

Advanced Gaming Enterprises House Rules

January 27, 2001

PLAYER ACCOUNTS

CUSTOMER ACCOUNTS: To participate in either of our games you must open an account with a minimum balance of \$10.00. For each game you must maintain a separate account to pay for your turns. Turn fees are deducted from your account, therefore you must maintain a positive account balance to pay for your turns. COD accounts are represented by a single three or four digit number that will always appear on your address header. CTF accounts use the same number (whether or not you actually play COD) with a "-B" tacked on to the end. Thus a COD account would be listed as "####" (a # sign actually signifies a number from 0-9) and a CTF account would be listed as "####-B" (for example "9999-B"). Please be sure to mention your account number with all correspondence or when sending a payment for your account.

SENDING PAYMENTS: Payments to your account should be made in the amount of \$20.00 or more but should not be made in amounts less than \$10.00. A good rule of thumb is to send enough money to pay for a month's worth of turns. Payments should be made using a check or money order (available at local banks, Post Offices and most local convenience stores for a small fee) and **MUST BE IN U.S. FUNDS**. Checks should be made out to **ADVANCED GAMING ENTERPRISES**. While we do accept cash, we advise against sending it and cannot assume responsibility for any cash lost or stolen in transit. Any money placed in your account is available for use to cover any fees associated with that game such as turns, setups and rule books. Should you decide to stop playing any unused funds will be happily refunded by check (or Charge Card Credit where applicable) within 30 days of receipt of your written request.

VISA/MASTERCARD: Players may also pay for their turns using a VISA or MASTERCARD. This can be done in one of three ways: 1) One Time Credit Card payment by phone (during normal hours — have your Credit Card and Account information available before you call), 2) One Time Credit Card Payment by mail (a special form is required and is available upon request), and our special Recurring Charge Program. For the Recurring Charge Program you simply fill out our special form (available upon request) and we will automatically charge your credit card and add the funds to your AGE account whenever your balance gets low. This way you never need worry about sending a check or having your turns being delayed or canceled because you forgot to send enough money to pay for them. With all Credit Card transactions you will be sent a receipt showing how much your card was charged and detailing the corresponding amount added to your AGE account. The Recurring Charge Program can be canceled at any time by your written request.

RETURNED CHECKS: Because of the extra bookkeeping and processing time involved, and to recover the penalty our bank charges us, we charge a \$10.00 fee for all returned checks. If the returned check was the result of an error made by your bank you can usually get them to compensate you for this fee (we send you a receipt). Players who repeatedly bounce checks will be asked to submit payment by Money Order to avoid unnecessary bookkeeping and accounting charges.

INACTIVE ACCOUNTS: Any account which has not had any financial activity for a period of one year or more may be closed at the discretion of AGE. All remaining funds in the account will be refunded to the player's last known address.

ADVANCED GAMING ENTERPRISES
POST OFFICE BOX 214949
SACRAMENTO, CA 95821
www.ageforfun.com

LIFE WITH THE P.O.

POSTAGE: Current US postage rates are 34 cents for the first ounce and 21 cents for each additional ounce. One ounce equals approximately 3 or 4 pieces of paper 8.5 by 11 inches in size. Items to CANADA and MEXICO cost 60 cents for the first ounce while to all other foreign countries the first ounce costs 80 cents. All items to foreign countries (excluding US military such as APO and FPO addresses), including Canada and Mexico, should be sent AIRMAIL for best possible service.

OVERSEAS AIRMAIL SURCHARGE: Overseas customers (excluding APO, FPO and the like) requiring AIRMAIL service will be subject to a 20% surcharge on all account deposits to cover the high cost of postage. The amount charged is **NON-REFUNDABLE**.

EXPRESS MAIL: The US Post Office offers Express Mail service for those in need of overnight delivery. This is a great service but is rather expensive at \$12.25 for up to a half pound (8 ounces). To ensure the best possible value for your money you should always be sure to do the following:

1) Sign the "Waiver of Signature and Indemnity" — this ensures that the item is placed in our box AS SOON AS IT ARRIVES rather than going through an extra step or two at the Post Office that could delay delivery by an hour or more. Since we typically pick up mail only once a day that extra hour can make the difference between whether we get it on the day it arrives at the Post Office or the day after.

2) Make sure you get delivery "by 12 Noon". Normally we pick up the mail in the morning. Anything delivered in the afternoon ("By 3:00" delivery) will not be picked up until the next day.

PRIORITY MAIL: At \$3.50 for up to one pound. This is a much cheaper alternative to Express Mail. Priority Mail promises 2nd Day delivery from almost anywhere in the US (though it is not guaranteed). It has been our experience that Priority Mail has almost always arrived within two days.

ADDRESSING MAIL: For the fastest possible service be sure all addresses are carefully typed and use our extended Zip Code (95821-0949). If you hand address an article be sure to carefully print the address and **DO NOT** use the extended Zip Code (this is contrary to formal Post Office policy but has been advised, unofficially, by more than one Postal employee including a branch head). Be sure to use the appropriate size envelope for the items being sent — badly bulging items tend to get delayed or mangled by postal machinery.

LOST IN THE MAIL: It doesn't happen very often but occasionally the Post Office does lose things. Sometimes items get chewed up by machines. Other times they simply fall behind things in the Post Office. Often the cause is the item being delivered to the wrong address. Conscientious people simply re-mail the article and it just gets delayed. Others, and we have seen it happen, simply throw it away. To help prevent items from getting lost be sure to **PRINT** or **TYPE** the address, **PRINT** or **TYPE** a return address and avoid over-stuffing your envelopes.

If you feel your turn results are overdue, contact us by phone or mail and we will let you know their status. If it appears to have been lost in the mail we will submit a postal tracer form (PS FORM 1510), if you request it, in the hope the Post Office can track it down. It doesn't usually have much affect but it has helped to locate missing items on occasion. If mail was lost on its way to us you can pick up a tracer form at your local Post Office or we can send you one if you request it.

ADDRESS CHANGES

TELL US: When you are moving be sure to let us know your new address approximately a week before you move so we can update your records and make sure your turns will arrive at your new home. Be sure to carefully PRINT or TYPE your new address so that it is clearly legible. DO NOT simply write down the address and expect us to notice that it has changed. DO NOT put the address change on the outside of an envelope — if it arrives damaged or smudged we may not be able to read it accurately.

TELL THEM: Be sure to notify the Post Office of your change of address. If they know you have moved they can forward all mail that is sent to your old address to your new one with a minimum of delay. If they are unaware of your new address they will often refuse to deliver mail to you there thinking that no one by that name lives at that address.

FAST RESULTS

PRIORITY RETURN MAIL: For those of you who want your turns sent back to you as fast as possible we now offer Priority Return Mail. That is, when you specifically request it, we can send you your results by Priority Mail. Because of the extra expense involved you will be charged \$3.00 to cover the increased postage costs. To receive this service you MUST include a signed authorization with each turn results you wish to have returned in this manner. This service is ONLY available to customers located within the continental US.

Please note: Priority Mail promises (but does not guarantee) 2-day mail service. However, most mail takes 1-3 days to reach someone on the West Coast and no more than 5 days on the East Coast so few, if any, customers will actually have much need for this service. Also, especially heavy articles will be sent by Priority Mail automatically at no additional charge.

PHONES AND FAX

PHONE SERVICE: We can be reached at 916-683-AGE1 (916-683-2431) 24 hours a day. Someone is usually available to answer the phone M-F 2-4 PM PST, otherwise you may leave a message on our answering machine and we will respond by mail. The phone service is primarily intended to answer questions about our products or services. We CANNOT accept turns, setups, address changes, drops or position transfers over the phone. All such requests must be made IN WRITING. When leaving a message be sure to speak slowly and clearly — we have to later transcribe your message before we can respond. Our answering machine will continue recording as long as you keep talking but will hang up in response to lengthy pauses. Because of the costs involved (we have players from across the US and around the world) we regret that we CANNOT return phone calls. While local calls might be economical it would be unfair for us to treat local players better than everybody else.

FAX SERVICE: Our dedicated fax line is 916-683-AGE6 (916-683-2436). Our fax machine can accept data at speeds up to 14,400 baud and has a large memory buffer, so it can accept most single page faxes in Fine mode in less than 60 seconds. All faxes should be sent in Fine mode (or Superfine/300 dpi) and should list your name (clearly printed), account number and bear your signature for identification purposes. If you are using a fax modem, please create a facsimile of your signature using a mouse and a draw program.

If you have any problems with your transmission try calling again during normal business hours and we will try to correct any problems. If you have problems with using a fax modem the problem is usually the result of not having your hardware or software configured properly — be sure to check your documentation for details.

WEBSITE

For more information on Advanced Gaming Enterprises and its line of products, including some handy downloads, please see us at:

<http://www.ageforfun.com>

MISCELLANEOUS

PLAYER NOTICES: Players may only submit Player Notices for a game for which they have an open account and at least one active position. Player Notices should be no more than one paragraph in length and must be in good taste. Excessively long notices may be edited for length. Notices in poor taste or that contain excessive name-calling may be edited or discarded at the GM's discretion. If the GM cannot determine the identity of the player submitting the notice it will not be printed. Player Notices should be typed or carefully printed and should be submitted on paper that is 8.5 by 11 inches in size. They may be signed with your real name or with the name of one of your positions (such as a Pilot in CTF or an Army in COD) but you may not sign your Player Notice with another person's real name or the name of a position you do not control. Player Notices are only intended to facilitate interaction between players and their positions and cannot be used for commercial purposes. Please do not put Player Notices on turn sheets, setup forms or on items containing other pieces of correspondence. For efficiency, everything is filed separately — correspondence in one place, Player Notices in another, etc. If a Player Notice is put on a turn sheet or letter it greatly increases the chances of something being lost or delayed. To help ensure that your notice gets put in the next issue be sure we receive it by the 21st of the preceding month (ie. to make the June issue it should be received by May 21st).

SEPARATE GAMES: Currently AGE runs THE CRACK OF DOOM I (COD I), THE CRACK OF DOOM II (COD2) and CTF 2187 (CTF). These are distinct and separate games with separate turn processing procedures and, the case of CTF, separate accounting systems. PLEASE do not put items for more than one game in the same envelope or submit a single check for both accounts. Doing so greatly increases the chance that something will be lost, mis-filed, or in some other way handled incorrectly. Please, if your turns are as important to you as they are to us, submit your turns for COD I, COD II and CTF in separate envelopes.



SPECIAL CTF NOTES:

1) We will accept STANDING ORDER REVISION TURNS over the phone. Be sure to indicate your Name, Account Number, Game Number, Bot Number, Pilot Name and ID Number, and your instructions for the turn (basically everything listed on the Standing Orders Turn Sheet). You will be charged the normal Standing Orders Turn fee but we do NOT add on any special phone-in fees.

2) We will accept the STANDARD BOT TURN by fax. If you are submitting your turn on the date it is due, be sure it reaches us by NOON to avoid missing the turn. Any faxed turns received after noon on the due date may be too late (if we have already run the turn there is nothing we can do). Remember, faxed turns MUST BE signed by the player who owns the position.

3) We will also accept the following forms by fax: PILOT TURN, ARENA SETUP FORM and COMBINED PILOT/ARENA SETUP FORM. However to be accepted by fax these forms MUST BE filled out completely and be signed by the player who controls the position.