[ABSTRACT]

A positional information management unit 80 specifies a position within a virtual space of icons corresponding to respective users based on an icon positional information. When an instruction operation by a user related to an object arranged in the virtual space is performed, the object conversation management unit 62 acquires an object instruction operation information transmitted from each of the user terminals 2. When an instruction operation of the user regarding the object is not performed, a normal conversation management unit 63 executes various processing related to a normal conversation mode. The communication method determination unit 64 determines a method of communication to be provided to the user and a communication method for realizing the communication. An output information generation unit 65 generates an output information to be output at each of the user terminals.