

155-98  
MATT 3

New Customer  Existing Customer  Residence  Business  Cottage

**Customer Information**

Customer Name: IMAGE ONLINE Design  
 Service Address: (no P.O. boxes, please) 12350 Los Osos Valley Rd.  
SLO CA 93401  
 Billing Address: \_\_\_\_\_  
 Service Contact: \_\_\_\_\_ In city limits?  Yes  No  
 Billing Contact: \_\_\_\_\_  
 County: \_\_\_\_\_ Phone: ( 1543-4716 ) County: \_\_\_\_\_ Phone: ( )

**Additional Service Locations:**

Service Address: (no P.O. boxes, please) 3yr Term-Interact Colo Service Address: (no P.O. boxes, please) \_\_\_\_\_  
T-1 Bandwidth @ 1100 per month; Setup waived  
Colocation (including power) @ 542.50 per month; @ 475 Setup  
\* A.C. Power 5 Amps \$450 AR  
 Service Contact: \_\_\_\_\_ In city limits?  Yes  No  
 Billing Contact: \_\_\_\_\_ In city limits?  Yes  No  
 County: \_\_\_\_\_ Phone: ( ) County: \_\_\_\_\_ Phone: ( )

**Service Information**

Services Requested (Check all that apply):  800 Service  Equal Access  MyLine  PXN  Voice Mail  Group Billing  
 E-Mail USA  Internet  Paging  Travel Cards  WyndMAIL  Other: \_\_\_\_\_

**Corporate Financial Information (Complete parts 1 and 2.)**

**Corporate/NPO Financial Information (Complete part 2 only.)**

Residential  Sole Proprietor  Partnership  
 1 Responsible Party: \_\_\_\_\_  
 Driver's License #: \_\_\_\_\_  
 Date of Birth: \_\_\_\_\_  
 Soc. Sec. #: \_\_\_\_\_

Corporation  Non-Profit Organization (NPO)  
 2 Bank Name: \_\_\_\_\_  
 Branch Location: \_\_\_\_\_  
 Account#: \_\_\_\_\_  
 Tax ID#: \_\_\_\_\_  
 (Corporations/NPOs only.)

**Charges/Billing Options**

**Monthly Charges**

| Amt.                  | Initial         | # of digits | PC                       | VPC                      | DVPC                     | Security                 |
|-----------------------|-----------------|-------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Codes: \$ <u>1100</u> | X <u>IACT</u>   |             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| \$ <u>542.50</u>      | X <u>LO-LO</u>  | Dialer      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: \$ <u>450</u>  | X <u>Setups</u> | 800#        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| \$ _____              | X _____         | VPI         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|                       |                 | Pager       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|                       |                 | MyLine      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|                       |                 | Internet    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|                       |                 | e-mail      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Term Agreement: 3yr

**PIC Charges**

(Charged by local exchange carrier, not Call America.)

\$ \_\_\_\_\_  
Per Line

No. of Lines

**Credit Card Billing Only**

Would you like us to bill your credit card?  Yes  No

Account#: \_\_\_\_\_

Exp. Date: \_\_\_\_\_  Visa  MC  Amex  Disc.

Signature: X \_\_\_\_\_

**Signature**

This is a binding agreement and, upon acceptance by Call America Business Communications, shall obligate the undersigned to compensate Call America Business Communications for providing the herein services. In the event that litigation arises out of this agreement, the prevailing party shall be entitled to reasonable attorney's fees. A finance charge of 1.5% per month will be assessed on all balances past due 30 days. All accounts sent to a Collection Agency will be charged a one-time processing fee. The undersigned does hereby authorize Call America Business Communications to receive business or personal information from a credit reporting agency before acceptance of this contract and understands that a deposit may be required before service is provided. All parties agree that any and all legal actions will take place in San Luis Obispo County as per CCR396.

Signature: Peggy Pierce - Image Online Design  
 Print Name/Title: PEGGY PIERCE Bus.MGR Date: 2/20/98

For office use only.  
 E/A  CHGS  SW  B  VS  ML  
 CSR: \_\_\_\_\_  
 Date Entered: \_\_\_\_\_ Total # of pages: \_\_\_\_\_

Cust.# 15598  
Sales Rep./Agent Matt3

**Term Agreement**

This agreement is between GST Call America, and Image Online Design (customer) whose address is 12350 Los Osos Valley Rd., San Luis Obispo, CA. 93401.

1. Internet Bandwidth and Colocation services: Subject to the terms and conditions of this Agreement, GST CALL AMERICA agrees to provide the CUSTOMER with Internet Bandwidth / Colocation rates of:

T-1 Internet bandwidth \$1100 per month.  
Co-location \$400 per month.

2. Thirty-six Month Term Rates: To receive the above term rates, the CUSTOMER agrees to keep GST CALL AMERICA as its Internet Provider per the original GST Call America Service Agreement for a period of thirty-six (36) months following: the date of this agreement; and, the date of any automatic renewal of this agreement as hereinafter provided.

3. Liquidated Damages: CUSTOMER understands and acknowledges that the rates to be provided to CUSTOMER under this Agreement are absolutely conditioned and based upon a thirty-six month automatically renewable agreement term. CUSTOMER agrees that in the event that this Agreement is terminated by CUSTOMER during the course of any thirty-six month term, that the rates will be recalculated for the portion of the thirty-six month term which had elapsed prior to such termination at the following rates:

T-1 Internet bandwidth \$1200 per month.  
Co-location \$550 per month.

4. Termination / Automatic Renewal: This agreement can only be canceled effective at the end of the then pending thirty-six (36) month term by written notice received by GST CALL AMERICA no later than thirty (30) days prior to the end of the pending 36-month period, or if Image Online Design is required by a governmental agency to cease its operation as a Domain Registry. This is a self-renewing thirty-six (36) month Agreement and will be automatically renewed for another (36) month period.

Image Online Design, Inc.  
Company

[Signature]  
Customer Signature

Bus. Manager  
Title

2/20/98  
Date

*Contract will null + void if IOD is not granted web registry.*

*MC 2/20/98*  
*[Signature]* 2/20/98

# GST: T-1 and Co-location Information for Image Online Design

| ITEM  | ONE-TIME COST    | MONTHLY COST        |
|---|------------------|---------------------|
| T-1 Internet access: no term                      | <del>\$400</del> | \$1,200             |
| T-1 Internet access: 1-3 year term                | <del>\$400</del> | \$1,100             |
| 1 year lease (per standard unit footprint)        | \$450            | \$550               |
| 2 year lease (per standard unit footprint)        | \$450            | \$500               |
| 3 year lease (per standard unit footprint)        | <del>\$450</del> | <del>\$400</del>    |
| Power <sup>6</sup> (per 5 Amp): AC 110 V          | N/A              | <del>\$25</del>     |
| <del>Power<sup>6</sup> (per 5 Amp): DC 85 V</del> | <del>N/A</del>   | <del>\$71.50</del>  |
| Power <sup>6</sup> (per 5 Amp): AC UPS            | N/A              | <del>\$117.50</del> |
| Service Order                                     | <del>\$25</del>  | N/A                 |
| Access Key Card                                   | <del>\$25</del>  | N/A                 |
| Service Labor: Daytime                            | \$100 per hour   | N/A                 |
| Service Labor: Evening                            | \$150 per hour   | N/A                 |
| Service Labor: Holiday                            | \$250 per hour   | N/A                 |



**CALL AMERICA**  
 4251 South Higuera Suite 800  
 San Luis Obispo, Ca. 93401 2-17-98  
 Phone: 800.541.6316 Fax: 800.549.1840

Matt -

547-6401 call ASP2 needs info of Sings...

# GST: T-1 and Co-location Information for Image Online Design

T-1 BANDWIDTH ON MULTI-HOMED NETWORK

| ITEM  | ONE-TIME COST    | MONTHLY COST       |
|---|------------------|--------------------|
| T-1 Internet access: no term                          | <del>\$400</del> | <del>\$1,200</del> |
| T-1 Internet access: 1-3 year term                    | \$400            | \$1,100            |
| <del>1 year lease (per standard unit footprint)</del> | <del>\$450</del> | <del>\$550</del>   |
| <del>2 year lease (per standard unit footprint)</del> | <del>\$450</del> | <del>\$500</del>   |
| 3 year lease (per standard unit footprint)            | \$450            | \$400              |
| Power <sup>6</sup> (per 5 Amp): AC 110 V              | N/A              | \$25               |
| <del>Power<sup>6</sup> (per 5 Amp): DC 85 V</del>     | <del>N/A</del>   | <del>\$71.50</del> |
| Power <sup>6</sup> (per 5 Amp): AC UPS                | N/A              | \$117.50           |
| Service Order   | <del>\$25</del>  | N/A                |
| Access Key Card                                       | <del>\$25</del>  | N/A                |
| Service Labor: Daytime                                | \$100 per hour   | N/A                |
| Service Labor: Evening                                | \$150 per hour   | N/A                |
| Service Labor: Holiday                                | \$250 per hour   | N/A                |

w/c

450 w

NO



CALL AMERICA  
4251 South Higuera Suite 800  
San Luis Obispo, Ca. 93401 2-17-98  
Phone: 800.541.6316 Fax: 800.549.1840

# Timeline Estimate

---

| ITEM                    | RESOURCE | TIMELINE          |
|-------------------------|----------|-------------------|
| T-1 Internet connection | GST      | March 1998 (est.) |
| Co-location             | GST      | March 1998 (est.) |

- Once the staff members at IMAGE ONLINE DESIGN decide that they would like to follow GST's recommendations, they can meet with Matt Ryan to initiate a contract and set a firm implementation schedule.
- The rates and prices quoted in this proposal will be valid for thirty days from the date of the proposal.