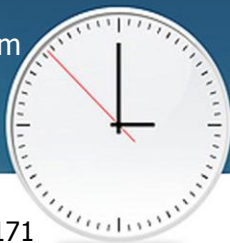


Recording-800-Numbers.com  
A program offered by  
Evergreen Specialty Services, LLC



David Murray  
16200 SW Pacific Hwy, Suite H171  
Portland, OR 97224  
800-239-3814  
info@RSCAmerica.com

**Subject:**

**Recording 800 Numbers**

**Offered by David Murray and  
Evergreen Specialty Services  
800-239-3814**

**RE: Setup Recording 800 Numbers**

**Credit card form:**

You can provide your credit card information via telephone or you can fill out and return this form on the fax to 866-336-9941. The fax goes directly to my computer and is not printed. You can send it anytime. You will be invoiced on the first couple days of each month and your credit card will be charged one to three days later.

CARD TYPE \*\* (VISA MC AMEX) \_\_\_\_\_

CARD NUMBER \_\_\_\_\_ EXPIRATION DATE \_\_\_\_\_

NAME ON CARD \_\_\_\_\_

BILLING ADDRESS OF THE CREDIT CARD: \_\_\_\_\_

ZIP CODE OF BILLING ADDRESS ON THE CARD \_\_\_\_\_

BY SIGNING BELOW, YOU AGREE TO THE TERMS AND CONDITIONS LISTED BELOW,  
including notification to your own employees that they are being recorded.

SIGNATURE \_\_\_\_\_

Thanks for your time.

Dave Murray  
Evergreen Specialty Services, LLC  
16200 SW Pacific Hwy, Suite H171  
Portland, OR 97224  
800-239-3814  
info@recording-800-numbers.com

**TERMS AND CONDITIONS:**

You understand and agree to the following.

The caller will hear the message that "this call is recorded for training purposes". You accept the responsibility of notifying your own people that the calls are being recorded as may be required by state and federal law. You agree to use the recordings for training purposes and for the purpose of tracking advertising programs. You agree the service will not be used in the gaming, adult entertainment and securities business or in any case where the recorded call could be used

in a court of law. The recordings cannot be used to validate any monetary transactions such as stock sales. You agree to hold us harmless for any damages which may occur to you as a result of the calls being recorded or not being recorded for whatever reason. You agree to pay by credit card, monthly in advance for the monthly service fee and estimated per minute costs. If your total exceeds 1,000 minutes during the month, your credit card will be charged at that time for the usage fee. Once a pattern of usage is determined, you will be invoiced for that amount at the beginning of the month. If for some reason, you are invoiced for and charged for an amount of minutes you do not use, that overage will be either refunded to your credit card or carried forward to the next month.

We reserve the right to stop this service at any time without notice and liability to you. You can materially stop the charges by removing the recording 800 number from your marketing material and notifying old customers who have called you on this recording 800 number to call you on another number. Depending on the type of marketing material where you show these recording 800 numbers, you may want them to continue for a few months after you removing the marketing program.

The calls are charged on a per minute basis. The beginning of the time is when the caller hears that "this call is being recorded for training purposes." The recordings that you get start shortly after you answer the call. Therefore the time of the recording as it shows up on the recording file is always shorter than that actual call length which you are billed for.

This is an estimate of the timing of the call before the recording starts.

- The 800 number is dialed.
- The system answers with "this call is being recorded for training purposes" (2-3 seconds). Timing starts at the beginning of this message.
- The system does some program switching (2 seconds)
- Recorder turns on when a successful connection is made to an actual person (4 seconds delay)

After the caller hangs up, a "system call detection" determination is made to determine if the call was a failure. The following calls are made, but the recordings deleted.

- Silence on the line (both parties).
- No answer. This could last as long as 10 rings to answer or about 70 seconds on any call attempt.
- Caller hangs up early in the call. Likely a telemarketer or predictive dialer. More common if the calls are answered by voice mail or an auto attendant.
- Call waiting signal during the call.
- Fax machine call and attempted to leave a fax.
- Predictive dialers calling to phish for international dial tones.

Some of these types of calls are also not recorded if they are short, but it is not uncommon to get a recording of these types of calls also

- Sales calls.
- Wrong numbers.
- Voice mail that answers and the caller hangs up or leaves no message.
- International tones detected such as those from Puerto Rico, Canada, Russia.
- Very short calls.