

Xandari

7 MARCH 2003

Google, Inc.

Attn: Customer Support, Image Search Service Complaints

Mountain View, CA 94043

Fax to: [REDACTED], Attn: User Support, DMCA complaints

To Whom it May concern: RE: COPYRIGHT INFRINGEMENT [REDACTED]

The following URL is using our copyrighted reservation form and cloning our entire website. This is a matter of credit card security and trust that this matter will be immediately handled!

www15.secure-website.net/~buenpas/xandari/xandarireservations.html

Their contact email address is:

[REDACTED]

In accordance with the Digital Millenium Copyright Act, we ask that you make a good-faith attempt to contact the owner or administrator of each affected site so that they may make a counter notification pursuant to sections 512(g)(2) and (3) of that Act.

"I swear, under penalty of perjury, that the information in the notification is accurate and that, for each image identified above, I either own the copyright or am authorized to act on behalf of the owner of an exclusive right that is allegedly infringed."

Thank you [REDACTED]

for

[REDACTED] - Owner - Xandari Resort and Spa Village
www.xandari.com

COPYRIGHT NOTIFICATION:

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Xandari Resort and Spa - Costa Rica

[REDACTED] Summerland - California 93067

Tel: [REDACTED] Fax: [REDACTED] Xandari Resort and Spa - Costa Rica

XANDARI PLANTATION

ALAJUELA

COSTA RICA

TEL: [REDACTED]

FAX: [REDACTED]

SUMMERLAND

CA 93067 USA

TEL: [REDACTED]

FAX: [REDACTED]

e-mail: [REDACTED]

web page:
www.xandari.com

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XANDARI RESORT AND SPA

From: [REDACTED]
Sent: Thursday, March 06, 2003 5:29 PM
To: XANDARI RESORT AND SPA
Subject: Re: COPYRIGHT INFRINGEMENT [REDACTED]

Hi-

We were able to locate the second link within our search results. Due to the legal nature of this document, it is important that the information is accurate in the complaint before processing.

Please resubmit a revised complaint only including the following link:

www15.secure-website.net/~buenpas/xandari/xandarireservations.html

We appreciate your patience and await your revised complaint.

Regards,
The Google Team

Original Message Follows:

From: "XANDARI RESORT AND SPA" [REDACTED]
Subject: RE: COPYRIGHT INFRINGEMENT [REDACTED]
Date: Tue, 4 Mar 2003 11:17:13 -0800

If you cannot find that one: what about the one indicated further on our request:

www15.secure-website.net/~buenpas/xandari/xandarireservations.html

this was taken directly from your Google search engine.

This is an urgent matter because they have cloned, mirrored, pagejacked the credit card reservation form listed above.

Please assist us. If possible, what is the telephone number that I can reach your offices?

Thank you.

[REDACTED]
XANDARI RESORT AND SPA VILLAGE

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Tuesday, March 04, 2003 10:47 AM
To: XANDARI RESORT AND SPA
Subject: Re: COPYRIGHT INFRINGEMENT [REDACTED]

Hi-

We have received your faxed DMCA complaint, however, we are unable to process your request unless all of the listed URLs are valid search results in Google.