FAX BROADCAST

CONCORD FAX BROADCAST℠

USER'S GUIDE

CONCORD
Technologies, Inc.

CONCORD TECHNOLOGIES, INC.

Fax Broadcast

User's Guide

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Supports
WinFax PRO 9.0 and
TalkWorks PRO 2.0

CONCORD TECHNOLOGIES, INC.

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Concord Fax Broadcast^{SM} User's Guide

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Use of this service is subject to certain restrictions under the laws, rules, and regulations of certain jurisdictions. If you desire further information as to these instructions, please contact the relevant authority. For example it is unlawful in the United States and Canada, for any person to use a computer or any other electronic device to send any message via a facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business, or other entity, or individual.

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Service Agreement Terms and Conditions

1. Concord warrants that its services conform with the specifications as set forth in the Concord Fax Broadcast^{SM} User's Guide. Concord's sole liability and that of its service providers, in contract, tort or otherwise, for any defect, interruption or error in the service is limited to the amount of any charges for the defective, interrupted or erroneous service or five hundred dollars ($500), whichever is less. Concord and its service providers will not be liable for incidental, special or consequential damages of any kind, including without limitation, loss of profits or cost of replacement services. Service is offered subject to availability. Interstate, inter-provincial and international service may be subject to tariffs on file with government regulatory authorities. If you desire more information as to these tariffs, please contact the relevant authority.

2. This agreement binds the person or entity ("Customer") that applies to register for these services. Customer will be responsible for payment of all charges, including taxes and surcharges for use of Concord's services. Customer will be responsible for any charges imposed by any local exchange carrier. Customer will be billed at the standard published rates for use of services unless detailed otherwise in section 12.

3. Fax Broadcast customers are responsible for paying for all services used through their User ID number, regardless of who generates them. For non credit card accounts, payment is due within 15 days from date of statement. Amounts not paid within 15 days of the date of statement will be considered past due.

4. Concord may revise the rates, specifications and features of the service without notice. Concord may discontinue service in accordance with law.

5. Customer will pay the standard Fax Broadcast setup fee, which is currently US $25.00 as of January 1, 1997.

6. This agreement will commence on the date the Fax Broadcast service is activated and will continue on a usage basis until either party terminates this agreement.

7. Concord may suspend or terminate service if Customer does not comply with the obligations under this subscription agreement. Without limitation, Concord may suspend or terminate service if:
(i)   Customer's service charges are greater than Customer's monthly credit limit.
(ii)   Customer fails to pay an account of Customer's which is past due; or
(iii)   Customer's account is a credit card account, and the credit card number provided by the Customer is declined.

8. Suspension or termination of services for any reason does not affect the Customer's obligation to pay any amounts owed to Concord, and Customer shall pay all charges for service, which has been furnished.

9. In the event that a Customer's account is suspended or terminated, any pending or active broadcast events within the suspended or terminated account shall be canceled, and Customer prevented from accessing Concord Fax Broadcast^{SM} Service.

10. Customer will be responsible for the content of any transmission over the service and the connection of any equipment to the service. Customer is prohibited from using the service or permitting it to be used in a manner that is contrary to the law, rules, or regulations of any relevant jurisdiction or regulatory authority. If any claims are made against Concord arising out of any transmission over the service or the connection of any equipment to the service (for example, patent infringement claims arising out of such interconnection), Customer will indemnify Concord and hold it harmless from and against any damages and expenses (including Concord attorney's fees incurred in defending any such claim).

11. Customers' recipient lists and documents are held in the strictest of confidence and not released to any outside parties or used by Concord in any way.

12. Customer agrees and understands that any or all aspects of this agreement will be governed by the laws of Washington State and the venue shall be in King County, Washington.

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Signing Up for Fax Broadcast

Before you can begin to use the Fax Broadcast service, you need to contact Concord and sign up for an account. There are several easy ways that this can be done. They include:

- Calling 1-800-670-8777 or 1-206-256-7505 and speaking to a customer service representative.
- Using the signup wizard built into WinFax and TalkWorks PRO. From the main menu, select **Tools, Setup, Program Setup, Concord Services, Propeerties and Fax Broadcast**. A customer service representative will call you back to provide you with your account details.
- Use your web browser to go to **www.concordfax.com**. From the main page, select the **Services** section and fill out the application. A customer service representative will call you back to provide you with your account details.

Note: If you already are a Fax Broadcast customer but have an account number that does not begin with "C", then you need to call customer service and obtain a new account. Improvements have been made to the service that require a new account number. WinFax 9.0 was designed to work with the new service features.

Setting Up Fax Broadcast
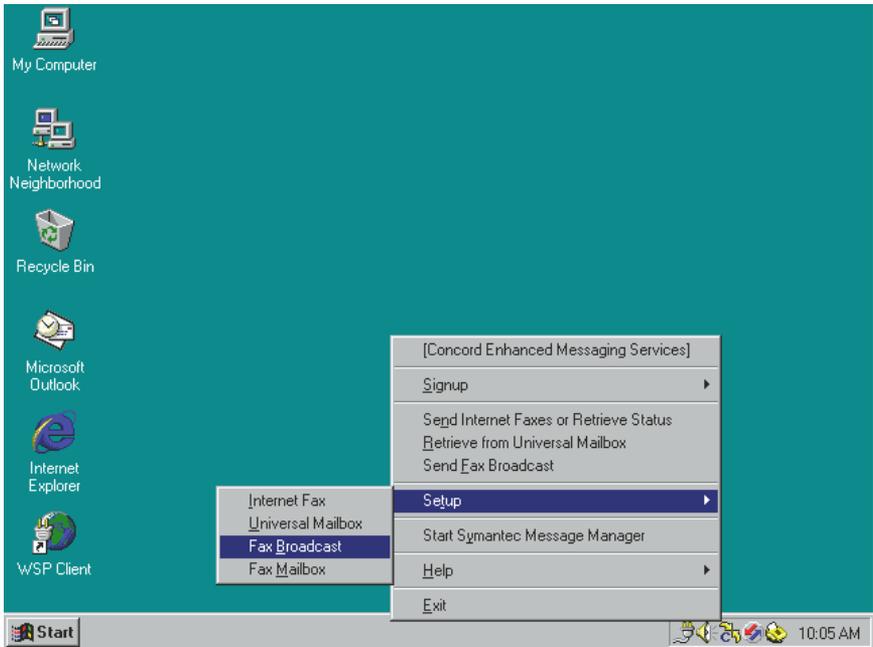
Once the software is installed, the next step is to configure your Fax Broadcast
service. Follow these steps:

1.   Right click on the Concord tray icon on the lower right corner of your screen.
2.   Select **Setup, Fax Broadcast** from the menu.

Enter your specific information on the following tabs.

Access

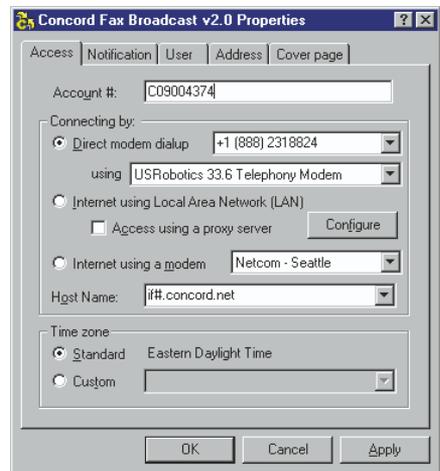### User ID

Enter the User ID provided to you by
customer service. This name will have
eight (8) characters and begin with
"C0".

Connecting by

Select the method you wish to use to
submit your fax jobs to the service. You
can either dial directly into the service
or go through the Internet.

> • **Direct modem dial-up**—
> To dial directly through a
> modem to the Fax Broadcast
> server.

- **Internet using Local Area Network (LAN)**—To use your corporate LAN connection to the Internet.
- **Internet using a modem**—Use a dial-up connection to the Internet.

Time Zone

Make sure the time zone displayed matches your location. This is especially important when sending fax broadcasts that will be sent at a scheduled time.

Notification

Upon completion of your Fax Broadcast event, you can have the service send an Exception Report to you. Unsuccessful fax numbers are sent to you in an Exception Reports list. The report can be de-livered either by fax or by e-mail.

> **Tip**: If you are traveling or are at a remote location, change these setting so you can have the report sent to your current location. The report is sent only once and you must contact customer service should you require an additional copy.
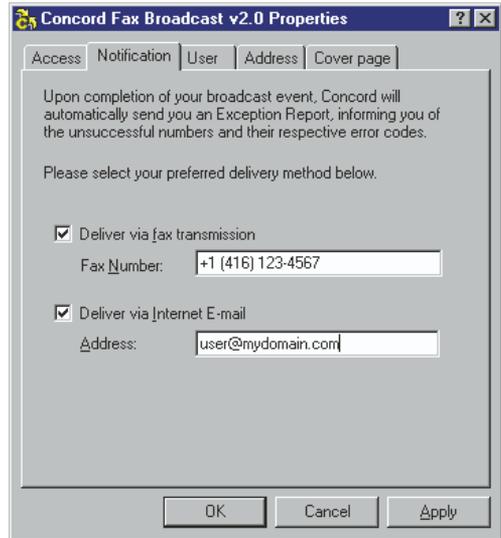
Deliver via fax transmission

If you want your fax broadcast Exception Report to be sent to a specific fax number, enter the number. Make sure all fax numbers include the area code (e.g. 1-212-321-1432) and for international dialing, the international access and country codes (e.g. 011-44-234172).

Deliver via Internet E-mail

If you want your fax broadcast Exception Report to be sent to an e-mail address, complete this field with the full Internet e-mail address.

User

If completed, this information will be used to fill in portions of the fax header and quick cover page (if one was sent) for your broadcast faxes. Verify that your Name, Company, Voice and Fax numbers are correct.

CSID

Calling Station Identifier: this information is used to identify to the receiving fax machines, who is sending the fax. You can use your fax number, personal name or company name to identify your faxes.

Address

As with the user section, the address information will be used to fill in portions of the cover page (if one was sent) for your broadcast faxes.

Cover Page

There are several types of cover pages that can be sent with your Fax Broadcasts. They are divided into two categories: quick cover pages and standard cover pages. This tab allows you to set the default cover page for each category. This will be used when selecting the type of cover page to use on the WinFax Send screen.

### Update Cover Page list from Server

Click to connect to the Concord service and receive a list of available cover pages.

Quick Cover Page Template

These cover pages are generated by the fax service. They can be either a full page or a small 'additional header,' which is merged onto the first page of your fax. See the Appendix for samples. This section of the dialog selects which specific "Quick" cover page to use when you select quick cover on the WinFax PRO send screen.

Standard Cover Page Template

The standard cover pages are cover pages where the top half is generated from a WinFax cover page template and the bottom half has recipient info generated by the service. This section selects which template to use for the bottom half of the cover page. When you have selected your options click the Apply button. You are now ready to begin using the Fax Broadcast service.
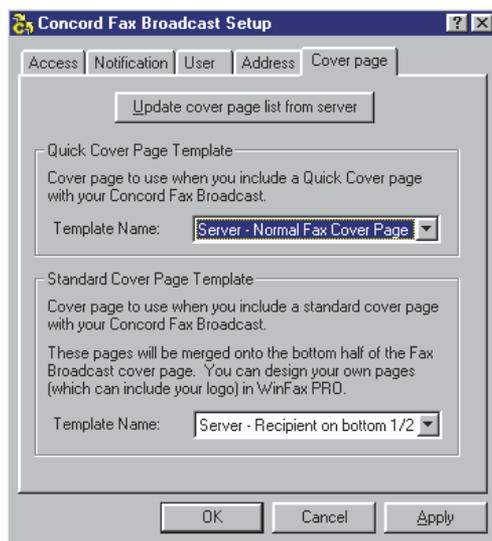
Broadcasting Faxes

WinFax PRO makes it easy to convert your documents into crisp and clean fax pages, ready for distribution to your broadcast recipients.

You can broadcast your document directly from any Windows program. For example, you can create a document in an application and deliver it to WinFax PRO via the Print

command for broadcasting. You can broadcast the document later from WinFax, simply by saving it as an attachment. See "Attachments" in the WinFax PRO on-line Help.

Using the Symantec WinFax PRO Send dialog, you bring together all the pieces of your fax broadcast. Additionally, you can specify information about the fax you want to broadcast. Fax broadcasting is a 5-step process:

1.   Create fax pages to send.
2.   Select your fax broadcast recipients.
3.   Choose any desired broadcast options.
4.   Select a cover page (if applicable).
5.   Schedule the delivery of the fax broadcast or send immediately.

Create Fax Pages to Send

Printing from an Application

If the document you want to fax resides in another application (Word Processor, Spreadsheet, Contact Manager or other application), creating your fax pages is as simple as printing to the WinFax printer. In addition, if you would like to broadcast a fax that is in your WinFax receive log, you can do so by printing to WinFax PRO.

> **Note:** You should not use WinFax's forward function to generate a Fax Broadcast.

When you print to WinFax, the Send screen will be displayed. If you would like to add extra pages to your document, continue below, otherwise skip to "Select your fax recipients."

Adding Attachments

If some or all of the fax images you would like to send are already attachments in WinFax, you can easily add them to your broadcast.

To add an attachment to your broadcast follow these steps.
1.   Select **Insert, WinFax Attachments** from the menu. The Add Attachments dialog appears.
2.   Use the dialog to specify which attachments to include in your broadcast.

To include predefined attachments, select the attachments in the add Attachment dialog box and click OK.

For more details on adding, removing, viewing, moving, modifying and searching attachments, look up Attachments in the WinFax PRO on-line help index.

Select Your Fax Broadcast Recipients

You can send a fax broadcast to up to 5,000 recipients. The recipients can be specified in a variety of ways. They can be individual entries in the WinFax phonebook, WinFax phonebook groups or a Fax Broadcast host list.

Host lists are lists of recipients that are stored on the Fax Broadcast service. For more information on setting up Host Lists, see Host Lists, later in this guide.

Note: Make sure all fax numbers include the area code and for overseas calls, the international access and country codes. For example,

In North America   716-555-4567   •   To Overseas   011-99-555-987654

The long distance access code (1) for broadcasting faxes anywhere in North America is optional. Fax Broadcast does not deliver broadcasts to fax numbers starting with 1-900 or 1-976.

Please insure all telephone numbers are parsed correctly from within the WinFax Recipient properties box. The area code must be separated from the telephone prefix and number. To verify your contacts fax number format, from the WinFax PRO phonebook, double-click on the contact.

### Specifying your Fax Broadcast Recipients

1. Type the recipient's name in the To: field and the fax number in the Number: field, or click a recipient or group in any phonebook. If you have created any host lists (recipient lists stored on the Fax Broadcast host), you can include them in your broadcast. Enter the host list number in the To: field. Then enter an '*' in the number field. For details on creating a host list, see Host Lists later in this guide.
2. For details on specifying fax recipients or searching your phonebooks for fax numbers, see Chapter 5, Sending Faxes in the Symantec WinFax PRO User's Guide.
3. To place the name in the Recipient List, click Add to List. Each recipient or group you add to the list that is a Broadcast type in your phonebook automatically displays Broadcast.

For details on specifying recipient groups on the fly, see Chapter 5, Sending Faxes in the Symantec WinFax PRO User's Guide.

Choose Broadcast Send and Preview Options

The Send Options dialog box is where you tell WinFax to use your Fax Broadcast Service for sending the current fax. You also can set the option to preview and annotate your faxes before the fax is transmitted.

Selecting the "Allow me to preview and annotate faxes" lets you view your document and check for errors before sending.
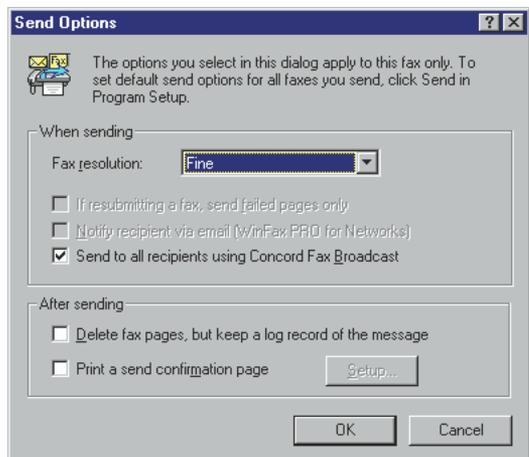
Page headers are included with all fax broadcasts and use a page header similar to the following:

07/May/1998 12:13:34   FROM: CSID   Name TO: Recipient name   Page: 002

To select your Send Options, select "Send Options" from the Options Menu.

Select "Send to a Recipient" using Concord Fax Broadcast to enable WinFax to send the fax using the Fax Broadcast service.

Optionally, you can set the fax resolution.

Click OK.

Select a Cover Page

If you would like to include a cover page with your Fax Broadcast, simply select the Cover page in the Send dialog.

Next, select which type of cover page to use:

Quick Cover Page:

There are two types of quick cover pages.
1.   A full-page with the standard information on it including sender and recipient information.
2.   An 'extended fax header' which is merged onto the first page of the fax to send.
     The 'extended fax header' is a single line that is placed just below the normal fax header at the top of the page. This allows you to not have to send an extra page just for the cover. If you use this cover page, you must leave a top margin of at least 3/4" on your first page.
     To use one of these cover pages, click on the 'Cover' button on the Send screen and choose 'Quick Cover Page.' Which type of cover page used is based on the selection you choose in the Cover pages properties earlier in this guide.

> **Note:** you can not include any memo text on these cover pages as they are generated by the server.

Standard Broadcast Cover Page:

To select which standard cover page to use, click on 'Cover' and select the 'Fax Broadcast' folder in the 'Select Cover Page' dialog. If you would like to preview any of the cover pages, just select the entry and a preview will be shown. Click 'OK' once you have decided which to use.

These cover pages are fully customizable and can be edited to include your company logo as an example. Note, Make sure to keep your customized cover page free of recipient variables and limit its length to no more than 5" (roughly 1/2 a page in height). To design and add your own cover page See WinFax PRO User's guide Chapter 4.

Schedule the Delivery of the Fax Broadcast

WinFax assumes you want to broadcast your fax as soon as possible.

You can delay your broadcast until a specific time or until an off-peak time within the following seven days. In addition, you can add descriptions about your broadcast to aid searching later.

You might delay broadcasts to accommodate international time differences or to take advantage of Concord's off-peak rates. Concord's Fax Broadcast peak hours are Monday to Friday from 7:00 a.m. to 7:59 p.m. (Eastern Time).

Whether you choose to broadcast your fax immediately or to delay it, WinFax delivers your broadcast information to the Fax Broadcast host. When the specified time is reached, your fax is broadcast automatically. To cancel a broadcast, see Canceling a Fax Broadcast later in this guide.

To view or change you delivery options, click "Recipient, Advanced" from the menu, or click the Delivery Options icon.

To select your delivery, click the arrow in the Deliver: drop down box.

• To send your broadcast immediately, click **As Soon As Possible**.

• To hold in your Outbox, click **Hold In my Outbox**.

• To specify a time for your broadcast, click **At A Date and Time I Specify**. Set the time and date you want to by clicking the up and down arrows specifying a new time and date within the next seven days to broadcast your fax.

• To broadcast your fax during the Concord off-peak period click **Off-peak**. The off-peak period that is displayed is for use by WinFax and is not applicable for your Fax Broadcast service. The Fax Broadcast off-peak hours are stated above.

• To cancel your broadcast, enable **Cancel by**. Set the time you want your broadcast to be canceled. The default time is 11:59 p.m. of the day you initiate the broadcast. If the **Cancel by** delivery option is not available, ensure that Broadcast has been selected in the **Send by** drop-down list.

• Select billing information and keywords in the Other section if desired. Billing information added here can help you locate Fax Broadcast events in the future.

Delivering your fax broadcast

You are now ready to send your fax broadcast to the service.
1.   In the Send dialog, click **Send**. The Password dialog box appears.
2.   Enter your PIN#, click **OK**.

If you click **Preview**, WinFax displays a preview of your broadcast. This preview does not include the cover page or fax broadcast header. To continue, click **Send**.

WinFax delivers your attachment and user, account, recipient, scheduling and subject information to the Fax Broadcast host. During delivery, the Fax Broadcast Status box appears displaying status information.

> **Note:** All Fax Broadcasts recipients must share the same delivery scheduling information. If you need to send two documents at different times to your recipients, you must create two separate fax broadcast events.

What happens after you send your fax broadcast

When the Fax Broadcast host receives a valid broadcast from WinFax, the host assigns an identification number (ASN) for your reference and future tracking. This ASN is returned to WinFax and appears as the Name in the WinFax PRO Send Log folder as part of a standard fax event.
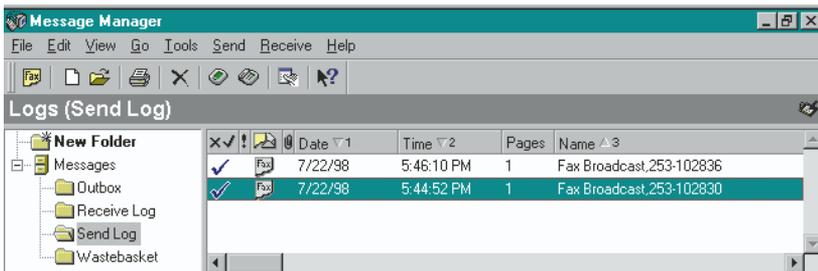
Once a Fax Broadcast event appears in the Send Log folder, you can treat it as any other WinFax fax event, except you cannot view the broadcast cover page. The broadcast cover page, if you select this option, is added by the Fax Broadcast host

when the broadcast occurs and is not part of the WinFax event. For more details on managing event records, see Chapter 8, Logging, Storing and Organizing Faxes in the Symantec WinFax PRO User's Guide.

To see information about a particular Fax Broadcast event, select the event, click View from the main menubar and then click Info. The Fax Broadcast Event dialog appears.

This dialog displays information about your broadcast, including the ASN; options selected; date and time the broadcast was sent, deferred to or canceled; a list of the recipient names/companies; and the total number of recipients in the broadcast.

If you set up the notification feature of the Fax Broadcast service, an exception report will be sent to you at the completion of the broadcast. Possible reasons why a fax could not be delivered include: because a voice answered the call, there is no answer, the line is busy, or you have an incorrect number or area code.

Resubmitting a Fax Broadcast

You can send a successful broadcast again, or try to deliver an unsuccessful broadcast a second time, by resubmitting it. Resubmitting a fax is similar to the way you resubmit any other send event, from the WinFax Send Log.

To resubmit a Fax Broadcast.
1. In the Send Log folder of the Logs window, select the broadcast event you want to resubmit, click **Send, Resubmit** on the Send menu. The Send dialog appears and displays the original send information for the selected broadcast.
2. Re-select the Fax broadcast option, cover page, and re-schedule.
3. To change the information in the Send dialog, click **Send**. The Password dialog appears.

Note: You can only resubmit a job once.

For details on resubmitting a send event, see Chapter 5, Sending Faxes in the Symantec WinFax PRO User's Guide.
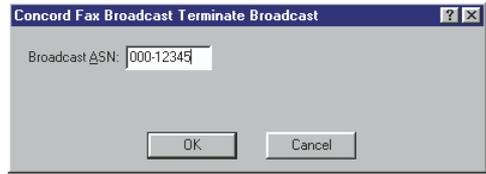
When resubmitting a broadcast, any individual recipients or host-based list entries appear in the Recipient List of the Send dialog as originally submitted. However, any recipients that were members of a phonebook group in the original broadcast appear for resubmitting as individual recipients. You can change your recipients or select other send options before resubmitting.

Canceling a Fax Broadcast

Once your broadcast has been sent to the Fax Broadcast host and is logged in your WinFax Send Log with an ASN, your fax is ready for broadcasting to the selected recipients immediately or at the scheduled time.

• You can cancel all of an unsent broadcast, or any unsent faxes of a broadcast that is in progress.
• Enable Cancel by in the Delivery Properties dialog box and specify the specific time you want this fax to not remain in the fax server queue for broadcasting.

To cancel an entire broadcast, select **Tools, Services, Terminate Broadcast** on the main WinFax PRO menu. The Terminate Fax Broadcast dialog appears. In the Broadcast ASN field, type the Fax Broadcast ASN (from your WinFax Send Log), click **OK**. Enter your password and click **OK**. You will connect to the service via the default connection method you established in the Fax Broadcast Properties.

> **Note:** You can cancel only broadcasts that are still in queue to be sent by the host. Any broadcast that is canceled cannot be reactivated and can only be broadcast again by resubmitting the job. Check with customer service if you are unsure of the status of broadcast.

Fax Broadcast Activity Reports

An activity report provides a complete activity log showing how many faxes were successful as well as any errors that occurred. You can request an activity report for a specific ASN number.

Requesting a Report

1. On the Tools menu, select **Services, Fax Broadcast Report**. The Fax Broadcast Report dialog appears.
2. Enter the ASN number of the fax broadcast you wish a report. The ASN number is located in the nme field of your WinFax PRO send log. Each Fax Broadcast will have a separate ASN number.
3. If you want the report sent to a different fax number than you have set in your Fax Broadcast properties, you may enter the number here and click OK.
4. You will then be prompted for your Fax Broadcast password.
5. Fax Broadcast will connect to the fax server based upon your default method of connection specified in the Access tab of the Fax Broadcast setup dialog.

A Fax Broadcast activity report for the ASN number you entered is sent to the fax number you specified.

Host Lists

You can organize phonebook recipients into host lists, which act as distribution lists for all host list members. When you send a Fax Broadcast to a host list, you only have to compose your fax once, and the Fax Broadcast host distributes it to each recipient in the list.

You can create a host list by:
- Using a WinFax phonebook file (*.DBF)
- Converting a WinFax phonebook file to an ASCII file. See Help on converting phonebooks in the WinFax PRO On-line help
- Creating an ASCII file

You must format your ASCII file as follows:

Record Format	Example
Host list number	12345
Fax number	416-555-1234
CSID	Blank
Alternate fax number	Blank
Alternate CSID	Blank
Page Header Text	Blank
Recipient Reference	Brownstone Bricks
To field 1	Brownstone Bricks
To field 2	6 Brick Avenue
To field 3	Anytown, CA
To field 4	99999-1234
Attn field 1	Ollie Brownstone
Attn field 2	416-555-3456
Attn field 3	Blank
Attn field 4	Blank
#	#

Start each record with a host list number and end each record with a number sign #. Use the same host number for each member of a particular host list. Type one field to a line and press ENTER after each field. To skip a field, leave a blank line by pressing ENTER.

The fields marked Blank in the example are fields WinFax does not use. To avoid any possible problems, leave the CSID and Alternate CSID fields blank.

> **Note:** All fax numbers must be complete. North American numbers must include area codes and international numbers must include country and routing codes as well as the code 011.

You can use the Host List Manager to add (upload), replace, download or delete lists on the Fax Broadcast host. You can specify either a single operation or multiple operations in the Host List Manager dialog. The Symantec Host List Manager performs the operations you specify in the following order:

- Downloads selected files
- Deletes selected files
- Adds or replaces selected files

Managing Host Lists

Adding or Replacing a Host List

1. On the Tools menu, select **Services, Host List Manager**. The Host List Manager dialog appears.
2. In the Add/Replace section, type a host list number in the Host list number field.
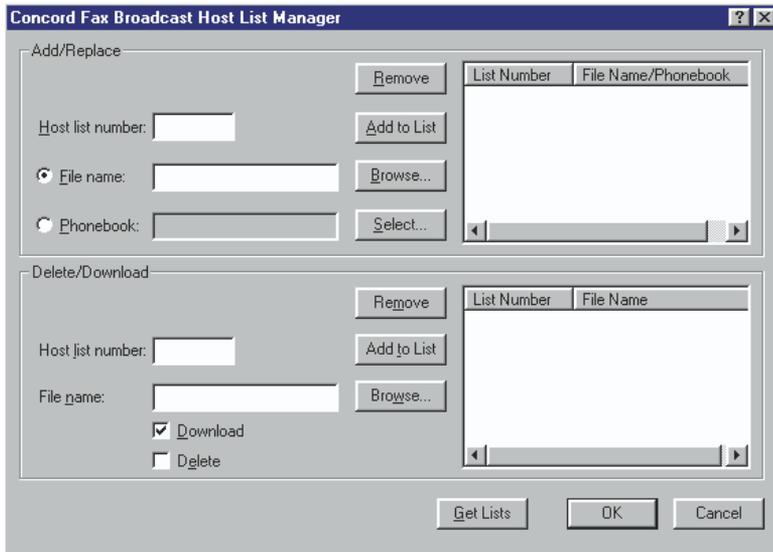
3.   Do one of the following:
      • If you want to add or replace a file, click File name. In the File name field,
        specify the DOS path and file name of the ASCII file you want to add or
        replace. Click Browse to view available files.
      • If you want to add or replace a phonebook, click Phonebook. In the
        Phonebook field, specify the path and file name of the phonebook that you
        want to add or replace. Click Select to view available phonebooks in the
        Phonebooks window.
4.   Click Add to List. Your host list number and file name appear in the list to the
      right.
      To remove the host list number and file name from the list, select the host list
      number and click Remove. This does not delete your host list or file.
5.   Repeat steps #2 to #4 for each host list you want to add or replace.
6.   Click **OK**. WinFax uploads the selected WinFax phonebook file or ASCII file
      to the Fax Broadcast host automatically. If the host list number currently exists
      on the Fax Broadcast host, the host list is replaced automatically.

WinFax verifies all files to be added to the Fax Broadcast host. If an error in a fax
number is found, WinFax displays a dialog that describes the error and allows you to
correct the information to be added to the host.

Note: The original file is not affected by changes made in this dialog.

Deleting or Downloading a List From the Host

1. On the Tools menu, select **Services, Host List Manager**. The Host List Manager dialog appears.
2. In the Delete/Download section, type a three to six digit host list number to delete in the Host list number field.
3. In the Delete/Download section, check **Delete**.
4. Click Add to List. Your host list number appears in the list to the right.
    To remove the host list number from the list, select the host list number and click Remove. This does not delete your host list or file.
5. Click **OK**. WinFax PRO deletes the selected WinFax phonebook file or ASCII file from the Fax Broadcast host automatically.

Updating a List from the Host

1. On the Tools menu, select **Services, Host List Manager**. The Host List Manager dialog appears.
2. In the Delete/Download section, type a three to six digit host list number to download in the Host list number field.
3. Specify the path and file name where you want the downloaded WinFax phonebook file or ASCII file to be stored.
4. Click Add to List. Your host list number appears in the list to the right.
    To remove the host list number from the list, select the host list number and click Remove. This does not delete your host list or file.
5. In the Delete/Download section, check **Download**.
6. Click **OK**. WinFax downloads the selected WinFax phonebook file or ASCII file from the Fax Broadcast host automatically and stores it in the specified file location.

For information on using host lists in your broadcasts, see Step 3: Specifying Broadcast Recipients, earlier in this guide.

Getting Help

This section explains how you can contact Concord Technologies' Customer Service, for questions regarding your account or general questions on Concord services.

For technical support with your WinFax PRO or TalkWorks PRO software, please see the application on-line Help file or the WinFax PRO User's Guide.

Contacting Concord Technologies Customer Service

Normal service hours are Monday–Friday, 7 a.m.–5 p.m. (Pacific Time).

Telephone: +1 (206) 256-7566

For written support, please either fax or e-mail your question to the number or address below and a representative will respond within one business day:

Fax: +1 (206) 256-7555

E-mail: service@concordfax.com.

You can contact Concord Technologies Customer Service to:
- Get the status of a broadcast
- Subscribe to additional services.
  - Universal Mailbox
  - Fax Mailbox
  - Internet Fax
- Inquire about billing and charges.
- Change your current account information. For example, if you want to switch your current credit card billing to another credit card, contact Customer Service. All account changes are subject to the appropriate credit approval.

We recommend that you visit our web site at www.concordfax.com for frequently asked questions regarding our services.

Appendix
Quick Cover Page 1

F A X   C O V E R   S H E E T

TO:	John Smith
COMPANY:	ABC Company, Inc.
FAX NUMBER:	1(206)123-4567

FROM:	Robert Johnson
COMPANY:	Concord Technologies, Inc.
PHONE NUMBER:	206.256.7500
FAX NUMBER:	206.256.7501

SUBJECT:	Proposal
DATE:	May 27, 1998
TIME:	17:40:50

NUMBER OF FAX PAGES INCLUDED: 1

Appendix
Quick Cover Page 2

Concord Technologies, Inc.

RECIPIENT REF: John Smith

TO FAX PHONE #: 1(206)256-7501

FROM: Robert Johnson
             ABC Company, Inc.

PAGE: 2
DATE: May 27, 1998
TIME: 10:10:13