

EXHIBIT 4



CSDVRS

**Fast. Friendly.
Professional.**



Video Relay Service

Who is CSDVRS?

CSDVRS was the world's first nationwide Video Relay Service (VRS) provider. As pioneers and innovators of the VRS industry, CSDVRS provides cutting edge video technology to consumers for video communication via sign language interpreters. Our omnipresent goal is to make VRS accessible and easy to use for all deaf and hard of hearing people.

Video Relay Service

Sign language users are free to communicate in their native language when making phone calls. With VRS, a caller using sign language can communicate with a Video Interpreter (VI) by using a video connection. The Video Interpreter calls the hearing individual on a standard telephone and instantaneously relays the conversation between both parties. VRS is available 24 hours a day, seven days a week, and there is no charge to use VRS.

With high speed Internet access, VRS calls can be placed through a videophone connected to a TV or through a personal computer with a Web cam. Our VRS works with all types of videophones.

Benefits of using CSDVRS

Why is our VRS better?

- Fast connection to video interpreter
- Professional, friendly service
- Qualified and certified interpreters
- Customized to meet your communication needs
- Easy and convenient for hearing callers
- All calls are confidential
- LIVE Customer Service

Video Mail

Your personal answering machine. If you are not available to receive your VRS call, your callers can leave a message for you. The VI will record a signed video message and immediately send it to you by e-mail. Additionally, if you provide a pager address, you will receive a text message with the name and phone number of your hearing caller.



You can sign up for Video Mail at www.csdvrs.com.

Personal 800 Numbers

It's easy for your hearing callers.



Hearing callers only dial ONE direct phone number assigned to your videophone.

No additional instruction is needed!

Perfect for:

- Listing on your resume for job searches
- Doctor's offices
- Local mechanic and more!

Contact Customer Support to receive your Personal 800 Number today!

Voice Carry-Over (VCO)

Speak directly to your hearing caller. VCO is a service for deaf and hard of hearing persons who prefer to speak directly to the hearing caller using a standard telephone while viewing the Video Interpreter relay what the hearing caller is saying. The hearing caller will hear the VCO user's voice during the conversation.

Customize your communication method from these three options:



A



B



C

- A American Sign Language
- B English-Based Signing
- C English-Based Signing with Lip-Reading option

Register as a VCO user with your account information and provide a VCO call back number for faster call processing every time you make a call.

Spanish VRS

Breaking another language barrier. With Spanish VRS, a deaf or hard of hearing person can communicate with a hearing person who speaks Spanish. Video Interpreters will translate sign language to spoken Spanish and spoken Spanish to sign language.



How a VRS Call Works



Sign Language User

A Sign Language User communicates through video equipment and views the Video Interpreter.



Video Interpreter

The Video Interpreter voices for the Sign Language User. When the Hearing Caller speaks, the Video Interpreter relays the conversation in sign language.



Hearing Caller

When the Hearing Caller speaks, the Sign Language User watches the Video Interpreter's signing.

Customer Support

Webcam Users: www.csdvrs.com
Videophone Users: help.csdvrs.tv
E-Mail: help@csvrs.com
TTY: (866) 251-8274
Voice: (800) 296-3808
Fax: (605) 367-4979

Free videophones are available to qualified persons who are deaf or hard of hearing. To apply online, please go to www.csdvrs.com/vp

Free installation and live demonstrations are available for offices and classrooms.

To call CSDVRS

Webcam Users: www.csdvrs.com
Videophone Users: csdvrs.tv
VCO VP Users: csdvrsvco.tv
Spanish VP Users: spanish.csdvrs.tv
Voice: (866) WANT-VRS or
(866) 926-8877

**Our video interpreters are
always ready for your call.**



your
CSDVRS
GUIDE



CSDVRS

CSDVRS Customer

We know that you'll find CSDVRS and its services to be exceptional. CSDVRS strives to bring the best in video relay services (VRS) to the deaf and hard of hearing community. With CSDVRS, people can use sign language or Voice Carry-Over (VCO) when making VRS calls. Open 24 hours a day, 7 days a week – including holidays – there is no charge for any of our services.

Inside you will find detailed information on CSDVRS Services.

- Customer Profile
- CSDVRS Personal 800 Number
- IP Solution
- Videophone and VP Dial
- Web Dial
- VCO VRS
- Spanish VRS
- Your CSDVRS Mail
- Customer Support

Our service has and continues to expand in order to meet the ever changing needs of our customers. We're pleased to provide you with the enclosed informational packet highlighting what we have to offer you.

Please visit www.csdvrs.com for updates.

Thanks for using CSDVRS!



providing
you
with the
best
possible service



Our customer profile database was designed to deliver you the best possible service. Using it will enable the video interpreter to see your information and make the call faster and easier. Visit www.csdvrs.com and set up your profile today!

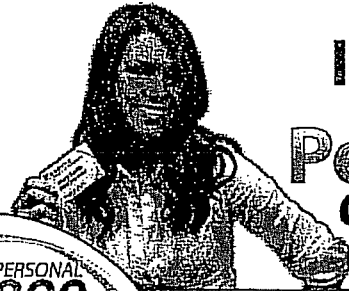
After you login, click on "My Stuff"

- **Phone Book:** This is where you can enter your frequently called numbers for the video interpreter to dial.
- **Selecting Male/Female Video Interpreters:** Choose a preferred gender for your video interpreter.
- **VCO:** Select your preferred communication style and VCO Call back phone number.
- **Business Cards:** Print your own personalized business cards with your 800 number.
- **Sign up for CSDVRS E-News,** our free electronic monthly newsletter.

You can also log in and edit your information any time you want. All information in your profile is strictly confidential.

YOUR CSDVRS GUIDE

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Introducing your own **Personal 800** **CSDVRS number!**



This number, toll-free, makes it more convenient for you to receive calls or messages from hearing persons. They simply call your **Personal 800 CSDVRS number** and talk with you, or leave VRS mail for you!

Key Features!

- Hearing callers can dial your personal 800 number using any standard telephone or cellular phone!
- A video interpreter (VI) will answer and automatically connect the hearing caller to you via your videophone or web camera.
- If you are not available, the VI will immediately record a signed message and send it to you via e-mail and pager (optional).
- Sign up for your 800 number at www.csdvrs.com/800

As a way of welcoming you to CSDVRS, you will be receiving 50 complimentary business cards listing your personal 800 number.

Frustrated with your **IP** address always changing?



USING
NO-IP
.com

There's an easy solution: get a **permanent videophone address** that has your name in it! You can have `jsmith:hopto.org`, which will never change! Customer Support can help you in setting up this free service!

The **No-IP** service allows you to use an alias to replace your changing (dynamic) IP address. Now you won't have to notify your friends, family or co-workers every time your IP number changes, because your VP address will always be the same! They can call you on the videophone (VP) at any time without asking you for your updated IP address!

View tutorial at
www.csdvrs.com/noipdemo.htm

IF YOUR CSDVRS GUIDE

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Call faster with your Videophone and VP Dial!

USING
VP-DIAL

VP Dial makes your calls faster, easier, and more efficient than before. Use VP Dial to give the interpreter the name, number, and other vital information about your call ahead of time!

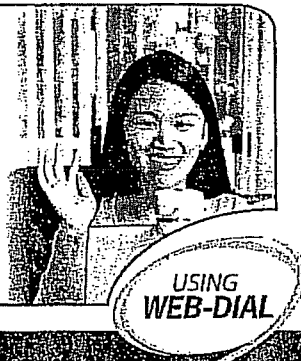
Here's How!

1. Go to www.csdvrs.com and enter the phone number you wish to call.
2. Click on the "VP Dial" button; make sure your videophone is on.
3. Wait for "Incoming Call" to appear on your videophone. Click on "Accept."
4. The VI will then appear on your screen ready to make the call.

Spanish Users check
the "Spanish" box.
VCO users check
the "VCO" box.



Got a web cam? Use **Web Dial!**



Turn your computer into your own personal telephone with a web camera, high speed internet, & **CSDVRS Web Dial**. Calling everyone is as easy as clicking on a button!

Here's How!

1. Go back to www.csdvrs.com and enter the phone number you wish to call.
2. Click on the "Web Dial" button; make sure your web camera is on.
3. Wait for "Incoming Call" to appear on your computer screen.
4. Click on "Accept."
5. The VI will then appear on your screen ready to make the call.

Note: If you are using Web Dial for the first time, you may see the CSDVRS License Agreement and prompt for ActiveX software installation screen. Follow the instructions on screen. You may also prompt for Microsoft NetMeeting on head and register on screen as instructed.

Want to speed up your call?
Fill out the subject box and give the VI more detailed instruction to help you better!

YOUR CSDVRS GUIDE

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Let your own
VOICE
do the talking
for you.



Voice Carry-Over (VCO) is a service for deaf or hard of hearing persons who prefer to speak directly to the hearing caller. While viewing the video interpreter, the hearing caller will hear your voice.

VP: SDVRS VCO.TV

Customize your VCO calling preferences!

- **American Sign Language (ASL):** the Video Interpreter will sign using ASL.
- **English Based Sign Language:** the Video Interpreter will sign using English Based Sign Language.
- **English Based Sign Language and Lip Reading:** the Video Interpreter will sign using English Based Sign Language, along with an emphasis on lip movements, so that the caller may benefit from lip reading.

Register yourself as a
VCO user in your profile!
You'll be able to set your
communication preference &
telephone call back number!

Se Habla Español



SPANISH
VRS

A deaf or hard of hearing person can communicate with a hearing Spanish speaker. With **Spanish VRS** provided by CSDVRS, a video interpreter (VI) will translate between sign language and spoken Spanish.

VP: SPANISH.CSDVRS.TV

Key Features!

1. Go back to **www.csdvrs.com** and enter the phone number you wish to call.
2. Check the "Spanish" box. Use either Web Dial or VP Dial, your choice! Be sure your web camera or VP is turned on to receive the call.
3. Wait for "Incoming Call" to appear on your computer screen or for your VP to ring.
4. The VI will then appear on your screen ready to make the call.

Add Spanish.csdvrs.tv
to your videophone
Speed Dial List!
If you speak Spanish,
you can use
the VCO option!

YOUR CSDVRS GUIDE

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With **CSDVRS Mail**,
you have your
own personal
**answering
machine!**

USING
VRSMAIL

Now your hearing family members, friends, co-workers and others will be able to conveniently call CSDVRS and leave a message for you with **CSDVRS Mail!**

Key Features!

- You will be notified via email and pager that you have a videomail message.
- **Caller ID with CSDVRS Mail:** No more wondering who called you when away from your VP or computer! Pager notification of VRS Mail calls will include the name and phone number of your hearing caller.

Setting up your answering machine is easy!
Go to www.csdvrs.com and login. Click on "My Stuff" then click on "Edit Profile."



Why choose CSDVRS?

- Fast Connection!
Professional, friendly service
- Qualified and certified interpreters
- Customized to meet your
communication needs
- Easy and convenient for
hearing callers
- LIVE Customer Service

**Need help? Here's how
to contact us:**

CSDVRS Customer Support

Voice: 1-800-296-3808

TTY: 1-866-251-8274

Videophone: help.csdvrs.tv

Email: help@csdvrs.com

Fax: (605) 367-4979

Customer Support can also be contacted on the web:
www.csdvrs.com click on Support then in the
pop-up window click on Live Customer Support.
A webcam is not required for this service.



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