Piranha
"Predictive Dialer"

Our Predictive Dialer greatly increases productivity in call centers, since agents will spend more time talking to people, instead of manually dialing numbers, waiting for calls to go through, or hanging up on busy signals and answering machines.

Feature Summary:
* Automatically dials lists of telephone numbers on multiple telephone lines.
* Listens for calls to be answered by live people (and/or an answering machine); as soon as a person says "Hello", the call is connected to a live agent.
* The agent's computer screen pops up with a display of information about the person called. The agent can read scripts, make notes, add or change information on the screen, schedule a call-back, conference or transfer the call, record the call, or place the number on the Do Not Call list.
* Supervisors have real time access to communicate with their agents, monitor their activities, and get detailed reports whenever needed.
* Agents may all be located centrally or scattered anywhere in the world.

Available for 1 to 24 agents with dialing from 1 to 48 telephone lines.

Lease To Own:
$78 or less per month per agent
(depending on # of agents)

…or…

Purchase price:
From $999 per agent
(price depends on # of agents)

To own and operate a Predictive Dialer, you will need:

1) Piranha Software with PIKA Voice Board Kit
2) Telephone & Headset for each agent
3) Server Computer & Computer for each agent

* Start small, then upgrade to more agents, simply by paying the difference!
* All features in this brochure are included in our prices-no extra charges!
* For detailed pricing, see the "Piranha Predictive Dialer Prices" page.

CALLPHYSICS
16475 Dallas Parkway   Suite 350   Addison, TX 75001
Tel: 800-364-4086   Fax: 972-713-8364   E-mail: sales@callphysics.com
www.callphysics.com   www.autodialersonline.com   www.auto-dialers.net
03/27/08

PRICES

Piranha Predictive Dialer
Electronic Voice Services, Inc.
800-713-8353 or 972-713-6622

Single Agent Predictive Dialer

# of Agents	Max. Lines Dialing	Dialer Computer	Purchase Price
1	3	**Dialer computer not included** Customer to supply PC & headset.	**$999**
1	3	**Dialer computer included** Customer to supply headset.	**$1,794**

Multiple Agents Predictive Dialer

Dialer computer included - Customer to supply headsets & agent computers.
You many choose either "Lease to Own" or "Purchase" with the following number of agents:

# of Agents	Max. Lines Dialing	Lease to Own-Monthly Cost *	Purchase Price
2	8	$156 (only $78 per agent)	$4,300
3	8	$221 (only $74 per agent)	$6,100
4	8	$260 (only $65 per agent)	$7,200
5	16	$307 (only $62 per agent)	$8,500
6	16	$358 (only $60 per agent)	$9,900
7	16	$379 (only $55 per agent)	$10,850
8	16	$405 (only $51 per agent)	$11,600
9	24	$455 (only $51 per agent)	$13,050
10	24	$488 (only $49 per agent)	$14,000
11	24	$518 (only $48 per agent)	$14,850
12	24	$544 (only $46 per agent)	$15,600
16	24	$670 (only $42 per agent)	$19,200
16	48	$767 (only $48 per agent)	$22,000
20	48	$802 (only $41 per agent)	$23,000
24	48	$837 (only $35 per agent)	$24,000

* Lease to Own Explanation:
   Lease Terms: 36 months with $1 buy-out option at end of your lease.
   Actual payments are subject to corporate structure and/or customer credit rating.
   Other available terms: 24, 48, or 60 months.

To **"Lease to Own"**, you may arrange your own leasing or contact Tina Davis at 972-782-7368.
To **"Purchase"** (not "Lease To Own"), please read and sign the 5 pages "Details of Predictive Dialer", complete the 2 pages "Order Predictive Dialer, then fax or mail to EVS.

Predictive Dialer Features

Overview:

Our Predictive Dialer automatically dials your lists of telephone numbers (on multiple telephone lines) and listens to the way each call is answered and reacts as follows:

* As soon as a person says "Hello", the call connects to an agent.

The person called does not need to say "Hello…hello…hello, is anyone there?" before an agent comes on the line. Piranha Predictive Dialer is very fast connecting the person called with the agent. With Piranha, the agent's computer screen quickly pops up with a display of information about the person called. The agent can read scripts, make notes, and add or change information on the screen. The agent can click a button to play any one of your pre-recorded messages to someone. Conversations can be recorded. Calls can be conferenced or transferred. The agent can schedule call-backs as needed, and he or she can click one button to place a person on the Do Not Call list.

* If an answering machine, voice mail, or automated attendant answers a call, you can choose what happens: 1) connects to an agent, 2) hangs up, or 3) leaves a pre-recorded message.

* When busy signals, operator intercepts, fax machines, or no answers are detected, it hangs up and calls other telephone numbers.

* Supervisors can silently monitor agents' calls, barge in to their calls, record their calls, and also coach the agents while they are on calls.

With our Predictive Dialer, you **save money** with these great features:

- When you purchase our Predictive Dialer, you will own it; therefore, there are NO monthly operating fees for the hardware or software.
- The expensive "Windows Server" operating system is NOT required on any computers.
- Telephone lines are needed for dialing out. Telephone lines are NOT needed for in-house agents; however, if you have remote agents, they will each need a telephone line.
- If you have remote agents, they do not need office space, and can even use lap tops and cell phones.

How It All Works:

Various Ways Telephone Calls Are Answered

When our Predictive Dialer begins dialing, there will be a wide variety of ways that calls will be answered and there are a several ways that they can be handled by our system:

If a call is answered by a **live person**, our Predictive Dialer will connect to an available agent.

If a call is answered by an **answering machine, voice mail, or an automated attendant**, our Predictive Dialer offers you flexibility to choose what happens:

1) It can **hang up** and dial another telephone number.
2) It can **connect to your agents** (often desirable when dialing **business** telephone numbers because they are usually answered by a machine).
3) It can leave your **pre-recorded message**.

If a call is **busy** or there is **no answer** after a specified time required by law, our Predictive Dialer will hang up and dial another number. Busy signals and no answers are automatically redialed later, as many times as you designate.

Calls Connected To Agents

When a call is connected to an agent, each agent is alerted by his or her pre-determined personal choices of **a beep in the agent's ear**, **a flash on the agent's screen**, **a beep on the agent's computer**, and/or **a large size pop-up on the agent's screen with the name and phone number**. The agent's computer screen also instantly pops up with all of the information available about the person who has been called. The agent can then greet the person, recite a script from the screen, add, change, or delete information about that person, classify the results of the call, conference the call with someone else, transfer the call, or schedule a call-back. The agent can also click on a "Do Not Call" button if that person does not want to be called again.

If you have chosen to have your agents connected to answering machines, voice mail, or automated attendants (as well as to live answers), your agent can listen to the greeting, press touchtone keys as needed, and then leave a message or speak to the person who answers live.

Speed of Connectivity to Agents

When you have the system set to connect **both live answers and answering devices** to your agents, the speed of the connectivity is **instantaneous** because the system does not have to wait to "listen" and determine whether an answering device has answered. If you have the system set to connect **only live answers** to your agents, then it must "listen" to determine how the call has been answered. On live answers, there will thus be a **delay of about 1 second** from the end of their "Hello" to the time the call is connected to the agent. At that time, the agent will be alerted by his or her personal selection of methods as described above.

Agent Scripts

Each calling campaign can have its own set of scripts for agents to read on the computer's screen while talking to people. The supervisor can update the scripts at any time, and they automatically are updated for each agent. The scripts can be "smart", which means that agents can click on different scripts, depending on the responses of the person who has been called.

Conferencing Calls by Agents

While speaking with someone, agents can conference in a third party (such as a supervisor) on-site.

Agent Call Recording (Logging)

Conversations may be recorded with the click of a mouse by the agent. Conversations are recorded (logged) on the server computer's hard drive. Saved conversations are easy to find because they are labeled with the agent ID, telephone number called, date, and time.

Agents Using Pre-Recorded Messages

When agents are speaking with a live person or if they get an answering machine, they can click on a button on their screen to play any one of your pre-recorded messages. This allows the person to hear a message exactly as you want it or it allows it to be played in a certain person's voice (example: a politician or celebrity).

Transferring Calls by Agents

The agent can also transfer a call (and then drop out of the call) to anyone anywhere on-site or off-site. To perform on-site transfers, you will need a PBX or your telephone lines will need either the "3-way calling" or "call transfer disconnect" feature from your telephone company. To perform off-site call transfers, your telephone lines will need either the "3-way calling" or "call transfer disconnect" feature from your telephone company.

Scheduling Call Backs by Agents

If the person called wants to be called again at some future time, the agent can easily set up an automatic reminder. When the agent clicks on the desired call back date and time on a calendar, that person's phone number will automatically be set to pop up when it's time to call that person.

Agent Screen:
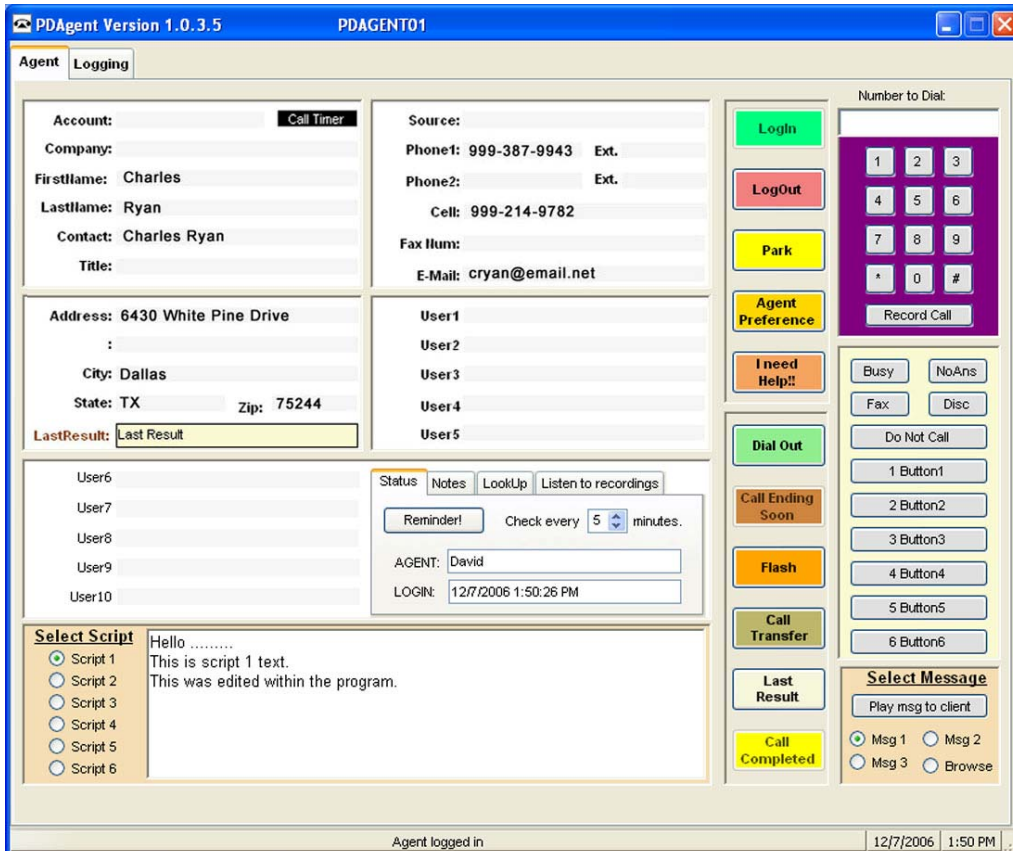
When No Agents Are Available

As the operator of the Predictive Dialer system, you will have the ability to choose what happens **when all agents are talking** to someone:

1) You can have the system **stop dialing completely** until an agent becomes available. Dialing will automatically begin again as soon as an agent becomes available

    …or…

2) If you have chosen to have the system stop dialing when there are no agents available, each agent can **anticipate finishing a call and click a button to tell the system to begin dialing again prior to his or her actually completing that call**.

    …or…

3) You can let our sophisticated system **"predict"** when agents will be available and dial accordingly. Predictions use an algorithm based on the average length of wait time for an available agent for each "campaign". The more experience our Predictive Dialer gets with each of your campaigns, the more accurate it becomes predicting when to dial. Note: There will be cases where the system "predicts" that one or more agents will be available at a certain time, and begins dialing, yet no agents do actually become available when a call is answered by someone. In those cases, laws may require the system to leave a pre-recorded message to anyone that answers. Laws vary from state to state or country to country; therefore, the system can be tailored to suit your needs and/or legal requirements.

No Answers & Abandoned Calls

Our system is capable of full compliance with US Federal Laws which prohibit telemarketers from abandoning any outbound telephone calls, and provides, in a safe harbor provision, that to avoid liability under this provision, a telemarketer must: 1) abandon no more than three percent of all calls answered by a person, 2) allow the telephone to ring for at least fifteen seconds or four rings, 3) whenever a sales representative is unavailable within two seconds of a person's answering the call, a recorded message (without a sales pitch) should be played stating the name and telephone number of the seller on whose behalf the call was placed, and 4) maintain records documenting compliance. Note: Legal requirements may change from time to time and may vary from state to state.

Supervisor Line Status Screen:
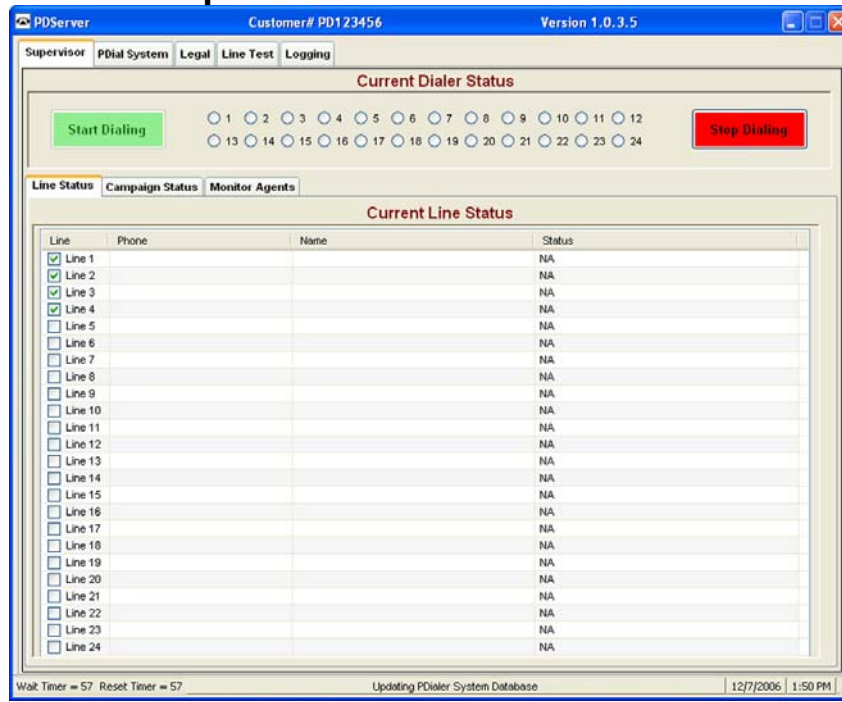
Supervisor-Agent Communications

Supervisors and agents can communicate with each other as follows:
1) Supervisors can type a "log in message" that will appear on each agent's screen when he or she logs in for a calling session.
2) Agents can click an "I Need Help!" button on their screen. A popup will appear on the supervisor's screen. The supervisor can then go into one of the modes as described below:

Supervisor On-Line Chat with Agents

A supervisor can chat with a specific agent, or all agents, by typing messages to each other.

Supervisor Coaching of Agents (Whisper Coaching)

A supervisor can listen to a conversation, then "coach" the agent without the person who was called hearing the supervisor.

Supervisor Silent Monitoring (Observing)

A supervisor can listen to any agent's conversation with or without the agent's knowledge.

Join (or Barge In) Calls by Supervisors

A supervisor can join in the conversation of the agent and the person he or she is talking with.

Secret Call Recording by Supervisors

The supervisor can record agents' calls silently and without the knowledge of either the agents or the called parties.

Supervisor Campaign Status Screen:


Call Reporting

The **results** of each call are logged for your records. The system marks telephone numbers that are **busy, unanswered, hang-ups, operator intercepts (SIT tones), answering machines,** and **faxes.** A wide variety of informational reports can be easily created using our report builder. In addition, the status of the system and each agent is available to the supervisor in real time.

Campaign Preparation

The System screen allows the supervisor to prepare for dialing campaigns with the following functions:

- Set the number of no answer and busy dialing attempts
- What to do when no agents are available
- Record various types of messages and greetings
- Edit agent scripts, which are automatically updated on each agent's screen
- Set up "pre-dial" numbers if needed to dial prior to dialing each telephone number
- Set up "post-dial" numbers if needed to dial after dialing each telephone number

Setup Screen:
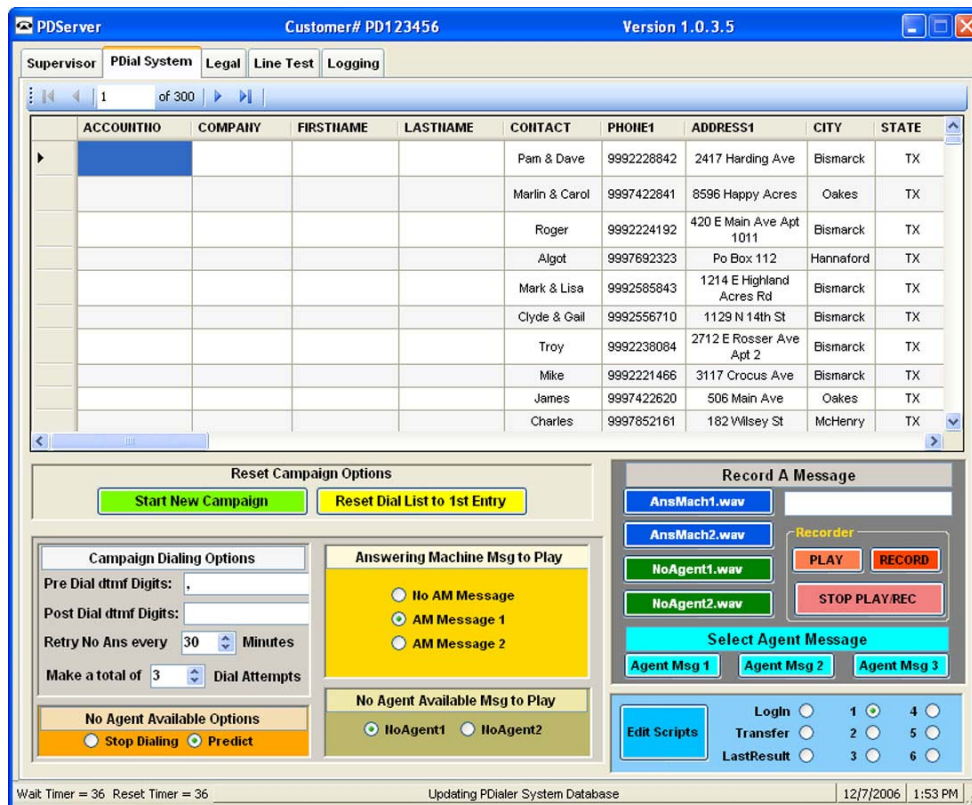
Lines & Agents & Telephone Lines

Ratio of Agents to Lines: The ratio of the number of agents to the number of telephone lines dialing is flexible, depending upon your needs. For example: **1:3** – one agent with three lines dialing or three agents with nine lines dialing. The ratio may be from **1:1, 1:2, 1:3** or higher. Note: If you only need a 1:1 ratio for each agent, you may want to purchase our less expensive "Speedy Dialer with Cheetah Software".

Telephone Lines Not Needed for Agents: If agents are on-site, you only pay your telephone company for the actual number of lines that dial. This is because it is not necessary to have a telephone line for each agent. Our voice boards have a built-in "station" for each agent, thus you save money each month with a reduced number of telephone lines.

Remote Agents: If you have our multi-agent (Type 2) predictive dialer, your agents may be located anywhere in the world. When an agent is ready to start work, he or she uses the internet to log onto the server computer. The agent types in his or her telephone number and the server will call that agent to establish a connection. After entering a passcode, the agent will begin receiving calls. When a call comes in, the agent's screen pops up with the information about the person who has been called. Remote agents will each need a telephone line and high speed internet connection (dialup or satellite connections are too slow). Agents can even work with a lap top computer and a cell phone if necessary.

PBX Not Required: With our Predictive Dialer, you can save money because a PBX telephone system is NOT required. You only need a telephone/headset (see details in this brochure).

Telephone Service: You may use standard business or residential analog telephone lines, as well as T1-PRI digital lines (24 lines, but only 23 lines are actually used). Note**: VoIP** (Voice Over Internet Protocol) services, such as Vonage, using broadband internet connections, often **do not work well with predictive dialing**. This is due to the quality and speed of the service, band width fluctuations, amount of activity on the VoIP service, number of lines, etc. In addition, most VoIP companies have restrictions against the use of auto dialers, predictive dialers, and fax broadcasting.

Telephone Numbers To Dial

The system will allow you to import lists of telephone numbers with names and other data, and it allows many different lists of phone numbers to reside within the system at the same time. Just click on the list you want to call.

Data Manager Screen:
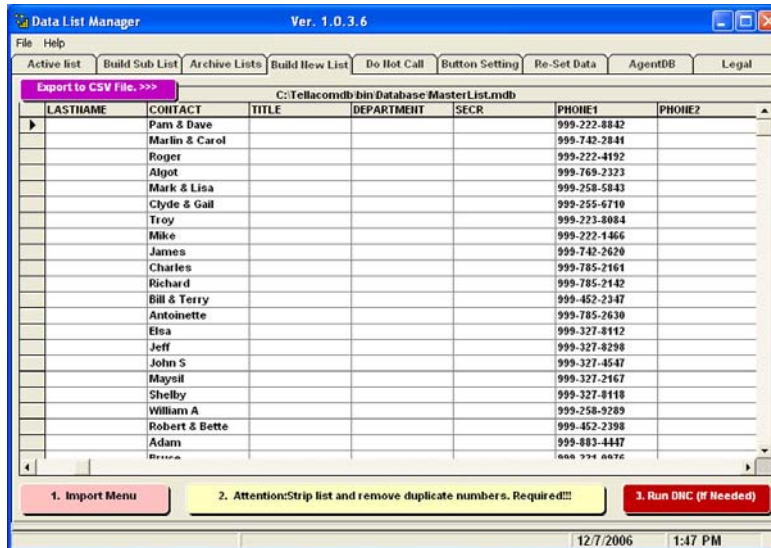
Strip & De-duplicate Telephone Numbers

Lists of telephone numbers often contain punctuation (commas, brackets, etc.) as well as duplicate numbers. To prepare a list for dialing, just click your mouse and the telephone numbers will be stripped of all punctuation and "de-duplicated", so that you will not call the same telephone number more than once.

DNC (Do Not Call)

If someone asks to be put on your "Do Not Call List", the agent simply clicks on the "Do Not Call" button and that telephone number is put in the private "In House" Do Not Call list. In addition, you can have State and Federal Do Not Call Lists, by importing them into the system.

Do Not Call Scrubbing

If required by law, the lists of telephone numbers you are calling will need to be "scrubbed" against State and/or Federal Do Not Call lists periodically (monthly, in most cases). Our software enables you to maintain and "scrub" State, Federal, and In-House Do Not Call lists. Our "Do Not Call Scrubber" software is extremely efficient and fast. For example: Loading the California Do Not Call list of about 14 million numbers will only take your computer approximately 2 minutes.

We use new PIKA - the Fastest and Best Quality Voice Boards available
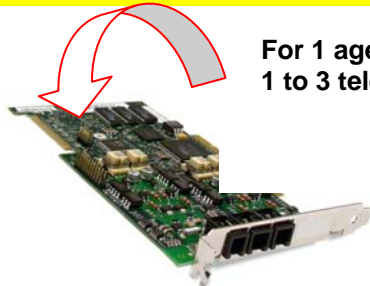
For 1 agent, dialing on
1 to 3 telephone lines.

For 2 to 24 agents, dialing
on 2 to 48 telephone lines.
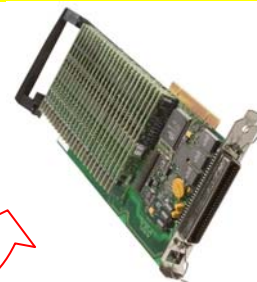
Our Two Types of Predictive Dialers

Type 1: Single Agent Predictive Dialing Station

This type dials on 1 to 3 telephone lines for each agent. With this type, you can have only one agent or you can have multiple agents, but they will be independent of each other. This type is the simplest and least expensive method of predictive dialing. One year of Technical Support by telephone and/or by email is included.

Type 1 Requirements: (Also see "Site Preparation".)
1) **Computer** with **Windows XP Pro or Home**. See more specific "Computer Requirements" page.
2) **Powered Telephone Headset System** for each agent (a stand-alone telephone is not used). We do not provide these headsets because there are a wide variety of choices and preferences. Recommended **corded** headset: **Plantronics S11 or S12** (priced from $50 to $80). Recommended **wireless** headset: **Plantronics CS50 or CS55 (**priced from $175 to $250). See "Headsets Are Required" page for details.
3) **Telephone Line Requirements:** either 1, 2, or 3 standard business or residential analog lines

Type 2: Multiple Agent Predictive Dialing System

This type can dial on many phone lines from one computer and connect the calls to multiple agents as they are available. The predictive dialer software and the list of telephone numbers are located on the dialer computer and each agent uses a work station computer with agent station software. One year of Technical Support by telephone and/or by email is included. Networking of computers is required with this Multi-Agent System.

Type 2 Requirements: (Also see "Site Preparation".)
1) **Server type dialer computer** with **Windows XP Pro (included)**. See specifications on next page.
2) **Workstation type computer** (desktop or laptop) with Windows 2000, XP Home or Pro, or Vista Business for each agent. See "Computer Requirements" page.
3) **Telephone/Headset System** for each agent. We do not provide these because there are a wide variety of choices and preferences. Recommended **corded** headset: **Plantronics T10** (priced from $60 to $90). Recommended **wireless** headset: **Plantronics CT11 or CT12** (priced from $50 to $100). See "Headsets Are Required" page for details**. Note:** Installation should be done locally (not included in our Technical Support). We highly recommend a dedicated twisted pair wire run to each agent station from the station breakout box at the server. Cat5 wiring is ideal as long as a dedicated twisted pair is used for each agent station. Station wiring is always analog wiring – even when a digital T1 system is installed.
4) **Telephone Line Requirements:** standard analog or digital T1-PRI (either 4 ESS or 5 ESS or DMS 100). Note: T1-AMI lines are not supported. The telephone company feature "call transfer disconnect" or a PBX will be needed if call transfers will be used. Phone lines are NOT needed for any centrally located agents because the PIKA voice boards fulfill that need. If agents are remotely located, one phone line per agent is required. Note: Telephone cables are NOT supplied with the Type 2 Predictive Dialers due the unknown lengths that each customer requires. *** PRI TELEPHONE LINES:** Each PRI-T1 is 24 lines, but only 23 are used for dialing, as 1 line is used for data transmission by the phone company.

Networking (not included in our Technical Support)

For Type 2 Multiple Agents only: Prior to installing the Predictive Dialer (PD), the Dialer computer and each Agent Workstation computer will need to be networked together with a **private peer to peer network** using a **dedicated switch** (not an internet switch or router). The number of agents you can network will depend on several factors including your data base type and size, how many users are on the network, and the speed of the network. It is highly recommended that someone on your staff be a **proficient network technician** or that you have a **network technician available locally** for the initial installation and to help whenever your network goes down. If needed; however, on-site installation and/or training is available for an additional charge. Also, the Dialer computer and Workstations' **network must be dedicated** to the PD when in use. If not dedicated, there may be delays in transferring the data to the agents, resulting in hang-ups and lost calls. Security firewalls, screen savers, automatic Windows updates, power management, and anti-virus software may need to be turned off while using the system. Surfing the internet or using other programs over the network will interfere with the speed, performance, and security of your PD. A second network card should be installed on workstations that need to use the internet while also using the PD. These network cards should connect to a separate switch and workgroup that is not connected to the PD dedicated network. **Important: The Dialer computer requires a static IP address; we recommend that you set it to 250. In addition, if using Remote Agents, an external static IP address is required.**

Computer Requirements

If you provide a computer-recommended specifications:

Dialer PC: (Included with Multiple Agents systems. It should be dedicated to the Predictive Dialer). At least 2 GHZ processor, 512 MB of RAM (or 1 Gig if 8 or more agents), 20 gigabytes of AVAILABLE hard drive space, CD ROM Drive, Super VGA Monitor, Keyboard, Mouse, and Surge Protector and/or Battery Backup for the electrical and telephone lines. The computer's case and motherboard should have PCI slot(s) and enough room for the PIKA voice board(s) described on the order form. Note: If you will be importing large lists of telephone numbers, you may need a faster processor, more megabytes of RAM, and more hard drive space. The **Type 1 Single Agent** works with either **Windows XP Home** or **Pro**, while **Type 2 Multiple Agents** needs **Windows XP Pro**. Important: The PIKA voice boards used with **Type 2** are full length (13") so make sure the computer case is large enough to fit the boards.
Uninterruptible Power Supply: We strongly recommend that you use a Battery Backup-Surge Protector to protect your hardware and valuable data in case of power surges or power outages.
...and...
* If purchasing **Type 1 Single Agent** system, the Agent may also use the Dialer PC as an Agent Station or use a separate Agent Work Station as described below.
* If purchasing **Type 2 Multiple Agents** system, each Agent will need the Agent Work Station as described below.
Agent Work Stations (desktops or laptops): At least 1 GHZ processor, 512 MB of RAM, 10 megabytes of AVAILABLE hard drive space, Super VGA Monitor, Keyboard, Mouse, and Surge Protector and/or Battery Backup for the electrical lines. Works with **Windows 2000, XP Home or Pro (Pro preferred), or Vista**. Inexpensive work stations can be purchased from various manufacturers.

If you purchase our computer:

Clone Computers
Buy any of our software and/or voice boards
and installation into the computer is free.

The PCI Tower described below is included with Multiple Agents systems.
To upgrade to the Rack Mount Chassis, add $700 to the purchase price.

Specifications:	PCI Tower $795	Rack Mount Chassis $1,495
Case Model	Mid-Tower, black	4U-Rack Mount, black
Case Dimensions (approx)	8" x 17" x 18"	7" x 19" x 27"
Slots available	3 PCI	Minimum 3 PCI or 3 ISA
Processor Speed	2.4 GHz Intel P4	3.0 GHz Intel P4
Memory	1 Gig Ram	1 Gig Ram
Hard Drive	160 Gigs	160 Gigs
CD ROM & DVD Drive	CD-RW & DVD, black	CD-RW & DVD, black
Floppy Drive	Yes, black	Yes, black
Printer Port	Parallel, USB, Serial	Parallel
Network Adapter	Yes	Yes
Keyboard & Mouse	Yes, black	Yes, black
Speakers	Yes	Yes
Windows Oper. System	XP Professional	XP Professional
Monitor	Not included	Not included
Warranty	1 year	1 year
Shipping in USA:	FedEx: 2-day air = $80 or Ground = $30	FedEx: 2-day air = $100 or Ground = $35

Prices, appearances, and specifications are subject to change.

Headsets Are Required
for each Agent & Supervisor
We do not supply headsets because there are a wide variety of choices, styles, and preferences.

Important Note: Our Type 1 & Type 2 Predictive Dialers
use **different** types of headsets.

Type 1: (use powered headset only)
(1 agent, dialing independently on 1 to 3 telephone lines)

If you have our
Single Agent Predictive Dialing Station
You will need 1 of the following types of headsets:

Recommended:

For corded headsets: Plantronics S11 or S12
…or…
For wireless headsets: Plantronics CS50 or CS55

These headsets may be purchased from vendors such as
www.headsetexperts.com or Office Depot.
For vendors and best prices, go to: www.google.com/products

Type 2: (use telephone with headset)
(2 or more agents, dialing on multiple telephone lines from a server computer)

If you have our
Multiple Agent Predictive Dialing System
You will need 1 of the following types of headsets
for each agent and supervisor:

Recommended:

For corded headsets: Plantronics T10
…or…
For wireless headsets: Plantronics CT11 or CT12

These headsets may be purchased from vendors such as
www.headsetexperts.com or Office Depot.
For vendors and best prices, go to: www.google.com/products

Note: Installation should be done locally. We highly recommend a dedicated twisted pair wire run to each agent station from the station breakout box at the server. Cat5 wiring is ideal as long as a dedicated twisted pair is used for each agent station. Station wiring is always analog wiring – even when a digital T1-PRI lines are installed.

**If you need help or want to use different kinds of headsets,
please contact your sales person or our technical support at: www.tellacom.net**

Site Preparation

When purchasing a Predictive Dialer, there will be a number of issues to address prior to installation:

1) **Computers:** Do you have the necessary server with Windows XP Pro and agent computers with Windows XP Home or Pro or Vista and monitors? (See "Computer Requirements".)
   For Type 1 Single Agent, you will need a PCI slot and space inside the computer for a PIKA voice board that is 4" high and 7" long.
   For Type 2 Multiple Agents, you will need PCI slots and space for 1 or more PIKA voice boards that are 4.5" high and 13" long.

2) **Networking:** If using Type 2 for multiple agents: Do you have someone local to install your private Peer to Peer Network using a dedicated switch, or will you need someone to travel to your site for the installation? **Note:** Firewalls, screen savers, automatic Windows updates, power management, and anti-virus software may need to be turned off while operating the predictive dialer. (See "Networking" details.)

3) **Static IP Address:** If using Type 2 for multiple agents, do you have a static IP address (preferably set to 250)? If using Remote Agents, do you also have an external static IP address?

4) **Telephone Service:** Do you know what kind of telephone service to order and by what date will the lines be installed by your telephone company? (See "Telephone Line Requirements" on the "Our Two Types of Predictive Dialers" page.) Do you have someone available locally who will wire the telephone lines to the server computer?

5) **Telephone/Headsets:** Do you have the proper type of equipment for each agent? Do you have someone available locally to install and wire each telephone/headset from the server computer to each agent's workstation? (See "Headsets Are Required".)

6) **Dialing Lists:** Do you have telephone lists to dial? Please contact your salesperson if needed.

7) **Do Not Call Lists:** Are you registered on Federal and/or State web sites if required by law for your application?

8) **Qualified Personnel:** Do you have agents? Do you have an agent supervisor? Do you have a technical person readily available locally if your telephones or computer system goes down?

9) **Remote Agents:** Do any remotely located agents have the necessary high speed internet service? (Note: Dialup and satellite connections are too slow.)

**If you need help or do not know the answers to all of the above questions,
please contact us prior to purchase and/or prior to installation.**

Terms of Purchase

* EXPRESS ONE YEAR LIMITED WARRANTY: Manufacturer warrants that its hardware and software will be free of any significant defects for one year from purchase date. Manufacturer will repair or replace damaged or malfunctioning products at no charge, if within the warranty time limit and if there has been no damage by accidents, lightning or power surges, or misuse or abuse by the Buyer/User. Buyer must return any defective hardware prior to Manufacturer's shipping a replacement or Buyer must give a credit card number authorizing a charge until the defective hardware is returned to Manufacturer. Buyer/User and Manufacturer will each pay the shipping costs of returning any items to each other for repair or replacement. THERE ARE NO WARRANTIES THAT ARE NOT INCLUDED HERE.

* TECHNICAL SUPPORT: To begin using Technical Support, Buyer/User must first REGISTER at www.tellacom.net. One year of Technical Support is included with the purchase price for the original Buyer/User. After the first year, additional Technical Support may be purchased for $50 per hour. Technical Support includes helping User install and learn how to use this software and voice board(s). Technical Support does not include teaching the User how to use a computer or how to use other vendors' software such as Windows or databases, or how to install networks or install and use telephone systems. (Important: For Type 2, Buyer/User must have someone local to install and support the network and telephone lines and headsets.) Technical Support can explain to the User how to import and manage User's telephone number lists and Do Not Call lists, but Technical Support cannot actually edit or modify User's lists for him/her. If User does not have basic computer skills, a professional should be hired to contact Technical Support for installation and training. Technical Support hours are 8 am to 6 pm (US Central Time Zone), Monday through Friday, except for holidays. User may at any time leave Job Tickets, Voice Messages, or send E-mails with questions. Technical Support will make every reasonable effort to resolve questions and problems on a timely basis, within the times listed above; however, Technical Support may not always be able to resolve every problem, nor respond to every call immediately.

* RETURN POLICY: Buyer will receive a full refund of the purchase price, less shipping and 15% restocking charge, if everything purchased is returned within 30 days from purchase date. The products must be returned to Seller in the original packing containers and all components must be in good condition. No refunds are available for custom programming or custom voice recordings. A refund is not available if any laws are later changed affecting the use of this product.

Liability & Responsibility

* This product has the capability of being operated in a variety of ways. The Buyer/User assumes all liability and responsibility for only operating this product legally, according to federal, state, and/or local laws. Laws are complex and may change from time to time, and laws vary from country to country and from state to state. A violation of any such laws could result in significant penalties and other sanctions. The Seller and the Manufacturer and its Technicians and Representatives are instructed not to offer any legal advice or interpretation of laws regarding the use of this product; however, if any advice or interpretation of laws is given, it should not be relied upon. Prior to buying or using this product, the Buyer/User should consult with an attorney to determine the extent of permissible activities. This is especially important if the Buyer/User intends to use this product for solicitation purposes (direct marketing, telemarketing, etc.) The Buyer/User should be aware that he or she may be responsible for maintaining "Do Not Call" lists. There are also laws regarding "DROPPED CALLS" or "ABANDONED CALLS". These are calls that are not connected to a live agent. Among other things, those laws may require: 1) not hanging up before a specific number of rings, 2) playing an informational message if the call is answered but an agent is not available, and 3) not abandoning more than 3% of calls. It is your responsibility to determine specifically what is legally required for your operation and to therefore use this product in a manner that will comply with any such laws. After purchasing this product, a refund is not available if any laws are later changed affecting the use of this product.

* The Seller and Manufacturer strive to provide the highest quality software and hardware; but there are a number of factors that can cause system malfunctions including, but not limited to, operator error, software corruption, software bugs, phone line problems, electrical surges, hardware defects, and computer failures. The Manufacturer provides the Buyer/User with tools to assist in cleaning Buyer/User's dialing lists of "Do Not Call" telephone numbers; however, the Manufacturer cannot guarantee 100% integrity or reliability of these tools. The Seller and Manufacturer and its Technicians cannot be responsible if the Buyer/User adds other software or hardware that corrupt the system or for any other malfunctions.

* The Buyer/User is responsible for making frequent backups of his or her system to protect against any loss of valuable data. The Seller and Manufacturer and its Technicians cannot be responsible for loss of data for any reason whatsoever. The Seller or Manufacturer will not be liable for any lost revenue, lost profits, penalties, fines, legal judgments, or other expenses due to loss of data, hardware or software problems, or for any other reason.

* By using this product, the Buyer/User accepts 100% of the responsibility and liability regarding its use and will hold the Seller and the Manufacturer and its Technicians and Representatives completely harmless from any fines, penalties, litigation, expenses, or claims for any reason.

I have read, understand, and agree to all 5 pages of "Details of Predictive Dialer":

Buyer/User's Signature:_____ **Date:** _____

Print Name & Company/Organization: _____

Please sign and fax all 5 pages to 972-713-8364 or mail to CALLPHYSICS.

Prices & Ordering: Piranha "Predictive Dialer"
CALLPHYSICS
16475 Dallas Parkway   Suite 350   Addison, TX 75001
Tel: 800-364-4086   Fax: 972-713-8364   E-mail: sales@callphysics.com
www.callphysics.com   www.autodialersonline.com   www.auto-dialers.net

1) SOFTWARE-HARDWARE:

Buyer will receive full credit if he/she wishes to exchange one of these systems for a larger system in the future.
Use standard ANALOG residential or business lines or DIGITAL T1-PRI lines (PRI are 24 lines each but only 23 lines dial).
All prices below include NEW software and hardware.

Type 1 Predictive Dialer For Single Agent Stations (without computer):
Includes Piranha software and PIKA voice board and 1 year of Tech Support.

Max. # of Agents	Max. Lines Dialing	Line Type	Dialer PC Needed	Price	Quantity	Total
1	3	Analog	Requires 1 PCI slot in your computer. Board size: 4" x 7"	$999	X =	$

Type 1 Predictive Dialer For Single Agent Stations (with dialer computer):
Includes 1 dialer computer installed with Piranha software and PIKA voice board and 1 year of Tech Support.

Max. # of Agents	Max. Lines Dialing	Line Type	Dialer PC Included	Price	Quantity	Total
1	3	Analog	Includes dialer computer	$1,794	X =	$

Type 2 Predictive Dialer For Multiple Agents Systems (with dialer computer):
Includes 1 dialer computer installed with Piranha software and PIKA voice board(s) and 1 year of Tech Support.

Max. # of Agents	Max. Lines Dialing	Line Type	Dialer PC Included	Price	Quantity	Total
2	8	Analog	Includes dialer computer	$4,300	X =	$
3	8	Analog	Includes dialer computer	$6,100	X =	$
4	8	Analog	Includes dialer computer	$7,200	X =	$
5	16	Analog	Includes dialer computer	$8,500	X =	$
6	16	Analog	Includes dialer computer	$9,900	X =	$
7	16	Analog	Includes dialer computer	$10,850	X =	$
8	16	Analog	Includes dialer computer	$11,600	X =	$
9	24	Analog or PRI	Includes dialer computer	$13,050	X =	$
10	24	Analog or PRI	Includes dialer computer	$14,000	X =	$
11	24	Analog or PRI	Includes dialer computer	$14,850	X =	$
12	24	Analog or PRI	Includes dialer computer	$15,600	X =	$
16	24	Analog or PRI	Includes dialer computer	$19,200	X =	$
16	48	Analog or PRI	Includes dialer computer	$22,000	X =	$
20	48	Analog or PRI	Includes dialer computer	$23,000	X =	$
24	48	Analog or PRI	Includes dialer computer	$24,000	X =	$

2) OPTIONAL:

	Price	Quantity	Total
___Technical Support after the 1st year ($50 per hour)	$50	X =	$
___On-Site Installation and Training (price depends on time & distance)	call	X =	$

3) COMPUTER UPGRADE TO RACK

	Price	Quantity	Total
___Upgrade from PCI Tower to Rack Mount Chassis	$700	X =	$

Prices & Ordering: Piranha "Predictive Dialer"
Electronic Voice Services, Inc.

Very Important: Before we can ship, please sign the attached 5 pages: "Technical Details of Predictive Dialer", then fax or mail to us. Thank you.

Totals: Order Date: ____/____/_____

1) Software-Hardware Total from Page 1	Kit	$
2) Optional Total from Page 1	Optional	$
3) Computer Total from Page 1	Computer	$
Circle US Shipping: (call for price if shipping outside United States) * Ground = FREE 2-Day = $18 Std Overnight = $36 COD Overnight = $46 Or use your own FedEx or DHL Account #_____	Shipping	$
No tax for buyers outside Texas, but if located in Texas, add 8.25% sales tax	Sales Tax	$
* Call for additional shipping cost if ordering computers.	**TOTAL**	$

Payment:

☐	**Check: Payable in advance to "Electronic Voice Services, Inc."**
☐	**Bank Wire: Payable in advance. Contact us for routing instructions.**
☐	**PayPal--send to the following E-mail address: sales@evs7.com**
☐	**Lease**
☐	**Credit Card: Visa --- Mastercard --- Discover --- American Express --- Diners Club**
	Credit Card # **Expiration Date :**
	I authorize $ to be charged to my credit card account.
	(your signature) X

Sold To---Ship To:

Name:		
Company:		
Address:		
City:	**State:**	**Zip:**
Work Tel:	**Cell or Home Tel:**	
Fax:	**E-mail:**	

To place your order, fax or mail:
"Details of Predictive Dialer" (5 pages) and "Order Predictive Dialer" (2 pages)
Thank you!