



FREQUENTLY ASKED QUESTIONS ABOUT FUSER

What is Fuser?

Fuser is a Boulder-based consumer technology company specializing in tools that help Internet users stay highly connected to their digital lifestyles. The company's first product – which is also called Fuser – is a free online tool that allows users to stay connected by easily and efficiently managing their Twitter, e-mail and social networking communications in one place. By providing a secure, virtual command center for Web-based communications – including Yahoo!, Gmail, MySpace, Facebook, work e-mail accounts and many more – Fuser.com helps users stay connected.

Who are the leaders of the company?

Jared Polis, founder
Jeff Herman, president
Eric Wu, Vice President Product Management
Betsy Chase, director of Marketing
Mike Wilson, director of Development
Christopher Stimmel, director of Quality Engineering
Dan Saltzman, User Experience Design Lead

When was Fuser founded?

Confluence Commons, Fuser's parent company, was founded in May 2006.

Where is Fuser based?

Boulder, Colo.

Does Fuser have formal partnerships in place with Facebook, MySpace or any of the other Fuser-supported service providers?

Not at this time, but we feel that Fuser complements the value of their service, so we look forward to engaging them in partnership discussions.

Does Fuser have formal partnerships in place with the major e-mail providers (Yahoo!, Hotmail, AOL, etc.)?

Not at this time, but we feel that Fuser complements the value of their service, so we look forward to engaging them in partnership discussions.

How do I set up a Fuser account?

1. Create a Fuser account at www.fuser.com by providing a user name and password.
2. Enter your e-mail, Twitter and social networking addresses and passwords.
3. Fuser fuses all your messages into a single, secure Web-based console that you can access from any Internet connection

How much does it cost to use Fuser?

Nothing! Fuser is free!

What types of communications (e.g., e-mail, social networking messages, chat) can I manage with my Fuser account?

Fuser is a tool that enables you to consolidate your Twitter, e-mail and social networking communications into one Web-based platform – allowing you to communicate to and from those accounts just as if you were directly logged onto them.

Can I access Fuser on my mobile device?

Not at this time, but we are looking to enable this functionality in the future.

Does Fuser help me manage spam e-mail?

Fuser does not store your e-mail or social networking messages – it is simply a reflection of them in a single Web-based platform – so security measures put in place by service providers still apply when using Fuser. This includes their antivirus and spam filtering protocols, which will continue to protect your online communications.

How will my e-mail actions (e.g. deleting messages, replying to e-mails) on Fuser be reflected in my actual accounts?

Fuser is simply a reflection of your e-mail and social networking accounts, so any action you take in Fuser will be reflected in your normal accounts.

Can I send MySpace and/or Facebook messages from my Fuser account?

Yes.

Will my address books import into my Fuser account?

Yes.

Will Fuser sell or use my e-mail addresses for marketing/promotion purposes?

Absolutely not. The security and privacy of our customers is our top priority.

How can I be assured that my account information and passwords are safe with Fuser?

Fuser was built from the ground up by a team of software security veterans including key individuals from Webroot Software, a leading Internet security provider.

Fuser uses encrypted technology to protect the privacy and security of Fuser users' data. Fuser undergoes extensive third-party security audits on a regular basis to keep abreast of emerging threats.

Fuser does not store your e-mail or social networking messages and security measures put in place by service providers still apply when using Fuser. This includes their antivirus and spam filtering protocols, which will continue to protect your online communications.