

The answers to your questions about . . .

TRZ Religious Services

Q: Who is TRZ Religious Service?

A: TRZ Religious Services is a telecommunications company based in Kent, Ohio with over 10 years experience in providing live audio to consumers. The company is run by Tom Zawistowski who is the CEO & Founder. Our address is: 4682 State Route 43 in Kent, Ohio (44240). Our main office telephone number is 1-800-846-4630.

Q: What is TRZ's Corporate Mission?

A: The mission of TRZ Religious Services is to apply new communications technologies and services to help religious groups better communicate with their congregational families and to creatively and profitably use those technologies and services to raise new money to help support all of their religious programs. In applying these new technologies, we will design our services so that they will work for any religious group regardless of its size, denomination, geographic location or financial resources.

Q: How exactly does this service work?

A: Callers dial an 800 number which is connected to TRZ's equipment in Kent, Ohio. Their call is answered by a computer which asks them to punch in, on their telephone keypad, the church's access code and the caller's credit card or account number. The caller's card or account is approved and the caller is then connected to the live service. This is accomplished by TRZ's computer dialing out to your facility to a telephone number that you provide, such as your fax number or another seldom used phone line. That phone line is connected to our auto-answer coupler which is connected to your public address system. When the coupler answers, the audio from your facility is feed back to TRZ where it is connected to all of your callers. The callers listen as long as they like and then hang up their telephone. They pay only for the time they listen. The charges appear on their credit card statement (since they call an 800 number there are no long-distance charges) or they or their sponsor is billed at the end of the month for their calls.

Q: OK, so what is a auto-answer coupler?

A: An auto-answer coupler is a device that plugs into a phone line just like a home phone does. It has an input on it that allows it to get an audio feed in the same way that you plug in headphones to a radio or CD player. In your case, it would plug into something like a Public Address system. The main thing it does is auto-answer a call when someone calls the line it is plugged into - without having to have a person present. When you join the service, TRZ provides complete instructions on how to install this device.

Q: What does it cost to sign up for the service?

A: It does not cost you anything to join the service. In fact, this service is designed to be a fund raiser - to make you money. We ask only for a \$250.00 security deposit for the coupler device that we provide to protect our investment. That deposit will be refunded in full when the coupler is returned in good working condition. Someone who is handy can hook the coupler up to your PA system in less than 30 minutes at no cost. We try to use an existing telephone line, like a fax or modem line, to access the coupler so you will have no additional cost for the phone line. When you have callers, TRZ pays the long distance charges to call the phone line, so you should have no cost for the service.

Q: If it's a fund raiser, how does it work?

A: TRZ charges a minimum fee of 20¢ a minute for every minute of listening by callers. This is the fee we need to cover our cost to provide the service. However, if you wish to generate revenue from this service, you may choose to increase this basic fee to whatever you want. Any revenue generated exceeding the basic 20¢ rate will be paid to you monthly as a fund raiser. So, you can decide to charge 25¢ per minute for regular services and 50¢ per minute for wedding services and funerals if you want. TRZ collects the money from the callers, we deduct our 20¢ per minute and send you a check for the balance each month. If you have callers to weddings that listen to a total of 1,000 minutes per month (4 callers for 4 different wedding listening for an hour each) you would get a check for \$300 (1,000 x 50¢=\$500-\$200 TRZ Fee= \$300 profit.) Many churches/temples choose to use the funds from credit card callers to subsidize account code access for shut-ins and other members of the congregation that can not afford to call. If you do not wish to charge the callers, some churches/temples arrange to have a sponsor pay for the service and restrict the number of people who can call.

Q: Are there any other fees or charges?

A: None

Q: What makes TRZ's service different from taped audio services or videos?

A: By providing "live" coverage of the services, your callers are able to experience the service as if they themselves were physically present. It helps make the person who is unable to attend feel as though they are still included. Taped audio and video services have their purpose and we encourage you to continue to use them. Being able to hear live services complements the taped services.

Q: Who is the market for this service?

A: There are several markets for this service. First you have the local market. Church/Temple/Mosque members who can not attend due to illness, injury or having to stay home to take care of someone are potential listeners. The local market can also include board members who can not attend a meeting or congregation members who wish to listen in to a lecture, discussion or choir practice for a few minutes. Then you have the distant market. Church/Temple/Mosque members who are away on vacation or who live out of the area for extended periods during the year. The distant market really comes into play for weddings, funerals and other special events. Many times people can not afford to travel to a wedding or a funeral or they can not get off from work on short notice. This service is the next best thing to being there and is affordable since few services last more than an hour their cost can be as little as \$12 or as much as \$30 which is still much cheaper than traveling.

Q: We have a very small congregation with only 2 shut-in members. How would TRZ's service benefit us?

A: The number of callers is not a concern. You are providing a service to your members in order to keep your congregational family united. We don't care if you have only one person calling. That person is important to you and to TRZ. We designed our service to be so efficient that we can afford to service even one person at a time. Our philosophy is simple, if it is important to you it is important to us and we will not discriminate against smaller congregations.

Q: How do we let people know about this service?

A: In our contract, you agree to make your constituents aware of the availability of TRZ's service and to provide them with the TRZ Religious Services 800 telephone access number, 1-800-846-4808, and your unique access code which will allow callers to access your events. We ask you to include a description of how to use TRZ's service in any materials provided to constituents who will be using clients facilities for weddings, baptisms, funerals, confirmations, bar mitzvah or other special services. You should also make periodic announcements to the general congregation about the availability of the service for use when they are out of town or unable to attend regular services or special holiday services. This is very important to the entire program. Why go through the trouble to set it up if no one knows about it? TRZ has made a multimillion dollar investment in order to make this service possible and it will not work if no one calls. TRZ will also provide sample promotional materials to help you get the word out.

Q: Can people call from any telephone?

A: Yes. They can call from home, office, hotels, car phones, pay phones even from other countries! We recommend using a speakerphone, so the caller does not have to hold the receiver to his/her ear. It sounds like FM radio over a speakerphone. International callers have to pay the long distance cost from the country they are calling and direct dial a number in the United States (330-374-6300) to access your events. Even from the other side of the world, your services will sound great.

Q: Can we call in to hear a FREE sample demonstration of TRZ's service?

A: Yes. Just call 1-800-846-4812 to listen to a short demonstration.

Q: We currently offer services on a local radio station, TV station or cable TV channel - should we still join?

A: Absolutely. Our service is not intended to compete with these services. Our service is intended to service those people who can not enjoy these other services. If you like, we can even tap into those broadcasts and make them available live to people outside the area.

Q: What kind of services does TRZ expect us to make available?

A: Anything and everything. Regular Services, Bible Studies, Board Meetings, Musical Concerts, Holiday Services, Special Speakers, Weddings, Funerals, Etc. We don't care if you want to carry the live play-by-play of your congregations softball team! Any service which you choose to make available to the general public is fine with us. The possibilities are endless, and we are expecting you to come to us with new ideas.

Q: Anything else we should know about TRZ?

A: We'll, we do offer other services at very competitive rates like business and residential long distance, traditional conference calling and our broadcast voice technology. We will make all of these available to you once you join the service. The broadcast voice technology is really interesting - it enables you to call every family that is a member of your congregation with one phone call. It's very useful in emergencies and it is a great technology for reminding people about meetings and deadline and things like that. Give us a call at 800-846-4630 for more information.

Q: What do we do now? How do we sign up?

A: Sign your contract and mail it back to TRZ with your security deposit. That will start the process. We will send you your coupler in about a week with complete installation instructions. We will help you hook up the coupler and test it and then we will send you promotional materials that tell people how they can call in. It is a fairly simple process and we can have your service available the day you receive your coupler. If you have any remaining unanswered questions, give us a call at 1-800-846-4630.

TEMPLE BETH EL

979 DICKINSON STREET
SPRINGFIELD, MASSACHUSETTS 01109
TELEPHONE AREA CODE 413, 733-4149 • 733-4140



12 Sivan 5760
June 15, 2000

Mr. Tom Zawistowski, CEO
TRZ Religious Services
4682 State Route 43
Kent, Ohio 44240

Dear Tom,

On behalf of the Officers and Trustees of Temple Beth El, please accept my heartfelt thanks for the joy and pleasure your company has brought to our shut-in congregants. These predominately elderly and long-time members of our Synagogue who are no longer able to physically attend our worship Services during Holy Days, Festivals and the Sabbath are once again able to feel "connected" to their House of Worship.

We are especially pleased to be able to live broadcast to our local Jewish Nursing Home residents who meet, with prayerbooks in hand, in a communal setting and feel as if they are part of our Service.

We have also utilized TRZ for including faraway loved ones in life-cycle events such as funerals, B'nai Mitzvah and baby-namings. Our Synagogue also brought joy to shut-ins through a program wherein our Rabbi taught a class to seniors at an assisted living complex and included shut-ins who listened in from their own homes.

Temple Beth El values and appreciates all that you are doing and for the technological marvel you've created to allow us to meet a critically important need within our community.

We wish you continued success and look forward to maintaining such a terrific relationship with you and your great staff.

Best regards,

Russell M. Finer, FSA
Executive Director

Religious Services Audio Transmission Rights Agreement

This Audio Transmission Rights Agreement is ("Agreement") is entered into by TRZ Religious Services, a division of TRZ Business Services, Inc. an Ohio corporation (TRZ) located in Kent, OH, and _____ ("CLIENT") located in _____ for a period of One (1) year beginning on _____, 200__ and ending on _____, 200__

In consideration of the mutual promises set forth below, the parties agree as follows:

- 1) CLIENT hereby grants TRZ exclusive permission to transmit the live or delayed audio of any and all of its events or services which CLIENT desires to make available to the general public.
- 2) CLIENT agrees to pay TRZ \$250 with this signed agreement as a security deposit for the auto-answer audio coupler TRZ will provide, at TRZ's expense, to CLIENT for their use during the term of this agreement or any renewal thereof. Said security deposit shall be refunded to CLIENT in full, without interest, upon returning the equipment to TRZ in good working condition at the time of termination of this agreement.
- 3) TRZ agrees to supply and ship an auto-answer audio coupler to CLIENT, at TRZ expense, and to provide telephone support to CLIENT or its representative to assist in connecting the coupler to CLIENT's Public Address System or other amplified sound system. CLIENT agrees the this coupler is TRZ's property and is only to be used by TRZ to access CLIENT's events unless CLIENT receives written permission from TRZ for other uses.
- 4) CLIENT agrees to connect the audio input of the coupler provided by TRZ to its Public Address System or other amplified sound system at its sole expense, if any, or to hire qualified outside help, such as a sound technician, to do so if CLIENT is unable to do so using its own resources. CLIENT further agrees to allow TRZ to use an existing telephone line, such as the fax line, to access the coupler during events or services, and CLIENT agrees to instruct its staff on how to plug the coupler into the telephone line before any event or service begins and to plug the fax machine in after the event or service is over.
- 5) CLIENT agrees that TRZ will charge 20¢ per minute for every minute of listening by callers to CLIENT's events or services with a minimum charge of \$2.50 for any credit card callers. This charge will be billed to callers either on their personal credit card or to CLIENT directly to be paid by CLIENT or the sponsor of CLIENTS callers. If CLIENT is to be billed by TRZ for caller access to its events, TRZ will supply CLIENT with unique account codes that will allow callers to access CLIENT's events without the use of a credit card. TRZ will then bill CLIENT monthly by account code for any and all use by callers and CLIENT hereby agrees to pay any such billed amounts to TRZ within 30 days of Invoice date.
- 6) TRZ agrees, that CLIENT may decide to require TRZ to charge a fee higher than 20¢ per minute to callers for listening to CLIENT's events or services and that any amount collected by TRZ above and beyond TRZ's 20¢ minute fee will be paid directly to CLIENT as a fund raiser. Any such fees collected by TRZ will be paid to CLIENT on a monthly basis and will include a complete statement of calls to CLIENTS events and the total revenue collected from those events.
- 7) CLIENT agrees to make its constituents aware of the availability of TRZ's service and to provide them with the TRZ Religious Services 800 telephone access number, 1-800-846-4808, and CLIENT's unique four digit access code which will allow callers to access CLIENT's events. (TRZ will provide CLIENT with its unique four digit access code once the coupler is installed and working.) CLIENT agrees to include a description of how to use TRZ's service in any materials provided to its constituents who will be using clients facilities for weddings, baptisms, funerals, confirmations, bar mitzvah or other special services and to make periodic announcements to the general congregation about the availability of the service for use when they are out of town or unable to attend regular services or special holiday services. Failure to integrate information explaining TRZ's service into CLIENT's general information systems can be cause for TRZ to terminate this agreement immediately without notice.
- 8) In the event that this Agreement is not renewed upon the expiration of its term or is cancelled prior to the expiration of this or any renewal term, CLIENT hereby agrees for a period of one year after any such termination NOT to be a party to a similar agreement involving the distribution of its events or services directly to consumers using telephone, direct satellite broadcast, cellular technology, online computer or any other electronic transmission method. TRZ agrees that this clause does NOT at any time prohibit CLIENT from distributing its events or services via local radio, television or cable television.

This document contains the entire agreement between the parties. There are no oral or written inducements, promises or agreements except as written in this agreement. No change, termination or attempted waiver of any portion of this agreement is binding unless written and signed by the party against whom the same is sought to be enforced. This agreement is binding upon and shall inure to the benefit of the parties hereto or their respective successors or assigns and is governed by the laws of the State of Ohio.

Agreed: TRZ

Agreed: CLIENT

By _____

By _____

Thomas R. Zawistowski
Chief Executive Officer

Printed Name _____

Title _____

Date: _____

Date _____

TRZ Religious Services
4682 State Route 43/P.O. Box 767
Kent, Ohio 44240
CustomerService@TRZ.cc

(CLIENT Legal Name - Church/Temple, etc.)

(Street Address)

(City, State, Zip Code)

Phone No. (800) 846-4630

Phone #: _____ Fax#: _____

Fax No. (800) 846-4632

E-Mail Address _____

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