

Removing Content from Topix.com

Post and thread removed within 72 hours

Your experience may vary, but in steps performed by the Office of Attorney General the following process resulted in posts and forums being removed within 48-72 hours for no charge.

Note: According to its website, Topix reviews posts to determine whether they violate Topix's Terms of Service.

(<http://www.topix.com/topix/terms>)

Topix may choose to not remove a post which is reported if it considers the material acceptable under its Terms of Service.

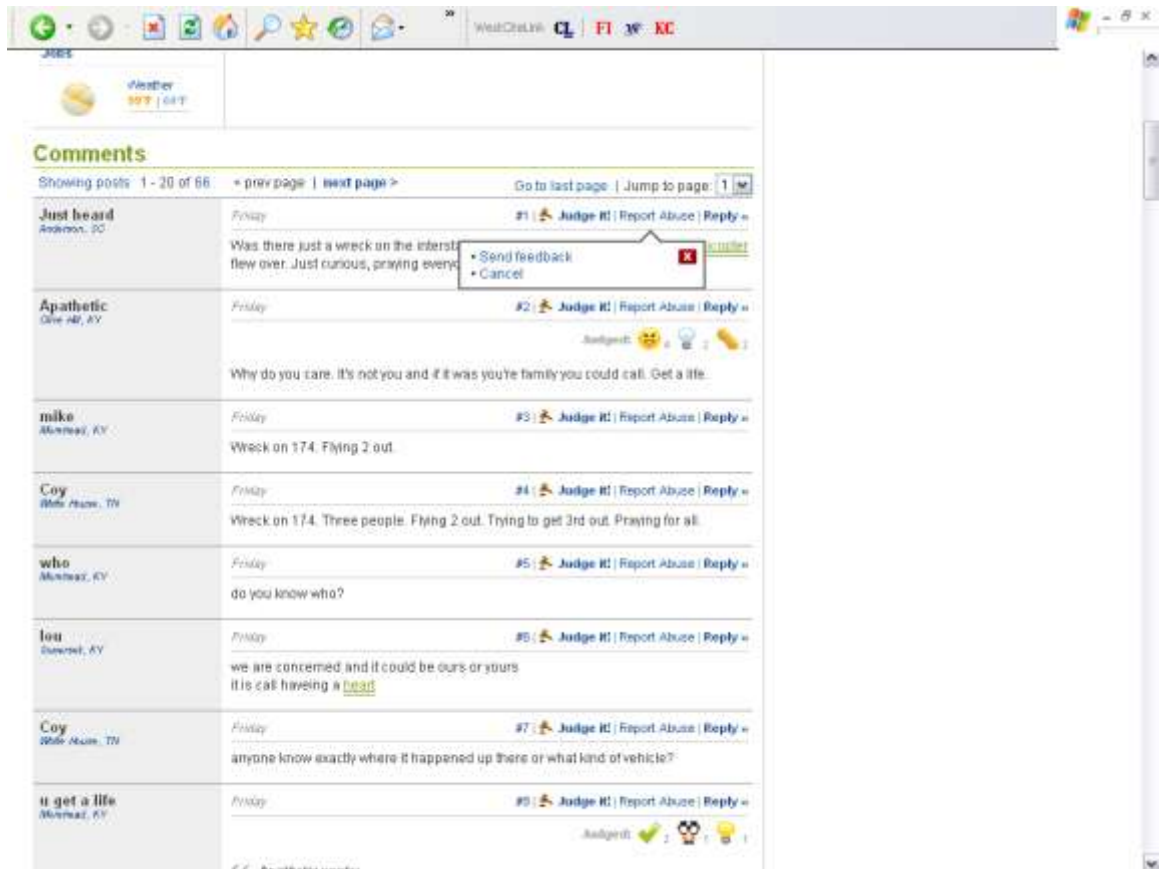
If you believe a post is libelous, you may wish to contact a private attorney to discuss your rights and legal options.

The Office of Attorney General cannot represent individuals in private law suits.

If you think the post is threatening or abusive, you may also want to contact your local law enforcement agency.

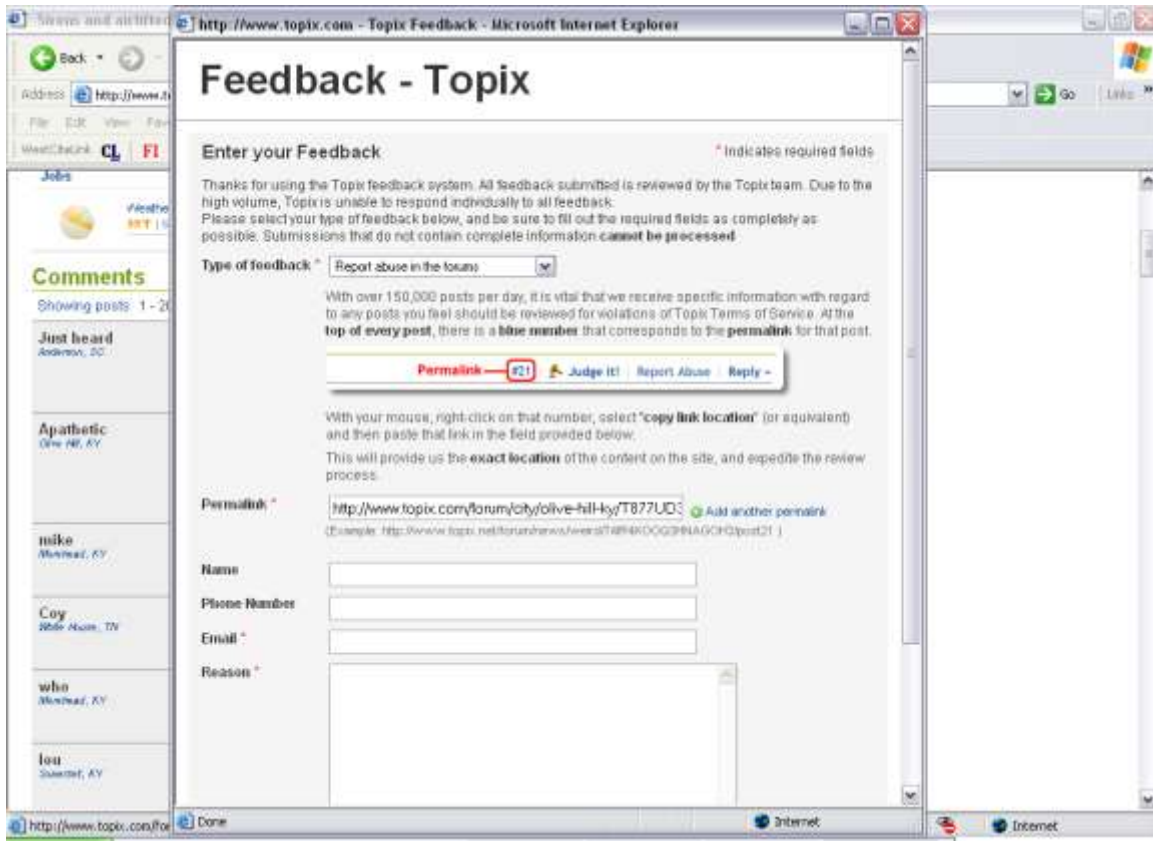
Step 1

- The first step to have inappropriate forum posts removed from Topix.com is to click the “report abuse” heading of the offensive post.
- When properly done you should see this page:



Step 2

- Click the option that says “Send Feedback” and you will see this page:



Step 3

- At the Section titled “Type of Feedback,” “Report abuse in the forums” should be highlighted in the drop down menu below. If not, then click the drop-down box and select “Report abuse in the forums.”
- When properly done you should see this page:

The screenshot shows a web browser window titled "http://www.topix.com - Topix Feedback - Microsoft Internet Explorer". The page content is titled "Feedback - Topix" and contains a form for submitting feedback. The form includes a "Type of feedback" dropdown menu with the following options: "Report abuse in the forums", "Select type of feedback", "Report abuse in the forums", "Get help with my account", "Get help with my Yellow Pages listing", "Suggest a new source", and "Report a bug". The "Report abuse in the forums" option is highlighted. Below the dropdown menu, there is a "Permalink" field with the value "http://www.topix.com/forum/city/olive-hill-hy/T877UD" and a "Name" field. The form also includes fields for "Phone Number", "Email", and "Reason". The browser's taskbar at the bottom shows the Start button, several application icons, and the system clock displaying "3:01 PM".

Step 4

- In the box labeled e-mail address, type in your e-mail address.
- In the box labeled “Comments,” explain the reason you feel the post is inappropriate.
- There is a security box at the bottom of the page where you must type in the letters and/or numbers as they appear on your screen.
- Click on the Submit Feedback icon.

When properly done you should see this page:



After submitting the feedback you should receive an automated reply from Topix acknowledging receipt of the e-mail.

###

In tests conducted by the Office of the Attorney General, forums reported using the above process were removed within 48-72 hours.

Note, under the leadership of Kentucky Attorney General Jack Conway, Attorneys General of 35 jurisdictions have entered into a Joint Statement with Topix in which Topix has agreed to eliminate any fee for providing priority review and to improve their responsiveness to abuse reports. A press release explaining this initiative and a link to the Joint Statement is available at:

<http://migration.kentucky.gov/Newsroom/ag/topixagreement.htm>