

Nokia Acquires Twango – Frequently Asked Questions (FAQ)

What is Twango?

Twango is a next generation social media sharing service that offers a comprehensive, integrated solution for people to organize, share, and republish all their personal media.

What will happen to the current twango.com and mobile.twango.com service?

The Twango service will continue to offer a great media sharing experience without any major interruptions. As a result of the acquisition, all of Twango's members can continue to expect ongoing updates that will further enhance their media sharing experience.

Will you support Twango's existing customers?

We will continue to support current customers and the Twango service will continue its operations as before in the near term. In the long-term, the service will continue to evolve to serve the needs of all of its users.

Will my media be secure?

Your media is both secure and protected. The Nokia relationship allows Twango to keep upgrading its service. All your channels and settings have been saved - you'll enjoy the site in the way you always have.

How will this affect my current Twango account: current media, bandwidth levels, limits?

Your Twango account ID and upload limits will not be affected at this time – you can upload media and share your media in the same way as you did prior to the acquisition.

Will there continue to be a free level of membership?

Yes.

Will there be any interruption in the Twango service?

The Twango service will continue to operate without any major interruptions. Certain individual features – in-place online video playback, entering location information, and maps – will be temporarily unavailable for a short period as we make adjustments to the site in the coming weeks. Members will receive notice of any potential additional changes via the home page, the Twango blog and email.

Why do my videos no longer play in place? Why do my embedded videos no longer play [and now appear as an icon]? When will my videos be playable again?

We decided to switch out our video transcoding technology (how original videos are converted to a format suitable for online playback). In order to effect the switchover we had to remove the prior components. We will resume online video playback as soon as possible. All of the original videos are still retained in your Twango account. Until online video playback is available, you and other viewers of your videos will receive a link to download the original. The original can be played if the necessary player is installed on the desktop or mobile device.

What happened to the maps that used to be on the media pages? Why can't I see them now? Why can't I enter geo location information on my media now?

We decided to switch out the technology we use for geo-related features and expect the ability to enter new location tags and display maps to reappear shortly. Any prior location tags already entered into Twango are still there.

Does this mean I will be able to play Twango audio and videos on my Nokia device?

Not necessarily. As before, media files can be downloaded from the Twango mobile site to your phone and then may be playable if your phone has the necessary installed players. Over time look for more seamless playback of Twango media on mobile devices.

If I don't have a Nokia cell-phone – can I still use Twango?

Yes. Twango is available from PCs and Macs at <http://www.twango.com>. In addition, any mobile device capable of sending email can upload media to Twango. Mobile devices with an XHTML-based browser can access Twango at <http://mobile.twango.com>.

Will Nokia now have access to my personal info and private media? What if I don't want that?

Twango's terms of service provides that in the event of an acquisition, member account info and media will be assumed by the acquiring party. You may delete your account at any time.

Will this shift Twango's focus to a more European or international member base?

Twango has always been an international service with members from countries all over the world. As part of Nokia, it will be able to even better serve customers throughout the world.

What language(s) will Twango be available in? When?

Detailed plans for growth of the Twango service are not yet decided. But we expect that Twango will be available in multiple languages in the future.

Will you maintain the Twango brand?

For the foreseeable future Twango's name will stay. As we grow Twango into a global service we may decide on a name that is more suitable. If, at a future date, the name were to change, all our members will be notified in advance. Potential branding changes will not effect the security of members' media.

What kind of service offering will Nokia develop on top of the Twango platform?

We plan to develop Twango's current offering further in order to increasingly provide customers with seamless universal access to their personal media and richer experiences with social media.

When will you launch the Nokia/Twango Service?

At this time, it's too early to speculate on the future Nokia/Twango offering. We will provide more details of the Nokia/Twango media sharing experience in the first half of 2008.

Will there be a new Nokia-written terms of service? Do I get to/have to accept the terms again?

No. The terms of service have remained unchanged for now, except to substitute the Nokia Inc name in place of Twango Inc. You do not need to accept the terms again.

Will there be a new Nokia-written privacy policy?

No. However, as part of the acquisition, we have made one minor change to the Twango

privacy policy. This change is to allow Twango data to reside on servers outside the US, in order to accommodate the global nature of our business.

Will you have paid account levels and if so, how much and what will I get?

Yes. We do plan to offer paid accounts in the future. The specific features and policies of paid accounts are still under discussion. We will also continue to offer a free level of service.

Will Nokia change the guidelines for "appropriate media" on Twango?

No. Guidelines for user conduct are covered in the Twango Terms of Service. For the near future the guidelines will remain unchanged.

Is Nokia going to censor certain kinds of content?

No. Guideline for user conduct and content appropriateness are covered in the Twango Terms of Service. For the near future the guidelines will remain unchanged.

Will I be able to print my Twango photos via Nokia printing services [Sapio, Snapfish, Pixaco]?

No. For the near future your Twango photos may be printed by using the printing features already available on the Twango service. It is too early to discuss concrete plans for integration with other printing services.

Will you maintain the Redmond office?

To accommodate our planned growth, we will be moving our offices to a new location on the "Eastside" (the tech corridor area east of downtown Seattle). See our [jobs page](#) for the latest open positions and employment information.

How many employees do you plan to add by the end of this year?

Detailed plans are under discussion but you can expect to see significant growth in order to provide a comprehensive service reaching millions of customers worldwide.

Why did Twango decide to sell to Nokia?

Twango realized that it shared the same long term vision for personal media and communities as Nokia. There is a practical limit to how much of that vision Twango could achieve as a small company on its own. As a part of Nokia, Twango will be able to realize its dream of a providing a service that allows people to capture and enjoy their personal media on mobile devices, desktop computers, in living rooms, and all the other places that are important to them.

How much did Nokia pay for Twango?

The terms of the acquisition are confidential, including the purchase price.