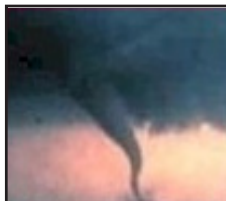# database SYSTEMS CORP.

CARE
CALL REASSURANCE

Daily Well Being Checks　　Latchkey Children　　Reminders

Emergency Notifications to CARE subscribers and others
(PRO-CARE series)

CARE system functions & specifications
1 to 4 Analog Lines

Prepared for:

database SYSTEMS CORP.

Office Address:
Database Systems Corp.
2550 W.Union Hills Dr.
Suite 350
Phoenix, AZ 85027

(602)-265-5968

Mailing Address:
Database Systems Corp.
P.O. Box # 11990
Glendale, AZ 85318

FAX (602)-264-6724

http://www.call-reassurance.com
E-mail; jpizet@cox.net.com, 602-265-5968 X225

CARE
CALL REASSURANCE

CARE (Call Reassurance) is a telephone reassurance phone system developed by Database Systems Corp. and marketed throughout the United States and Canada. CARE systems are provided to community service organizations such as County Sheriff's offices, City Police departments, and senior organizations (AKA Care provider). These organizations enroll citizens within their community through public service announcements and through community outreach programs.

CARE systems automatically call enrolled citizens at their homes to ensure their well being. These types of calls have been credited with saving the lives of many citizens. This technology allows many seniors who would normally require home care or other types of assisted living to stay in their homes longer with the security that someone will be checking in on them on a regular basis.

Telephone reassurance calls can also be daily checks for home alone children (latchkey kids) or seniors who are living alone and wish to be contacted in case something happens to them and they are unable to request emergency assistance on their own. Citizens subscribe to this service in their local communities which have CARE systems. Subscriptions provided by community organizations vary, but most are free to the subscriber.

History

Telephone reassurance programs have been in existence for many years. Originally, volunteers from within a community would place these calls manually, checking in with senior citizens and providing them with a friendly chat. Automated DOS and modem based systems were introduced in the late 1980's but became unreliable as the systems aged.
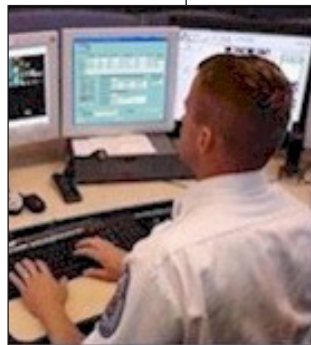
CARE was introduced in 2005 as a Windows based telephone reassurance system that also incorporated telecommunications boards from Dialogic rather than using modems. This allowed multiple calls to be placed at once as well as call transfers to emergency response personnel.

CARE operation

Calls are made from a list managed by a CARE systems administrator. This list includes the CARE subscriber's name, address, and phone number. Optionally included are "key holders", or friends and associates of the subscriber that the CARE responders can contact if they need to enter the home of the subscriber when no one answers the call.

CARE subscribers are called at a predefined time of day, every day. These calls are made automatically by the CARE phone system. If the CARE subscriber answers the call, a prerecorded message is played greeting the subscriber and asking "Are You OK?". The subscriber presses an acknowledgment phone key if everything is OK. If the subscriber does not answer the phone or an answering machine is detected, the CARE system calls back one or more times. If there is still no answer, an alert process begins.

CARE alerts begin an escalation process of contacting family members, friends, or volunteers in a predetermined order. CARE could likewise contact the responsible police department or a local community service group that is tasked with follow up when a CARE subscriber does not respond. This group is referred to as the CARE responder. If a designated friend or family member is contacted first, that member must contact the CARE provider specifying whether the subscriber is OK or needs assistance. If no acknowledgment is received or if a family member could not be contacted, the CARE provider will take action.

Normally the CARE responder will attempt to call the subscriber again before making a house call. If there is still no answer, the CARE responder will visit the subscriber's home to see if they are in need assistance.

Call reassurance and latchkey children

CARE systems can also call children at home to ensure they arrived safely after school when

their parents are not home. These children are often referred to as latchkey kids or latchkey children. This is an important calling service offered by some communities that provides peace of mind to single parents or dual working parents who do not get home until after their children return from school. The system calls the household just as it does for seniors and the child must answer the phone and positively acknowledge receipt of the call by pressing the appropriate phone key.

If the child does not answer the phone or does not press the positive acknowledgement key, an automatic alert can be sent to the parents, school or neighbors and in some cases to the police department.

Elder abuse victim monitoring

Some of the most vulnerable individuals in society today are the elderly who are victims of abuse by both family members and caregivers. Elder abuse can be self inflicted, meaning individuals living at home may not provide the adequate care needed to live safely. A CARE feature known as Elder Abuse Monitoring calls these individuals to ensure they are OK.

If the senior does not respond, an alert is generated and family, friends and the local community service organizations are contacted. CARE works best when community volunteers are also available to assist these individuals in performing very basic functions such as feeding the senior and ensuring they are properly clothed.

Medication reminders

Senior citizens can enroll in the CARE program to receive daily or periodic call reminders. These most likely are medication reminders and these non-emergency calls are made at a time and day unique to each citizen.

Reminder messages are played to both "live" answers or left on answering machines. If there is no answer or the phone is busy, mul-

tiple attempts are made to call the senior. No emergency alert is generated if there is no answer to this call.

CARE volunteers

CARE volunteers can be family, friends or community members who wish to volunteer their time to speak with CARE subscribers after the CARE system determines that the subscriber is OK. There are several national programs such as Faith in Action and Senior Corp RSVP that provide volunteer labor for telephone reassurance programs as well.

How CARE works with volunteers

When a subscriber designates that he or she wishes to speak with someone and it is not an emergency, a CARE volunteer is automatically notified by email or a phone call.

The subscribers name and phone number is provided to the volunteer who can call the subscriber to provide a friendly chat or assist the individual with non-emergency help.

Advantages of CARE with volunteers

Although CARE providers can be the primary responders and simply not use volunteers in any manner, the most powerful implementation of this type of community program is to integrate the use of volunteers. As credibility, the following advantages of using CARE with volunteers are;

• CARE providers do not have to be the primary responder. Therefore, when the CARE provider becomes involved with alert conditions for any of its subscribers, they have already been pre-screened and therefore most likely not false alerts.

• Volunteers can still be involved talking to seniors to any degree they choose. CARE, at the very least, can simply make the entire objective more organized - especially since 11 reports are included to monitor the program. CARE also reduces the mundane dialing of phone numbers by volunteers.

• CARE makes volunteers immediately more efficient since the CARE system calls seniors and notifies volunteers of only those seniors

wishing friendly chat. Therefore, volunteers never have to call seniors who do not want to chat today. Notifications for requested chat comes in the form of calls or e-mails to either specific volunteers or perhaps to a general pool.

- Since CARE makes volunteers more efficient, they should now have more time to provide other valuable services to the same organization. (Is there ever shortage of volunteer work?!)

- Finally, CARE works 24/7/365 including holidays, snow days, sick days, or is rarely unavailable. Therefore, regardless of volunteer dependability or lack there of, the primary objective of checking on the well being of all subscribers 7 days per week, every day, will always be met.

CARE communities

"Williamson County, with the City of Georgetown, offers this free program (CARE) to serve home bound and senior citizens. Once you have registered, you choose a specific time of day to receive a daily computerized call. If you are ever unable to answer the phone, the computer sounds an alert and someone will come to check on you."
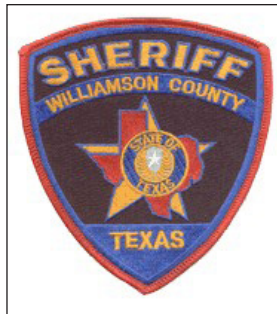
Our CARE phone system was provided to the Williamson County Sheriff's Department to check on the well-being of disabled persons, older adults, and individuals who live alone in the communities of Williamson County, Texas.

The following are sampling of other organizations using CARE systems to check on the welfare of citizens in their communities:

- City of Odessa, TX

- Town of Montville, CT

- Fairfield County Sheriff's Department, OH

- Local Office On Aging, VA

- Garland County Sheriff's Department, AR

- Town of Auburn, MA

- Gibson County Sheriff's Department, TN

- Okaloosa Sheriff Department, FL

- Senior Life, PA

- Pound Ridge Police Department, NY

- Rankin County Police Department, MS

- Senior Educational Outreach, NJ

- Leicester Police Department, MA

- Help Line, PA

CARE advantages and features

The following are general salient features of the CARE calling program. For a complete list, see last few pages of this document.

- CARE sends automatic phone messages over multiple phone lines at once.

- Answering machines do not need to be turned off by CARE recipients.

- Greeting messages can be customized and randomized on a per subscriber basis.

- Messages could include a reminder to take a medication.

- Alerts can be sent by phone and email plus an alarm at the CARE monitor center.

- First response can come from family members, friends, or volunteers.

- The police or fire department can be primary or backup responders.

- CARE can connect volunteers, family or friends for non-emergency conversations.

- CARE phone can deliver emergency notifications to community members or staff.

- CARE systems can be managed and monitored remotely.

- CARE includes complete online progress reporting.

BASIC and PRO Series Phone Systems

Database Systems Corp offers both affordable and expandable telephone reassurance phone systems. CARE is an automated program and phone system that contacts citizens by phone to ensure their well-being.

CARE is a specialized voice broadcasting system that automatically calls a resident and plays a recorded prompt, asking if they are OK. If the resident acknowledges the call, CARE automatically knows that the resident is OK. The enrolled citizen can optionally press a phone key to acknowledge that they are OK or request special assistance.

There are two types of CARE systems. The CARE Basic phone system supports 1 to 4 analog phone lines and is capable of calling up to 4 individuals at a time. The CARE PRO phone system supports 1 to 48 analog phone lines or 12 - 480 digital phone lines.

Basic-CARE   Pro-CARE

Basic & PRO CARE System Comparison

Both the Basic CARE and PRO CARE systems are computerized phone systems that perform the task of telephone reassurance calls to seniors, home alone children, and for medical reminders. The detailed software functionality of these systems is documented in the CARE features found later in this document. Here are the differences between the two systems:

- Expansion - Basic cannot be expanded beyond 4 lines. PRO can be expanded from 4 lines to 48 analog phone lines and can be upgraded to the PACER PRO system (digital) by swapping hardware and upgrading the software.

- PC Chassis - Basic system comes in a standard Dell chassis with limited capacity. PRO system comes in an industrial quality PC from Alliance Systems with large board capacity.

- Inbound Calls - Basic cannot perform inbound IVR functions such as the CARE I'm OK function. PRO can perform both inbound and outbound dialing.

- Self Administration - Basic does not allow subscribers to self administer call scheduling. PRO supports self administration, allowing them to set their own schedules.

- Emergency Voice Broadcasting - Basic cannot perform emergency voice broadcasting. PRO can simultaneously perform call reassurance calls while processing additional emergency voice broadcasting campaigns.

- Call Transfers - Basic cannot handle call transfers and routing. PRO can perform the call reassurance task and make an outside call, connecting the citizen with another party.

Basic-CARE System

DSC's most affordable telephone reassurance system is the Basic-CARE phone system. This system comes in an office environment Dell PC with a Dialogic telephony board that supports up to 4 analog phone lines.

To obtain pricing and view a sample quotation with full specifications of the Basic-CARE system, please download the following Basic-CARE sample quotation. See the following web page to download.

http://www.callingcare.com/care-contracts.htm

Here are the features of this system:

Office environment PC (monitor not included)

- Windows XP operating system

- Dialogic 4 analog board (D4)

- CARE Editor and Manager Software

- No call transfer

- NO UPGRADE capability (limited by PC)

Professional (Pro) CARE Systems

Database Systems Corp. offers two different PRO series computers, the Wizard (analog phone) and Pacer (digital phone) systems. Both of these systems are expandable and offer the same software features.

Wizard Pro-CARE Phone System

The DSC Wizard Pro-CARE system is an expandable telephone reassurance system that supports all of the CARE functionality using an-

alog phone lines to deliver the CARE calls.

The Wizard Pro-CARE system configuration starts at a 4 analog line phone system. This system includes all of the Basic CARE system options plus the additional features listed previously.

To obtain pricing and view a sample quotation with full specifications for the Wizard Pro-CARE system, use the same web link shown previously for Basic-CARE but choose the Wizard Pro-CARE link to download.

Here are the features of this system:

- Industrial quality PC (monitor not included)

- Windows XP operating System

- Enhanced Dialogic 4 analog board (D41)

- CARE Editor and Manager Software

- Upgradeable to 8, 12, 24 and 48 analog lines

- Emergency voice broadcast features

- Call transfer capability

- Ability to add IVR features

PACER Pro-CARE Phone System

DSC's most powerful telephone reassurance system is the PACER Pro-CARE phone system. This system is initially configured with one fractional T1 (12 digital lines) but can be expanded to support up to 480 digital phone lines.

The PACER Pro-CARE phone system provides the same software features as our Wizard Pro-CARE system. However, this system utilizes digital phone lines (T1) and has a minimum configuration of 12 digital lines (partial T1).

To obtain pricing and view a sample quotation with full specifications for the PACER Pro-CARE system, use the same web link shown previously for Basic-CARE but choose the PACER Pro-CARE link to download.

Here are the features of this system:

- Industrial quality PC (monitor not included)

- Windows XP operating System

- Enhanced Dialogic D/240PCI-T1 Communications board (supports 24 lines)

- CARE Editor and Manager Software

- Upgradeable to 24 - 480 digital phones lines

- Emergency voice broadcast features

- Call transfer capability

- Ability to add IVR functions

"...Thursday, one of the people in my program did not answer her phone. A uniform unit was dispatched and she was found incapacitated and had to be transported to the hospital where she was placed in intensive care. We don't know what's wrong with her and certainly the hospital will not share that information, but what we do know is that the program worked and alerted us when she did not answer her phone. Thought you would like to know and pass it along." - Sheriff Larry Sanders, Garland County

"One measure of society is how it cares for its most vulnerable members. The CARE telephone reassurance program, from Database Systems Corp, ensures the saftey of our most vulnerable citizens. It is our way of measuring up to the challenges of protecting those citizens needing such services.   Capt. Roger Bell

Revision v2.0 Features and Functions

Daily Well Being Checks   Latchkey Children   Reminders

Revision 2.0 of CARE (Call Reassurance) from Database Systems Corp. was available for general release to new customers (installations after Nov. 1, 2007) and is FREE to clients who are under current maintenance contracts.

Basic-CARE Features

The following are the basic features of the CARE phone system. The CARE system is designed to automatically call subscribers to check on their well-being.

• CARE Subscribers

CARE subscribers are citizens who are called on a regular basis by the CARE phone system. Subscribers enroll in the program and custom profile information is entered into the CARE system by an administrator using the CARE Editor.

• CARE Calls

Each subscriber is called on a regular basis as defined in the subscriber's unique calling schedule. Subscribers can be called at any selected time from 5 AM to 8 PM. A different time can be set for any day of the week, or the subscriber can choose to receive calls only on selected days. The subscriber's schedule can be changed at any time by the administrator prior to the actual calling time during the day.

• Repeated Callback Attempts

The system can be globally configured to make 1 to 5 attempts to reach citizens. The wait between each of these attempts can be set at various intervals from 10 minutes to 60 minutes. For example, after the first call is made, the system could be set to try again in 10 minutes, but to wait another 45 minutes before trying a third time.

• Customized or Random Greetings

Each subscriber can be configured to hear a unique recorded message that is played when the CARE phone call is answered. This greeting could be a single recorded message, a text-to-speech message, or a recorded message selected randomly from a folder of greetings.

• Customized Menus

Each subscriber can be configured to hear a different menu of options after listening to the greeting. This menu can be a recorded message or a text-to-speech message.

• CARE Subscriber Responses

In response to the menu, the subscriber must press "1" to indicate they are OK.

This requires a non-rotary phone, but prevents answering machines from misleading the system. If the subscriber hangs up the phone, a call back will be scheduled. If the subscriber repeatedly fails to respond to the menu, an emergency alert will be generated.

If the subscriber is NOT OK, the menu can direct the person to press "3" to initiate an emergency alert. Optionally, the menu may tell the subscriber to press "5" to initiate a non-emergency contact scenario. For PRO CARE systems, the menu may also let the subscriber press "0" to be directly transferred to the phone number specified in subscriber's profile.

• Non Emergency Contacts

By pressing the non emergency contact phone key "5", the subscriber informs CARE to send up to three phone calls and three email notices to the non-emergency contacts specified in the subscriber profile.

• Emergency Alert Condition

If the CARE subscriber does not respond positively to the CARE call, the following alerts are sent:

- Visual alert appears on CARE monitor.
- Audible alert sent to CARE system.
- Alert report sent to CARE printer (optional).
- Phone calls (3 max) sent to designated #s.
- Emails (3 max) sent to designated e-addrs.
- Alert calls can be in escalation order.

• Multifunctional Operation (Subscriber Profiles)

The following profiles have been established within the CARE call reassurance system. These profiles can co-exist on the same CARE phone system.

• Elderly Telephone Reassurance Call

Maintain a list of citizens to be called on a regular

basis to ensure the citizen is both alive and well. If the citizen cannot be reached, follow an emergency scenario for immediate follow-up. This is the traditional telephone reassurance profile user.

• Medication and Routine Reminder Calls

Maintain a list of citizens to be called on a regular basis to remind them to take their daily medications or to attend regularly scheduled weekly appointments. If the citizen cannot be reached, it is not an emergency situation.

• Latch-Key Child Call Reassurance

Maintain a list of children to be called on regular basis, either after school or any other time a parent would want to ensure their child is at home and safe. If the child cannot be reached, the parents and other appropriate contacts could be notified. The time of calls could be randomized to ensure the child comes home and stays home.

The following features are included in the CARE editor utility to enhance the administration of the CARE system.

• "No key press" option

In typical operation, the citizen will need to press a key to indicate that they are "OK". A citizen may optionally be setup to be assumed "OK" if they simply pick up the phone. This could be used to handle rotary phone scenarios, as well as to maintain compatibility with some of the older RUOK systems.

• Real-time Displays

The CARE Manager will display several levels of detail and summary information. The main screen will display the total number of citizens that are "OK", the total number that are "Not OK", and a partial list of citizen (up to 100) that are scheduled to be called next. Further detailed information will be available for the citizens that are "Not OK", and this display will allow for export of the list, as well as feedback as to the final outcome of the alert situation. A secondary display available for the citizens in process will summarize the total number of upcoming calls for the day in 15 minute increments.

• Alert Outcome Feedback

The CARE Manager will allow for feedback as to the final outcome of the alert situation, including false alarm, medical emergency, loss of life, etc. This information will be collected and used in reports.

• Alert Escalation

The CARE system allows for up to three phone contacts to be alerted in case of an emergency situation. The system will attempt to contact these phone numbers, one at a time, until a live person acknowledges receipt of the message.

Alternatively, the alert can notify up to three phone contacts simultaneously, without any acknowledgement of message receipt.

• Automated Internal Backup

The CARE Manager will perform a backup of the citizen database on a daily basis and store this information locally on the system.

• Reactivation Reminders

The CARE Manager will display on screen pop-ups to remind the system administrator to follow up with inactive citizens. The administrator will be able to activate the citizen or push back the reminder date.

• "OK for Today" admin tool

The system admin would be able to mark a citizen as "OK" for the day, based on external information (i.e. phone message from citizen or family member). This feature will not require opening the citizen's complete record.

• Support and Error Diagnostic Tool

The support and error diagnostic tool will check for errors in the system configuration, and when possible correct these errors. It will also automate the collection of various log files and other system settings to expedite support calls.

• Global Search and Replace

The global search and replace tool allows the administrator to change common phone numbers and recordings throughout the citizen database. This is designed to eliminate massive manual entries needed for changes that would affect all citizens.

• Automatic action on "OK"

When it is determined a citizen is "OK" the system can optionally perform a predetermined action. It can act as if the citizen pressed "5", thus performing a non-emergency request for contact, or it can act as if the citizen pressed "0", and transfer the citizen to the phone number set in their account.
CARE Greetings and Announcements

The CARE greeting messages played to subscribers has ability to provide additional information and to include features that add a more personal touch to the CARE calls.

• Global outgoing recording

The system supports "global" recorded message, which if it exists, will be played to anyone called. This feature is to be used for emergency purposes and the recording would play before any other intended recording.

• Global holiday recordings

The system will have a folder for holiday messages. These would be named to match the date of the upcoming holiday (Christmas would be "12_25.wav") and would be played between the introduction message and the options message.

• Birthday greeting

The system will have a global "birthday" recording that will be played to any citizen on their birthday (maintained in the subscriber profile). This would be played after the introduction message, before a possible holiday message, and before the options message.

• Export Citizen List

Citizen list, with limited detail, can be exported to a printable list. Citizen list, with full detail, can be exported to a CSV file.

CARE Reports

The following reports are included in the CARE phone system to assist the administrator in managing the community of subscribers.

• Detailed Call History

With date range criteria, display a fully detailed call history.

• Citizen History (search)

A search by citizen (name or phone) will display a fully detailed call history.

• Summary by Citizen

With date range criteria, display a record for each citizen summarizing calls, call backs, and alerts.

• Detailed Alert History

With date range criteria, display a record for each alert and its outcome.

• Alerts (Grouped by Citizen)

With date range criteria, display a record for each citizen that has had any alerts. The records will be sorted by total alerts and by an increasing trend of alerts.

• Alerts (Grouped by Outcome)

With date range criteria, display a summary total for each alert outcome (false alarm, medical emergency, loss of life, etc).

• Increasing Callback Trend

Report displays citizens that have needed more callbacks in the past 30 days than they need for the 30 days prior to that time.

• Increasing Alert Frequency

Report displays citizens that have triggered more alerts in the past two weeks than triggered for the two weeks previous to that time.

• System Load

Report evaluates the line capacity required to make all calls as scheduled by evaluating the peak usage times and historical call data.

• Inactive Citizens

Report displays list of all inactive citizens and their tentative reactivation date (if applicable).

Pro-CARE features

• "I'm OK" Citizen Call In Program

The I'm OK functionality is designed for citizens that would like to call in on their own on a daily basis. This reverses the traditional telephone reassurance function since citizens now call the CARE phone system and are automatically recorded as OK. The citizen calls a number that is answered by the CARE phone system using an interactive voice response (IVR) program. If Caller-ID is enabled and the citizen calls from the phone number identified in the subscriber profile, CARE knows automatically which citizen is calling. Otherwise the citizen will be prompted to enter a phone number which is matched in the CARE subscriber database. If citizens do not call in during the day, an automatic call is made to their residence similar to the traditional telephone reassurance call.

"I'm OK" citizen profiles are administered by simply setting up the call time for late in the day to follow up with the citizens that have not yet called in during the day.

Citizens can also use this option to call and remove themselves from today's upcoming call list. This can be used to preempt calls on the holidays, as well as when the citizen may want to leave the house unexpectedly but wants to prevent a false alert scenario.

• CARE Citizen Self Administration IVR

CARE citizen subscribers have the option to manage their profile(s) using an interactive voice response (IVR) feature built into the CARE phone system. Subscribers or family members can call into the phone system and, using automatic voice prompts and keypad responses, manage their calling profile. This self administrative function will free CARE dispatchers and administrators from the need to update subscriber information.

• Call in for vacation/ activation/ deactivation

Citizens can call in and activate and deactivate their accounts for the purposes of vacations and hospital stays.

• Call in to change days and time of calls

Citizens can call in and set the time of the call for each day of the week. The citizen will also be able to choose on which days of the week he or she will receive calls.

• Call in for "transaction" history
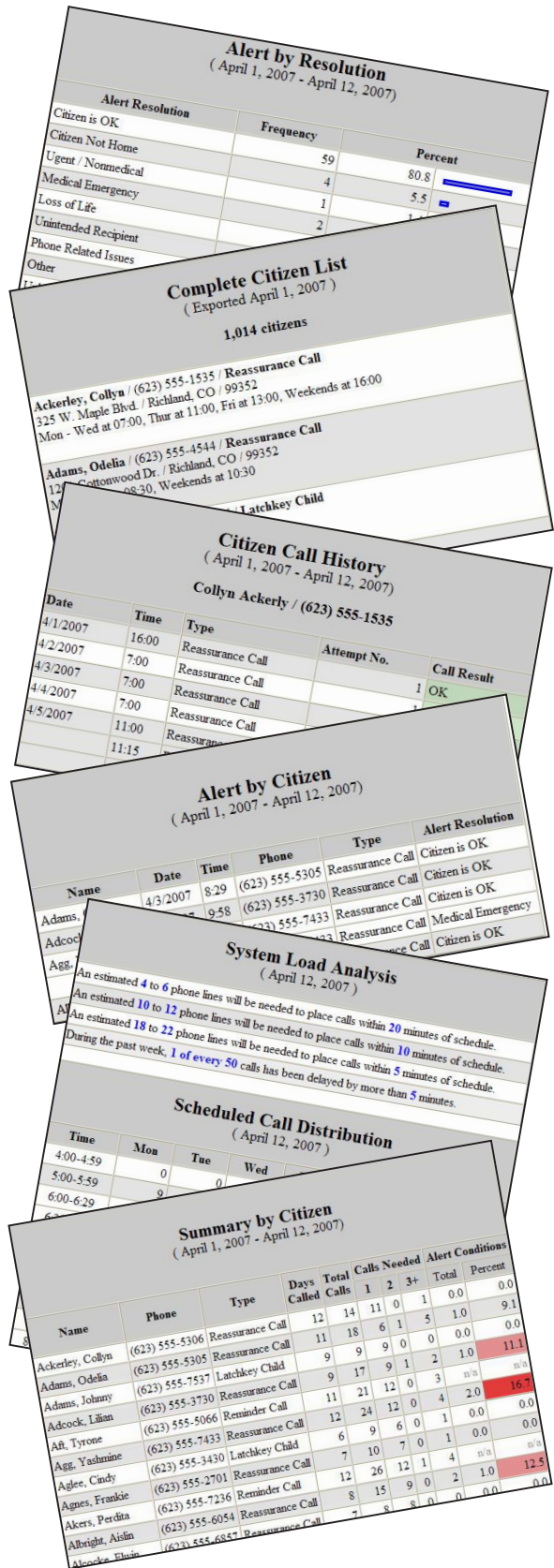
Citizens can call in and review the most recent calls and other activates related to their account (activation, deactivation, alerts, edits).

• General voice broadcasting

The CARE phone system can deliver prerecorded messages to live answers and/or answering machines for any list of phone numbers. (Citizens, staff, officials, others.) Typical use is for general notifications or emergencies to community members that may or may not be subscribers to the same CARE system. However, it should be noted that when used, the telephone resources are shared with the standard CARE subscribers - therefore possibly affecting their delivery times. (More lines can be added to any Pro-CARE system to account for such circumstances, as well as to ensure specific delivery window of any size list. e.g. Four lines can deliver about 2,000 thirty second messages over 10 hour period, or 1,000 over 5 hour period, etc. Eight lines would cut the previous delivery times by half, or double the list size for same delivery time.

Sample Reports

database systems corp.

16841 N. 31st Avenue, Suite 160
Phoenix, Arizona 85053
Ph : 602-265-5968   Fax : 602-264-6724
e-mail jpizet@databasesystemscorp.com

Since 1978, Database Systems Corp. has had the privilege to provide its products to a wide variety of customers, both in the private and public sector.

During this extensive period, DSC has licensed technology throughout the world; from Kuwait, Saudi Arabia, England, Singapore, Australia and New Zealand, to virtually every state of the union.
DSC provides call center services and products within virtually all major industry categories. From communities and schools to small business operations, DSC products help improve the productivity of individuals and organizations. Our products include voice broadcasting systems & services as well interactive voice response solutions (IVR). These products are primarily marketed within the United States and Canada. For sampling of other uses, see link;

http://www.call-center-tech.com/phone-applications.htm

Partial Customer List

AARP	Kuwait Oil Company	Savannah Electric & Power
Advanta Financial Corp.	Land O'Lakes, Inc.	Sears Motor Group Ltd.
Advanta Mortgage Corp. USA	LECG, LLC	Shepherd Hills Entertainment
Alert Communications	Lockheed Shipbuilding	Sohio
American Express Trvl Svc.	Lord Abbett	Southern Pacific
American Red Cross	Maryland National Bank	Subaru of America, Inc.
Amherst	Massachusetts Higher Ed,	Syracuse University
Arthur Andersen And Co.	MCI (Los Angeles)	Telecom Australia
AT&T Communications	MCI Telecommunications (VA)	Telemarketing Corp. of Amer.
Bank of America	Medtronics	Tennessee Valley Authority
BASF	Megadyne	Texas State
Bell Atlantic Mobile	Merrill Lynch	The Living Scriptures
Blue Cross & Blue Shield	Met Life Investors	Thrifty Rent-A-Car Systems
Catholic Diocese	Microsoft Corporation	TNT Fireworks
Chadwicks of Boston	Ministry of Foreign Affairs	Transamerica Fund Mgt.
Citicorp	Moore Data Management	TRW
Citicorp Investment Bank	Services	U. S. Geological Survey
Colgate Palmolive	Mosby Year Book, Inc.	U. S. Postal Service
Conoco-Phillips	N.J. Dept. of Human Services	U. S. West
Danish Ministry of Defense	N.J. Dept. of Treasury	United States Dept. of Ag.
Diesel	National Computer Systems	University of Arizona
Direct Response Marketing	Neiman-Marcus	University of Buffalo
Fletcher Steel	New York State	University of California
Ford Motor Company Limited	Orange County Trans. Auth.	University of Colorado
General Electric Company	Orion Pictures Corp.	University of Iowa
General Foods USA	Pacific Lumber and Shipping	University of Rhode Island
General Telephone Co. of CA.	Paging Network	University of Sydney
Great Expectations	Pizza Hut	Valley National Bank
Honolulu Board of Realtors	Proctor & Gamble Inc.	Value Line
ING of North America	Quasar Company	Verizon Wireless
Iowa Light & Power	Rand McNally & Co	Walgreen Company
J. Crew Outfitters	Rutgers University	Washington State L&I
J.M.Stewart Corp.	San Jose Hospital	Weiss, Peck &Greer, LLC
Johns Hopkins University	Sandoz Pharmaceuticals Div.	Westinghouse Electric Corp.
KB Homes	Sara Lee	Xerox Medical Systems