

database

12 July, 2005



Google, Inc.
Attn: User Support Google DMCA Complaint

Mountain View, CA 94043

Fax

User Support:

This is our formal complaint against the website owner whose sites are currently listed in your search engine index. We believe these sites are presenting false and misleading content and is infringing on our copyrighted website information. We request that you review these sites and remove them from the Google search results.

(1) Our Copyrighted material is located here:

<http://www.databasesystemscorp.com/>
<http://www.databasesystemscorp.com/pstelemation.htm>

(2) The offending website and pages containing our copyright material are listed below. All of these pages either re-direct users to a different page or are presenting different information to a search engine spider than what is displayed to users (via a 302 re-direct or a script). Thus the content of the pages viewed by the user is not what the Google search engine sees when it spiders these pages. Our content is not maintained on the user viewed pages, only on the spidered pages.

www.best-crm-solutions.com/sitemap.htm
www.best-crm-solutions.com/free-crm.htm

www.quality-crm-solutions.com/wipro-and-crm-canada.htm

database SYSTEMS CORP.

Database Plaza • 1118 East Missouri Avenue • Phoenix, Arizona 85014-2710

@dsc1.com

BACKGROUND

The following documents the copyright infringement and false promotion and misrepresentation by the owner of the above websites.

The 3 identified web pages listed above contain our copyrighted information.

EXAMPLE OF GOOGLE SEARCH

The following is an example of how this website owner is falsely representing itself. PACER™ Predictive Dialer is a registered product of Database Systems Corp. There are no duplicates or conflicting names in the market. When using the Google Search Engine and entering the search term "Pacer" or "Pacer Predictive Dialers" the following results are displayed for the above mentioned websites. (Duplicates were obtained using the Google Site: command). The information displayed in the descriptions of each of these search results is copied directly from our website and contains copyrighted information belonging to Database Systems Corp.

NOTE: All of the text that appears in the snippets with each search results is a verbatim copy from our website.

<http://www.databasesystemscorp.com/>

"This computer telephony software "opens" our PACER predictive dialers to outside applications."....

<http://www.databasesystemscorp.com/pstelemation.htm>

"Telemation, combined with our PACER call center phone system, fully supports remote agents. Now your customer care workforce can be significantly expanded with the addition of work at home employees."

Google Search Results 12 July 2005:

CRM Software Sitemap - free customer service training

crm analitico This computer telephony software "opens" our **PACER** ... crm act
converter Telemation, combined with our **PACER** call center phone system, ...
www.best-crm-solutions.com/sitemap.htm - [Similar pages](#)

free crm - msn customer support

Register now What's Your Company's CRM Strategy Telemation, combined with our
PACER call center phone system, fully supports remote agents CRM Software ...
www.best-crm-solutions.com/free-crm.htm - [Similar pages](#)

wipro and crm canada - CRM Software Advice - customer service work ...

This computer telephony software "opens" our **PACER** predictive dialers to outside
applications To find out the upper limit of the product view demo October ...
www.quality-crm-solutions.com/wipro-and-crm-canada.htm - [Similar pages](#)

If the visitor clicks on any of these search results, they are immediately presented with virtually identical information that does not contain any of the snippet information displayed with the Google search results. It appears this web designer is using a re-direct or script to pull our website information when the Google search spider indexes this site. However, different information is displayed to the search user.

To the searcher, it appears that this company is the provider of the "PACER Predictive Dialer" when in fact they are not.

Trademark and Copyrighted Material

Our corporate trademarks are clearly posted on our website here with effective dates and reference numbers:

<http://www.databasesystemscorp.com/trademarks.htm>

(3) OUR COMPANY INFORMATION

Database Systems Corp., Arizona Corporation

Phoenix, AZ 85014

Founded: 1978

Owners:

Websites:

<http://www.databasesystemscorp.com> (Corporate)

<http://www.easyivr.com> (Service Division)

<http://www.911broadcast.com> (Emergency Broadcast Svc)

(4) Our complaint has been lodged against the following organizations:

Registrant:

Lower Hutt Gracefield
New Zealand

Registered through: GoDaddy.com
Domain Name: QUALITY-CRM-SOLUTIONS.COM
Created on: 28-Mar-05
Expires on: 28-Mar-06
Last Updated on: 28-Mar-05

Administrative Contact:

No email specified
Lower Hutt Gracefield
New Zealand

Technical Contact:

No email specified
Lower Hutt Gracefield
New Zealand

Domain servers in listed order:

NS308.PAIR.COM
NS0000.NS0.COM

Registrant:

Lower Hutt Gracefield
New Zealand

Registered through: GoDaddy.com
Domain Name: BEST-CRM-SOLUTIONS.COM

Created on: 28-Mar-05
Expires on: 28-Mar-06
Last Updated on: 28-Mar-05

Administrative Contact:

[REDACTED] No email specified

Lower Hutt Gracefield
New Zealand

Technical Contact:

[REDACTED] No email specified

Lower Hutt Gracefield
New Zealand

Domain servers in listed order:
NS308.PAIR.COM
NS0000.NS0.COM

REPRESENTATIONS

I represent that I am an owner of this company and websites and am fully authorized to pursue this matter.

(5) I have a good faith belief that use of the copyrighted materials described above on the allegedly infringing web pages is not authorized by the copyright owner, its agent, or the law

(6) I swear, under penalty of perjury, that the information in the notification is accurate and that I am the copyright owner or am authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

My contact information is the following:

[REDACTED]
President, Database Systems Corp.

[REDACTED]
[REDACTED]@yahoo.com
[REDACTED]@databasesystemscorp.com

DESIRED ACTION FROM GOOGLE

Since this company is listed in the Google Search Results and is providing false and misleading information as well as displaying our copyrighted product and company data, we respectfully request that you remove all of the above sites from your search engine. At a minimum, please remove the specific pages to these websites which contain our trademarked information.

Since this website owner is employing search engine spamming techniques (re-directed false pages), we also recommend that these sites be banned from the Google Search Engine.

Thank you again for your attention to this matter.



President
Database Systems Corp.

