-800-Skyride		May 2006?	fake booking/ no CS callback to cont.			co paid to BBB cust got chgblk
Thompson, Charles	BBB	1-800-Skyride	\$342.00	6/22/2006	failure to advt 1 step aft of local vendors			
Thompson, Debbie J.	BBB	1-800-Skyride	\$202.15		no local vendor as adv./ vendor co. repd assoc. is not-closest is 5 hrs.			co pmts set appl for 6/7/08-need conf. GC used
Debbie & Peter	BBB	1-800-Skyride		Oct. 2005	fake booking/cancel/ co will not disci contact info for vendor			
Todd, Ivy	BBB	1-800-Sky-Ride	\$426.30	5/29/2007	fake booking			no claims customer got services
Torres, Janelle	BBB (Co)	1-800-Sky-Ride	\$450.00		unable to schedule/get confirm			
Torrez, Deborah Jo	BBB	1-800-Skyride		2005?	fake booking/cancel/ no local vendors			
Tourangeau, Karyn L.	BBB (Co)	1-800-Sky-Ride	\$808.60	2006?	fake cancel/mult attempts vendor wiring mtwk			
Tracy, Kevin	BBB	1-800-Skyride	\$420.00	12/15/2004	fake booking/ overbooked cust waited all day at vendor-no jump	\$420.00	11/24/2006	co paid to BBB that ref was issued
Trapani, Kristin	BBB	1-800-Skyride		10/5/2004	fake booking/ cust want to los and waited for no show vendor			
Trout, Andy	OCA	1-800-Sky-Ride	\$400.00	3/22/2007	fake booking/no local vendor as adv			
Tucker, Amanda	BBB	1-800-Skyride	\$223.00	9/13/2007	mistepd location of vendor when selling GC			
Unrem, Carolyn	BBB	1-800-Skyride		5/17/2005	misrepresented weight restrictions		11/24/2006	co paid to BBB crdt issued
Vierra, Sue	BBB	1-800-Sky-Ride	\$287.70	3/8/2007	fake booking/ no local vendors as advert			
Vondra, Morgan Dallas	BBB	1-800-Skyride		2005?	fake booking/cancel/ mult attempts			
Vuong, Sandy Chi	BBB	1-800-Sky-Ride		3/8/2007	failure to provide services advertised			chargeback?
Wang, Lynda	BBB	1-800-Sky-Ride	\$447.30	12/7/2003	never recvd GCs; misleading info	\$447.30	12/8/2006	skyride ex neg ?
Wardlow, Krystle & Mike	BBB	1-800-Skyride	\$384.00	2/1/2006	failure to disci status as bk agnt & no ref policy			
Ware, Nicholas B.	BBB	1-800-Sky-Ride	\$450.00	5/21/2007	fake booking	\$450.00		chargeback?

are, Robin	BBB	Thrill Planet	\$404.30	12/7/2007	misrepd location of vendor when selling GC			co rpd to BBB	
aefer, Sarah	BBB	1-800-Skyride		5/11/2006	misrepd location of vendor when selling GC			cust got chgbk	
aeaver, Michael	BBB	1-800-Skyride		Oct. 2005/7	fake booking/cancel/ no CS callback			cust. d/n want 75% ref	
tebster, Jaclyn Noelle	BBB	1-800-Skyride		Aug. 2006	fake booking/cancel/vendor closed for maint				
tehrnd, wesley	OCA	1-800-City Race	\$600.00	4/2/2006	no book vendor as adv. friend in tip & or 3/2/2007				
rite, Zak J	BBB	1-800-Skyride	\$1,200.00	Mar. 2008	fake booking/services not as adv./no CS callback				
rieclaw, Melany Leigh	BBB	1-800-Skyride	\$525.00	Dec. 2006	no local vendor as activation code GC			cust. d/n want 75% ref	
Richard Scott	BBB	1-800-Skyride	\$404.30	Aug. 2006	fake booking/vendor & event not avail				
Williams, David Scott	BBB	1-800-Skyride	\$447.30	8/5/2007	at time res				
Wilson, Jessica	OCA	Thrill Planet/Taparu	\$192.00	12/12/2007	fake booking/not affil w/vendors adv				
Woodworth, Jessica	BBB	1-800-Skyride		9/7/2005	fake booking/no CS callback to conf./mut attempts			co rpd to BBB that credit w/b issued	
Mu, Kevin Randall	BBB (Co)	Thrill Planet	\$428.30	8/6/2007	fake booking/failed to timely sent tickets				
Yoder, Tia Denise	BBB	1-800-Skyride	\$404.30	3/17/2006	fake booking/cancel/ res not made w/vendor			co rpd to BBB 2nd credit for 101.08-9/14/06	303.22 confd
Zelner, Ricki	BBB	1-800-Skyride	\$198.45	2006/7	fake booking/group of 10 showed @ vendor-no res-paid vendor			co rpd to BBB	
skl, Rebecca L.	BBB	1-800-Skyride	\$450.00	6/1/2006	failure to provide conf. of purchase-no vouchers			co rpd to BBB	
Zlanek, James E.	BBB	Thrill Planet	\$381.00	2/13/2007	fake booking/failure to schedule/confirm			co says it extended GC-cust being deployed	
*skyride told BBB On 7/12/04 that this customer would receive full refund			\$129,879.87					\$21,161.05	
** indicates check address different *** these listed TOTAL									
363 consumers									

EXHIBIT B

ISSO, LLC db/a 1-800-Sky-Ride, Adventure Skydiving, Soaring Sports, Thrill Planet and Atlanta Skydiving Center Customer Complaints - NOT RESOLVED										
Name	Complaint Made To	Company/Entity	Amount Paid	Date Paid	Complaint	Return Amount	Return Date	Check Information	Conf	
Mertson, Meamer	UCA	ASC/Sky-Ride	\$175.00	7/23/2007	waited 5 hrs, no jump-no refund			cc claims \$ taken x vendor-refd to slide for ref		
Robin	BBB	1-800-sky-Ride and ASC	\$300.00	5/21/2005	cust reserved date, time, ASC, changed time causing conflict for 5 in group-charged \$300 cancel fee.					
Teed, Thomas	BBB	ASC/Sky-Ride	\$165.00		distance to vendor issue-co sent GC as resol.-cust. Did not want	\$165.00		cc claims cc ref	Yes- BBB	
TOTAL			\$640.00							