



Action 800 Price List

Your Reference to Service Costs and Terms of Service

Welcome to Action800!

In this section, we'll provide a detailed listing of the all costs for basic services and optional features of 800 VoiceMail.

But first, here's an open letter from our General Manager:

OFFICE OF HARRY YOUNG

Dear Fellow Entrepreneur,

Want to expand your Markets Nation-Wide?

Welcome to Action 800 -- the only American company specializing in 800-VoiceMail service, in business since 1977, where you get your own 800-number, plus order-recording, and the best deal in the nation.

Also the only company providing service with a Risk-Free Guarantee, free email call-reporting included, and extensive free support materials.

Our service is popular because you get a fast, easy way to get more calls from your ads. You can expand beyond

your city, go state-wide or nation-wide today.

No equipment to purchase, nothing to repair, no tedious manuals to study, no phone lines to install. You just record your sales message on the phone, place your ads, and call each day to gather your orders and messages.

You can also use our service to link offices in different cities, to test one ad against another, to automatically page salesmen, to gather researcher reports, to dispatch technicians, or to provide a round-the-clock telephone 'Audio Brochure' for your customers!

You can also receive 'Power Tips of the Radio Pros' -- Five Simple Tips on Recording to get that Professional Sound. And 'Profitable Phone Persuasion' -- the big report with guidelines and examples on writing a telephone sales script to Grab More Dollars!

If you're serious about Expanding your Markets today, order your 800 VoiceMail service today! With our Universal Guarantee, you can't go wrong.

Call us today!

Best Wishes,

Harry Young, General Manager Action800

Choose the Best Deal!

Since we began in 1977, we've tried many systems, and we've interviewed many thousands of clients, about the phone calls and information at the heart of a business, or a private life. Although every person

is unique, many problems are the same. We believe we've found some of the simplest, most cost-effective solutions available in the world, and here they are ...

Action800 Pricing Structure

The first plans listed are our "Basic Services", and these are our most popular packages, with many features built-in at no extra cost.

Next are listed "Add-On and Other Services", which are optional and have various costs.

Last are "Specials and Combination Packages", which are even more powerful dollar-savers.

"Basic Services"

These three packages are our most popular, because of their power and low cost:

'Professional' 800-VoiceMail	\$ 9.95/month plus 14 cents/min
'High Capacity' 800-VoiceMail	\$12.95/month plus 14 cents/min
'Caller-Choice' system with four sub-boxes	\$15.95/month plus 14 cents/min

*Each of these plans includes 'call-detail' report with listing of every caller's phone number and time billed in 6-second increments.

'Professional' 800-VoiceMail

This package is primarily used for message-taking, and includes your own private 800-Number, with message-taking. It can play an outgoing **greeting of up to three minutes**, and will take up to 40 four-minute messages. It will hold these messages awaiting your pickup for up to two weeks, and you may also keep a played message for three days. Your calls arrive on the high-quality IXC digital-fiber network and phone lines are specially wired so that a dozen callers can enter your mailbox at the same time.

Your voice mailbox is passcode protected, and includes (at no extra cost) the Caller's menu, Greeting Bypass, Time and Date, Toll-

saver, and Quick-Keys features.

If you prefer, you may have your voice mailbox programmed to provide 'Announce-Only' service, where no messages are taken.

Service is provided 7 days a week around the clock, and you may test the service for up to ten days risk-free under our 'Universal Guarantee.'

TO START THE PROFESSIONAL 800-VOICEMAIL SERVICE: We must receive a one-time set-up fee of \$20, plus first and last month's service at \$9.95, for a total of \$39.90 to begin service.

On this plan, we'll charge your credit-card monthly for the base rate, plus accrued minutes at 14 cents per minute.

You'll receive a monthly statement via email detailing charges made and your free 'call-detail' report showing all calls into your 800-Number with date and time and the calling number.

'High Capacity' 800 VoiceMail

The High-Capacity 800-VoiceMail package is most useful for sales or information presentation, letting you present information to callers with an **expanded greeting of up to seven minutes!** It has all features of the Professional package, including taking up to 40 four-minute messages and storing them for two weeks. Contains all the other features too, and risk-free trial under our 'Universal Guarantee.'

And of course you can have the mailbox 'Announce Only' if you wish.

TO START THE HIGH-CAPACITY 800-VOICEMAIL PACKAGE: We must receive a one-time set-up fee of \$20, plus first and last month's service at \$12.95, for a total of \$45.90 to begin service.

We'll charge your credit-card monthly for the base rate, plus accrued minutes at 14 cents per minute.

You'll receive a monthly statement via email detailing charges made and a free 'call-detail' report showing all calls into your 800-Number with date and time and the calling number.

'Caller-Choice Box' with four sub-boxes system

This system contains all the same features, plus your caller may choose box #1, box #2, box#3, or box#4. Each of these 'sub-boxes' can be a Message-Taking box (2-minute greeting) or 'Announce-Only' box (five-minute greeting).

This system is most commonly used in one of two ways:

- As an **"Audio Brochure"** which is a 24-hour talking brochure to tell callers about your services. For example, "To hear about Blue Beezers press 1, or to hear about Green

Gowers press 2, or to hear about ..." You may select any combination of Announce-Only or Message-Taking sub-boxes, but standard configuration is three Announce plus one Message-Taking.

- As a **"Company Message Center"** to provide your company with an 800-voicemail number which then permits callers to select the message-taking box for Al or Bill or Carl or Dave. For example, "To leave a message for Al press 1, or to leave a message for Bill press 2, or to leave ..." You may select any combination of Announce-Only or Message-Taking sub-boxes, but standard configuration is four Message boxes.

Of course, you can combine these functions.

With the "Caller-Choice" system you can have any combination of Announce-Only or Message-Taking boxes. You may use two, three, or all four of the sub-boxes. If you need more than four sub-boxes (often called 'extensions'), additional sub-boxes are only \$5 monthly, and any reprogramming is \$5 per box.

TO SET UP THE "CALLER-CHOICE" SYSTEM: We must receive a one-time set-up fee of \$30, plus first and last month's service at \$15.95, for a total of \$61.90 to begin service.

We will charge your credit-card each month for the base rate, plus accrued minutes at 14 cents per minute.

You'll receive a monthly statement via email detailing charges made and a free 'call-detail' report showing all calls into your 800-Number with date and time and the calling number. (And you get the ten-day risk-free trial under our 'Universal Guarantee.')

"Add-On and Other Services"

Group Features

If you have several voice mailboxes which are used for message-taking— either as a 'Company Message Center' or as individual 'Professional' or 'High-Capacity' packages— you can add features that make it easier to communicate back and forth among the members of your group.

For example, when you receive a message, you can pass it to Joe, along with your comments. He then can press one key to reply back to your voicemail, and so forth. This will permit you to carry on an on-going conversation even if you're working different hours in differ-

ent cities in different time zones.

OR you could broadcast a message to everyone at once (or just to some). For full details, download the 33-page User's Guide from the 'Library' section of the Action800 website.

The cost? \$3 per box per month, and set-up or reprogramming is \$5 per box.

Message Relay

Your voice mailbox can call you at a predetermined phone number (your home or business) and relay your messages to you. Passcode protected, of course.

Cost? \$5 monthly, plus 14 cents per minute for out-dial time, and a one-time set-up fee of \$15.

Paging Service

If you have a pager, your voice mailbox can page you when you have messages waiting.

Cost? \$5 per month, plus 5 cents per page, and a one-time set-up fee of \$15.

VoiceMail 'Directory'

If you have an Audio Brochure system including message-taking boxes for staff members, we can custom-program so that callers can enter (on the touch-tone) the first few letters of staffmembers name to obtain the correct extension number. This is at custom-programming rates (\$70 per hour) so call Customer Service for an estimate.

'Rotation' VoiceMail

Used in organizations to take incoming sales-lead messages and distribute them in rotation to several voice mailboxes in turn. If you have the 'Caller-Choice' system with sub-boxes, we can program the initial box to distribute equally among the sub-boxes. The additional monthly cost is \$15, with a one-time set-up fee of \$15.

Listing in the 'Toll-Free' Directory at (800) 555-1212

\$40 per month, with \$40 last-month deposit, plus one-time set-up fee of \$50. Six-month minimum contract required. Call Customer Service for details.

A 'Personal' 800-Number to ring on Your Phone

This is a second 800-number which rings into your existing home or business telephone. Does not disturb your incoming local calls. Your phone rings, you answer. Maybe it's a local call; maybe it's a

caller who dialed your Personal 800-number! How simple!

Cost? \$5 per month, plus 17 cents per minute, and a one-time set-up fee of \$15.

Discount Long-Distance

If you're paying more than 11 cents per minute for your existing long-distance service, we can save you some money. Fax two recent phone bills to (415) 453-1485 and we'll call to discuss how much you can save by changing over.

Note, this service is **only** offered to folks using more than \$100 of long-distance service monthly (although you can combine all your different phone numbers to add up to this total.)

Prepaid Phone Card

Coming soon.

"Specials and Combination Packages"

These specials change from time to time. So if you want one of these special discount packages, better grab it now! Because it might not be available later!

'Seasonal Specials'

See 'Prices' section of website (www.action800.com) for specials offered from time to time. These change too often to list in this document.

'Big Combo' Package

If you have any one of the Basic Services at the standard rates quote above, you may add 'Personal 800' and 'Discount Long Distance' together at a special rate. The Personal 800 rate will drop from 17 cents to 14 cents per minute, and the Discount Long Distance rate will drop from 11 cents to 10 cents per minute, and the total set-up fee for both the Personal 800 and Discount Long Distance will be only \$15 to set up both of them.

Note: Discount Long Distance is only offered if you have more than \$100 of long distance monthly, although you may combine your different phone numbers to total up to this minimum.

Only One Special at a time please!

Only One Special or Combo Rate may be Applied. Multiple discounts do not apply.

Customizing your Action800 VoiceMail Service

Choosing your custom 800 VoiceMail program is easy:

- Our rates are organized by the 'Basic Services' which are single voice mailboxes like the Professional or High-Capacity package, or a system like the Caller-Choice package with four sub-boxes.
- To these Basic Services, you may add the 'Add-On and Other Services,' to expand your power.
- Last, check the 'Specials and Combo Packages' for moneysaving offers. (These change from time to time.)

Presto! Your customized array of 800 VoiceMail power tools, to supercharge your business and make life easier.

And no matter how you choose to apply the power of Action800 VoiceMail to your business or personal enterprises, you'll have chosen some of the most simple and cost-effective solutions available in the world, right here at Action800.

Miscellaneous Information

Announcement Mailbox

If you wish a mailbox which only delivers your message to callers, but which records no message, it is available at no extra charge, on the 'Professional' package (with 3-minute outgoing greeting), or on the 'High-Capacity' package (with 7-minute greeting).

Just specify that you wish 'Announce Only' when ordering.

"Menu" or "Chaining" Mailboxes

This is another term for what we call the 'Caller-Choice system,' meaning the type of mailbox which offers the caller a choice. The caller presses his touch-tone keys to select this or that message.

These can be used to create an "Audio Brochure" about any subject, that is, a talking brochure always available on your 800 number.

Or you can use Menu or Chaining Mailboxes so that your caller can leave a message for this salesman or that salesman, this department or that department, etc. Often used by companies for inter-company messaging when staffmembers are in different cities or on the road. See previous discussion of 'Caller-Choice system.'

Networking Multiple Mailboxes.

Another term for what we call 'Group Features,' which allows you

to send messages to others in your group, assuming that you have either several individual voice mailboxes ('Professional' or 'High Capacity' packages) or perhaps you have a 'Caller Choice' system with sub-boxes. See previous discussion of 'Group Features.'

Extension Mailboxes

This is another term for what we call the 'sub-boxes' on the 'Caller Choice system.' On our standard Caller Choice system, you can have up to four sub-boxes included in the base rate.

If you wish to add additional sub-boxes (or 'extensions') they can be either message-taking boxes (2 minute greeting) or announce-only boxes (5 minute greeting).

Cost for additional sub-boxes (after 4 included): \$5 monthly per additional box. Set-up or reprogramming \$5 per box.

When are extensions used? This situation usually comes up when you're using the mailboxes for inter-company messaging (sales force or service techs, for example), or as part of an Audio Brochure.

Any Drawbacks to Extension-type Service?

Yes, in a few specific cases. Here are some considerations which sometimes apply:

- 1. The available greetings are different on extensions than on stand-alone boxes. For example, on an extension message-taking box, the outgoing greeting can be up to two minutes. This is usually more than adequate, though the stand-alone 'Professional' mailbox has a three minute greeting and the 'High Capacity' mailbox has a seven minute greeting. On an extension announce-only mailbox you get a five minute outgoing greeting, compared to three minutes on the 'Professional' package or seven minutes on the 'High Capacity' package.
- 2. If you are using your 800-number to catch responses to your ads, and you wish accurate measurement of that response, please also consider that:
 - Some residence phones in America have no touch-tone. No touch-tone, no menu selection. No menu selection, they cannot place an order or reach the extension mailbox.
 - You lose the response measurement from separate ads if all the calls come into one 800 number before branching into different offers. True, you might learn which offer was most attractive, but not which magazine ad made them call.
 - Some percentage of people will become confused, or will

press the wrong button. When they become frustrated, they'll be angry at you, even though it was their own fault. Remember, confusion breeds uncertainty and lack of confidence.

- 3. Generally, it's better in marketing situations to have one ad, talking about one product, with one 800 number, which then talks about that same product. And for a different product, use a different ad and a different 800 number. Keep it simple for the buyer. (Of course, when you ship him Product A, you include a brochure for Product B!)
- 4. A last consideration is that when you receive your free 'call-detail' report via email each month, the minutes are detailed for your 800-number, but there is no individual readout of minutes used for each mailbox. For purpose of tracking costs, you may be better off with separate 800-numbers used for your different purposes.

Should You Use an 800-Number?

Folks sometimes ask us if there are situations where it might not be best to use an 800-number, and the answer is yes. An 800-number will nearly always generate more calls from your advertising, but there are situations where this may not be what you want.

For example, if you sell something large and expensive, then the cost of the 800-number is negligible compared to your mark-up when you sell one item. For example, if you sell Cadillacs and use an 800-number, the cost of inquiries is pretty small, and most of the people calling will actually have adequate funds to purchase one. Otherwise they wouldn't have bothered to call.

But suppose you sell a \$5 report on safe drinking water. If you use an 800-number it *might* pay off, but what if your ad was real interesting and lots of people were intrigued to find out more. And what if quite a few called just to hear what you're going to say. And what if most of these folks already have safe drinking water in their town. In a case like that, your cost to chat with so many non-buyers might not be covered by the small mark-up on your product.

How can you tell? The only way is to try it and measure the results. In many cases, the 800-number will pay off by bringing you more business and more profits.

However, in some of your tests, you might discover that you're better off to make the caller pay for the call; that way you know only interested folks will call. But remember to test. Because the 800-number will often pay off, and sometimes pay off big. Only by testing can you determine which route actually contributes the most to your

life and the bottom line for your business.

Changing from one rate package to another.

The change will be done on the next billing period after your request. Standard set-up fee applies.

Changing your 800 Number.

If you wish to change the 800-Number that rings into your voice mailbox, we can do so. However, since Standard set-up fee (usually \$20) applies, plus a \$20 bookkeeping surcharge to transfer minutes from old number to new account, it's actually simpler to set up a new account and close down the old account.

Transferring an account to another person's name.

If you want us to change your account into the name of another person, we need three things: (1) We need to hear it from you that you relinquish the account; (2) We need to hear it from the new person that that they take on the obligations of the account as per our Service Agreement; and (3) we charge \$10 to update the paperwork and bookkeeping system with the new person's name and contact info.

800-Number Surcharge from Pay Phones.

The FCC has decreed a new charge for users of 800-numbers, called the 'Dial-Around Compensation Surcharge,' which went into effect on January 1, 1998 — for everyone who receives calls via an 800-number. This surcharge means a 30 cent charge for any call placed from a pay-telephone to an 800-number, and is billed to the person receiving the call on the 800-number. This 30-cent charge is in addition to the charge for the 800-time; Action800 is required by law to forward this governmental charge to your account, where it will appear in your monthly call-detail report. There is currently no way to block incoming calls placed from pay phones.

Reprogramming

Any time we must reprogram a voice mailbox, the charge is usually \$5 per box, although set-ups and some complex tasks are higher. Examples of reprogramming include:

- Adding an extension to a 'Caller Choice system' may require reprogramming some existing boxes to recognize the new box, in addition to the set-up for the new box.
- Changing an existing single voice mailbox (such as your 'Professional' or 'High Capacity' package) from

message-taking to announce-only.

- One of your employees has left and you request us to reset one extension of your 'Caller Choice system' to be ready for your new employee.

We do not charge reprogramming fees for address changes, or for changes in your credit-card number in our bookkeeping system.

Reporting via Email, and Automatic Charge to Credit-Card

Our 'Basic Service' packages assume that we will be reporting to you via email (including your free 'call-detail' report), and that we will automatically charge fees to your credit-card(s) on file. There is no extra charge for these services; they're included in standard rates.

Reporting via Postal Mail

Our 'Basic Service' packages assume that we will be reporting to you via email (including your free 'call-detail' report), but if you wish us to print out and send you the information each month by postal mail, we can do so. Additional credit information will be required. Add \$5 monthly.

Statement Billing

Our 'Basic Service' packages assume that we will automatically charge fees to your credit-card(s) on file, but if you wish to receive Statement Billing instead, we can do so. Add \$5 monthly. Additional credit information will be required, and advance payment of additional Refundable Deposit (at least \$50, assuming OK credit).

Bad Email Address / Missing Email Address

If your email address is missing (or bombs), we will print out and mail your statement or Call-Detail report, with a special-handling fee of \$5 each occurrence.

Poor Credit, Missing Credit Information

Our 'Basic Service' packages assume that you have acceptable credit and that you will provide the information we require, but if you have compromised credit or cannot provide required information, acceptance will be determined on a case-by-case basis. If we set up such an account, the rate will be modified. Add \$10 monthly and 800-time will be 17 cents per minute. We'll also need advance payment of additional Refundable Deposit (at least \$100).

Business Report "Insider-Method Business" FREE*

Insider Secrets to Creating a Business You'll Love.

*(Download free from library section of Action800 website)

Business Report "Smart Advertising" FREE*

Make Your Money go Further and get Better Returns.

*(Download free from library section of Action800 website)

Business Report "Profitable Phone Persuasion" FREE*

Formulas and Guidelines to writing telephone sales scripts.

*(Download free from library section of Action800 website)

Business Report "Power Tips of the Radio Pros" FREE*

Gives the tricks of the trade to get that professional sound.

*(Download free from library section of Action800 website)

Business Report "Twelve Ways to use VoiceMail" FREE*

Exploring the Power of today's best Telephone Business Tool.

*(Download free from library section of Action800 website)

Printed Copy of Reports and User's Guide in Binder

If you cannot download your own copies of the free Business Reports and the User's Guide, we will print out a copy and send it Priority Mail in a custom binder for your reference. \$50

Referral Fee. \$20 (We'll pay you!)

When you refer a new client to Action800, we'll pay you the amount of our standard set-up fee, as our way to say "Thanks!"

Local California VoiceMail Service

We also offer local service in Northern California, under the business name "Abe's SuperBudget VoiceMail."

Please see our website at www.abesvoicemail.com for services and rates, or call our recorded info-line at **(415) 435-7501** in San Francisco, Marin County, Richmond, Pinole, Berkeley, Albany, Emeryville, Alameda, Oakland and the East Bay; **(707) 793-2100** in Santa Rosa, Sonoma, Petaluma, Novato, Penngrrove, Cotati, Rohnert Park, and Sonoma County; **(408) 882-5000** in San Jose and surrounding cities.

Bookkeeping Fees

Late Fee

3%, minimum \$5. Payment is due when credit-card is processed or statement is received — on or before the first, and late fees apply on the fifth (credit-card accounts) or fifteenth (statement accounts).

Set-Up Fee, Re-Connect Fee

Set-Up fee can vary by plan. Usually the reconnect fee is the same.

Credit-Card Declined

\$5. On automatic renewal of credit-card discount plan, fee applies if authorization is declined.

Credit-Card Charge-Back, Bounced Check

\$15. Applies if credit-card is processed and later is charged back, or if check is returned by bank.

Minimum 800-Time

Your 800-number is provided free as part of your 800-VoiceMail package, on the assumption that you will have at least \$1 of 800-time monthly. Therefore \$1 is the minimum monthly fee for 800-time.

Radio or Television Ads

Don't run them! This is a serious violation of your Service Agreement, and has a serious penalty in our terms and conditions (to which you have agreed when setting up your service). \$500 per day for each day such advertising generates calls into our system.

Payment Information

Credit-Card Payments

Your credit-card bill will show charges as "Action Marketing", because Action Marketing is our parent company. If you ever have a question call our Customer Service office (weekday afternoons), NOT your credit-card company, because we can help you quicker.

Check Payments

Mail them to: Action800 Voicemail, Post Office Box 969, Fairfax, CA 94978. Uncertain of your balance? Just call us any weekday 9-5 Pacific Time. It's after-hours? Call us and leave a detailed message, and your answer will be waiting next business day.

Paying via Cash Deposits (California, Florida, Texas)

Go to any branch of Home Savings of America. They have many branches in California, Florida, and Texas.

We've set up an account with the name 'Action Cash' Fill out a deposit slip (just like it was your own account) with Account #: 181-013997-0. Hand the slip with your CASH deposit (NOT a check) to the teller. They will give you a printed receipt.

IMPORTANT: We won't know who the money is from *UNTIL YOU CALL US!* Give us your name and voicemail number, the date and amount deposited, and the 3-digit Branch Number printed on the receipt. Then we can find the deposit and transfer credit to *your account*.

Bookkeeping Questions?

For *technical or bookkeeping* questions, please call *weekdays 9-5 Pacific Time*. We are happy to assist you. Thanks for signing up with Action800 NationWide VoiceMail!

To Contact our Company

If you wish to contact us, you can contact either Abe's VoiceMail or Action 800:

Abe's SuperBudget VoiceMail™

Post Office Box 969 •• Fairfax, CA 94978 USA •• recorded information: **(415) 435-7501** San Francisco, Marin, Berkeley, Oakland, Richmond; **(408) 882-5000** San Jose, Cupertino, Santa Clara, Saratoga; **(707) 793-2100** Santa Rose, Sonoma, Petaluma, Novato.

Internet: www.abesvoicemail.com

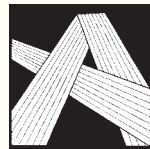
Email: gooddeal@abesvoicemail.com

Action 800 NationWide VoiceMail™

Post Office Box 969 •• Fairfax, CA 94978 USA •• recorded information: **(415) 789-7200** San Francisco, Marin, Berkeley, Oakland, Richmond; **(408) 793-5100** San Jose, Cupertino, Santa Clara, Saratoga; **(707) 793-2233** Santa Rose, Sonoma, Petaluma, Novato.

Internet: www.action800.com

Email: custserv@action800.com



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(415) 789-7200, (408) 793-5100, (707) 793-2233

email: custserv@action800.com

www.action800.com



Action 800 Service Agreement

Terms and Conditions of Action800 Service

**IMPORTANT:
Read This Information!**

Terms and Conditions:

Action800 NationWide VoiceMail provides services and terms described here and in our "User's Guide." If you don't wish to accept these terms, you have ten days from the day we issue your 800 voice-mail number to cancel service and we'll refund your money.

If you accept these terms, even if you sign nothing, **your payment or use of Action 800 services shall constitute your implicit and specific agreement to these terms** as given.

(The legal basis is just the same as when you hire a plumber without signing a written contract; under US law, by permitting him to provide his services, you become legally obligated to pay him in full at his prevailing service rate.)

Our Billing Philosophy

Action's goal is to provide high value at modest prices. One way we accomplish this is to minimize business overhead which doesn't directly provide our basic service to you. Because bookkeeping and collections produce nothing of value to *you*, we try to automate and minimize these activities. That's why we set up automatic billing to credit-card, and send you your monthly reports via email.

When everything works so that we receive prompt payment, all is well. However, if we are forced to leap around doing flapdoodle in order to collect money, you'll discover that your service cost will increase considerably — due to late fees — and service may be interrupted, with lost messages, lost time, and reconnection charges.

Because our fees are low, it's easy to think payment unimportant; however, please realize that these small payments are *one hundred percent* of our income, and so extremely serious to *us*.

You've made a wise decision in choosing us because — assuming you understand the program — we deliver more for your dollar. Please take our prompt-payment terms seriously, and be well rewarded for your investment.

Action800 Service Agreement

Action800 NationWide VoiceMail (Action) will provide voicemail and other services for client on the following terms:

This Agreement shall be for a minimum of 3 months, and will be automatically renewed on a monthly basis unless Client terminates the Agreement **IN WRITING WITH 30 DAYS NOTICE**.

Client shall be obligated to Action for all services rendered until the date service is discontinued. Expenses incurred by Action to obtain payment of services will be paid by Client including reasonable fees and costs for Attorneys, investigation, and collection.

LIABILITY OF ACTION 800 NATION-WIDE VOICEMAIL

Action will make reasonable attempts to provide service to client as far as is practical to the orderly operation of Action's business. Action shall in no way be liable for any error in message transmission due to Acts of God, equipment malfunction, human error, or any cause beyond Action's control. Action does not warrant service or equipment as suitable for any particular purpose. Action does not warrant range or capacity of equipment. In no event will Action be liable for consequential damages. Any damages due to Action's negligence or error will be limited to one month's base service charge for Action's service or product involved in the claim. Action may temporarily interrupt service for the purpose of maintaining equipment. If Client is dissatisfied with any aspect of Action's service, Client's sole remedy will be to cancel service at the end of the service term.

SERVICE DEPOSIT

Action will set the initial Service Deposit based upon client's ex-

pected service usage and a credit evaluation. (On 'Basic Service' packages, with automatic credit-card billing and email reporting, this Service Deposit is normally a 'Last Month Deposit.') If the monthly service charge increases for any reason, or if Action experiences payment or collection difficulties, or if Client's credit information changes, Client agrees to provide to Action upon request a Supplementary Deposit. Action reserves the right to require additional Service Deposit at its sole option. Client agrees to notify Action in writing of Client's intent to terminate service 30 days in advance of the termination date. Client's deposit will then be refunded after payment of the final statement, or applied to the final bill at Action's option. If Client fails to give a 30 day notice, however, the deposit is forfeited and will not be applied to any balance owing to Action at the time of termination. Any payment or applied deposit will apply first to late fees and admin fees, and any remainder to service charges.

PAYMENT/CREDIT GUIDE

Action may temporarily interrupt or terminate service for non-payment or for violations of FCC regulations or law. Service fees are due in advance. Action may establish late fees, reconnection fees, bad check charges, administration fees, and other charges at its sole discretion. All charges are due immediately upon billing. If Client initiates or suffers any action which would subject this agreement to bankruptcy or insolvency laws, all service will immediately terminate, and all charges to date become immediately due and payable. Client specifically authorizes Action to obtain information as needed for the purpose of establishing Credit Guide, including client's credit report at Action's option. Action will establish a Credit-Guide for Client's account, and if accrued charges exceed Client's Credit-Guide mid-month, Client agrees to make an immediate progress payment to pay account in full.

AUTOMATIC CREDIT-CARD BILLING

Client agrees that Action may automatically charge service fees to Client's credit-card(s) on file, and Client agrees to provide updated credit-card information immediately at any time when Client's credit-card information changes, such as when credit-limit is reached, card is lost or stolen, card is renewed, or credit-card number has changed. Client warrants that he is the legal owner of the credit-card(s) whose numbers he has provided to Action, and that Client is legally authorized to make charges to credit-card, and that Client will hold Action harmless in the event that credit-card information supplied by Client and charged by Action results in civil or criminal com-

plaint due to credit-card(s) actually being the legal property of person(s) other than Client. Client agrees not to request 'Charge-Back' from his credit-card company of charges made by Action pursuant to this agreement, and Client agrees to forfeited damages of \$1000 in the event that Client did so request Charge-Back.

DIRECTORY LISTINGS & RADIO/TELEVISION ADVERTISING

Client agrees not to advertise any number rented from Action in any telephone directory without written authorization from Action and payment of Action's listing fees. Radio or Television advertising of any Action telephone number without written authorization is prohibited and will carry a penalty of \$500 for each day such advertising generates telephone calls, and Action reserves the right to suspend service without notice in such event.

MISCELLANEOUS

Client will notify Action in writing of any change of address or telephone number. Action will not waive late charges or reconnection fees due to Client's failure to provide a current correct mailing address for billing. Client will not sublease or transfer service. Client obtains no interest in Action, nor in its equipment by reason of purchasing services or products, or forfeiting deposits. Client indemnifies Action and its agents against all claims and fees arising from the use of Action's services and equipment. Action's services shall not be used for any illegal purpose. Action will treat all information as confidential, except as may be required by law enforcement agencies. Payment by Client on the account represents agreement to the terms of this agreement. If Client is establishing account on behalf of a corporation, he/she warrants that he/she is an authorized representative for the corporation, and personally guarantees the payment of all charges accruing under this agreement. This agreement is made and entered into in Marin County, and shall be governed by the laws of California. Client agrees under Forum-Selection laws that any legal proceeding arising under this agreement will fall under the jurisdiction of California courts closest to Action's offices. This agreement is nontransferable without prior written consent from Action. Action reserves the right to changes its prices and operating policies without notice. Client authorizes Action to act on Client's behalf as may be required in communications with telephone or electronic transmission companies.

————— END OF SERVICE AGREEMENT —————

To Contact our Company

If you wish to contact us, you can contact either Abe's VoiceMail or Action 800:

Abe's SuperBudget VoiceMail™

Post Office Box 969 •• Fairfax, CA 94978 USA •• recorded information: **(415) 435-7501** San Francisco, Marin, Berkeley, Oakland, Richmond; **(408) 882-5000** San Jose, Cupertino, Santa Clara, Saratoga; **(707) 793-2100** Santa Rose, Sonoma, Petaluma, Novato.

Internet: www.abesvoicemail.com

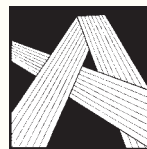
Email: gooddeal@abesvoicemail.com

Action 800 NationWide VoiceMail™

Post Office Box 969 •• Fairfax, CA 94978 USA •• recorded information: **(415) 789-7200** San Francisco, Marin, Berkeley, Oakland, Richmond; **(408) 793-5100** San Jose, Cupertino, Santa Clara, Saratoga; **(707) 793-2233** Santa Rose, Sonoma, Petaluma, Novato.

Internet: www.action800.com

Email: custserv@action800.com



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Fairfax, CA 94978 USA

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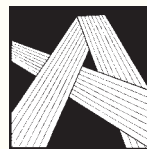
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