



Information Station Specialists, Inc.

HearMoreInfo - StreamCast™

Quote Estimate Proforma Invoice

Number:		Date:	
Author:			
Email:		No. of Locations:	
Notes:			

Contact:	
Agency:	
Address:	
City/State:	
Zip Code:	
Phone:	
Fax:	
Email:	

Description	Quantity	Unit Price	Amount
If ISS has not charged the appropriate state sales (and/or other) tax amounts on this estimate/quote, please add them into the total before ordering. If ISS does not collect applicable taxes, you might be required to remit them directly to your state government as "use tax."			
ISS requires a completed "State Tax Info Form" to accompany all orders. A blank copy is attached.		Total	

***Footnote**

- A.** The \$29.95 monthly charge for StreamCast allows up to 100 simultaneous streams.
- B.** Currently, there is no limit to the number of simultaneous streams that can be produced on demand, so in an emergency in which high volume was suddenly required, no one would be denied service. If the 100 simultaneous streams limit is exceeded, however, special overage charges will apply unless the service is capped.
- C.** The volume of use for this service can be capped at any level to prevent the application of any special overage charges above a given level. There is no charge to add or remove the cap.
- D.** Any overage charges are applied monthly based on the amount of overage for a particular month. If 100 streams is exceeded on a given month, the overage charge is \$100 for that month. Alternately, 200 streams is exceeded, the additional charge is \$200 for that month, etc.

Terms

ISS prepays the ground freight within the 48 contiguous United States if the total of the order before tax exceeds \$2,500.00. Freight to Alaska and Hawaii bears an additional charge. The product is typically available for shipment 30-60 days after ISS receives your order and the equipment configuration is provided. Terms are "net 30 days" to governmental entities and their agents; "check with order" for initial orders from private sector entities. Mastercard/VISA accepted for contracts under \$3,500. ISS reserves the right to invoice for equipment separate from labor items. Prices are valid for 180 days from the quotation date. ISS has an automatic one-year parts-and-service warranty and offers technical assistance via phone/email for the life of the product at no extra charge. Note: the warranty is void if the customer modifies the product. Unless specifically stated, quoted pricing does not include custom drawings or special engineering studies, soil/ground testing or the cost or acquisition of local permits required for installation work. It is assumed that these costs are borne by the purchaser unless stated otherwise in writing. Purchases are subject to the following "Standard Terms and Conditions" agreement, which purchasers sign, becoming part of the contract.

Information Station Specialists, Inc.

HearMoreInfo StreamCast Service Contract

- A.** The \$29.95 monthly charge for StreamCast allows up to 100 simultaneous streams.
- B.** Currently, there is no limit to the number of simultaneous streams that can be produced on demand, so in an emergency in which high volume was suddenly required, no one would be denied service. If the 100 simultaneous streams limit is exceeded, however, special overage charges will apply unless the service is capped.
- C.** The volume of use for this service can be capped at any level to prevent the application of any special overage charges above a given level. There is no charge to add or remove the cap.
- D.** Any overage charges are applied monthly based on the amount of overage for a particular month. If 100 streams is exceeded on a given month, the overage charge is \$100 for that month. Alternately, 200 streams is exceeded, the additional charge is \$200 for that month, *etc.*

CAPPED

I wish to cap the StreamCast service at _____ simultaneous streams. Monthly overage charges will not exceed _____. I agree that Information Station Specialists may invoice for up to that amount on the occasional months in which the 100 streams volume is exceeded; and I agree that Information Station Specialists may invoice for the overage according to the formula below under "Monthly Charges due to Peak Coverage."

OR

UNCAPPED

I do not wish to cap the StreamCast service. I agree that Information Station Specialists may invoice for overages that occur according to the formula below under "Monthly Charges due to Peak Coverage."

MONTHLY CHARGES DUE TO PEAK OVERAGE

Monthly peak volume in the 100 - 199 simultaneous streams range: \$100
Monthly peak volume in the 200 - 299 simultaneous streams range: \$200
Monthly peak volume in the 300 - 399 simultaneous streams range: \$300
Monthly peak volume in the x - (x +99) simultaneous streams range: \$ x

Signature

Printed Name

Title

Date

Standard Terms and Conditions

This signed document shall be part of any purchase contract with Information Station Specialists, Inc. (ISS).

Orders

Orders for products and services will be accepted and will be entered for implementation only when configuration information is provided to ISS. This information, if not provided by the buyer on the purchase order, is to be provided by the completion and return of special questionnaires sent to the buyer immediately after the order is received. Purchase orders are deemed incomplete and are not accepted until configuration information is received by ISS.

Billing

Payment terms by the buyer of ISS equipment and services shall be net 30 days (maximum). ISS reserves the right to invoice for equipment at the time of delivery and separately for labor at the time of completion. Deliveries of equipment and provision of services may be in stages. Partial billing may occur as the project proceeds. ISS reserves the right to postpone or cancel field labor or subsequent equipment shipments in the event that invoices beyond 30 days are unpaid. Net-30 payment terms are independent of any arrangement or contract the buyer has with any other party, including his customer, if any. A 1.5% interest charge shall be levied against invoices not paid within the 30-day period, beginning on the date 30 days have elapsed and monthly on that calendar date, thereafter. Return of components and materials to ISS are subject to a 20% restocking fee to cover freight and labor, a cost the purchaser shall bear.

Field Labor

ISS reserves the right to invoice for additional field labor and travel-related expenses required of ISS technicians due to lack of preparation on the part of the customer or his agents or contractors under his direction. A 30-day minimum lead time is required to schedule field labor.

Submittals

By entering into this agreement, the buyer agrees that ISS product specifications are acceptable to him/her as well as to his/her customer, if said product(s) is(are) to be resold.

FCC Licensing

ISS cannot guarantee FCC approval of license applications in advance of the such grants. If the buyer elects to build the station in advance of a regular license grant, components that might subsequently require return or modification are subject to additional freight, labor, parts or restocking fees.

Interference

ISS is not responsible for signal interference from the environment, including, but not limited to: other radio stations, power line, computer or other communication systems. Signal reception cannot be guaranteed at any location unless a signal test is performed in advance of the provision of equipment and services. In such a case, similar reception can be guaranteed only given the same environmental conditions and equipment configuration present during testing.

Important: AM Antennas Installed on/near Buildings

I understand that the installation of an AM antenna on or within 50 feet of other communication systems increases the likelihood of interference to such systems (telephone, computer, radio and other AV systems). The buyer will accommodate or otherwise be responsible for rectifying any resulting interference to these systems.

Signature

Printed Name

Title

Date

Warranty and Service Information

Lifetime Product Support

ISS provides remote technical support 24 hours a day, 7 days a week, for the life of your ISS system.

By telephone: Call 616.772.2300 and press 5, 9 am to 5 pm Eastern Time. After hours, press 8 to page a technician. By email: Send to ISS@theRADIOsource.com, 24 hours a day. You will receive a response within 24 hours and/or on the next business day

For assistance with computer-based audio control systems: Call between the hours of 9 am and 5 pm Eastern Time at 616.772.2300 (and press 5) to have an ISS technician work with you live online.

General Warranty

Information Station Specialists, Inc., warrants its products against defects in workmanship for one year from the date products are placed into service. Defective components may be returned prepaid to ISS for repair or replacement at no charge during the one-year warranty period. Damage that occurs after delivery, such as from lightning or other physical, electrical/digital sources, including improper use or abuse, is not covered by this warranty. The warranty is void should the configuration of components, hardware or software, including the total system, be modified (or modified with respect to the operating environment) subsequent to delivery.

This is the full and complete warranty for products and services. ISS assumes no obligation or liability for additions or modifications to the above warranty unless made in writing and signed by an officer of Information Station Specialists, Inc. ISS supplies this warranty in lieu of all other warranties expressed or implied, including warranties of fitness of the product(s) for a particular purpose. In no event shall Information Station Specialists be liable for incidental or consequential damage to the full extent that might be disclaimed by law.

Certain personal computer components, peripherals and software might have warranties that exceed the one-year ISS warranty and might begin on the date of sale, e.g.: Dell-brand computer hardware has a three-year onsite warranty with next-day service.

The ISS general warranty may be extended beyond one year for an annual charge. Please inquire.

Service Information

The warranty service location is Zeeland, Michigan, USA.

Service contracts are available after expiration of the warranty period. These contracts provide for prompt repair and replacement of defective components in the field. Please inquire for pricing.

Repair parts may be purchased directly from Information Station Specialists, Inc. ISS maintains a 24-hour access line and 24-hour fax and email service to make contact simple and immediate.

The proposed equipment includes diagnostic equipment operators might use to easily identify defective components. Typically, defective modules are removed by users and sent to ISS for immediate replacement or repair.

Technical training may be requested of Information Station Specialists at the time of system installation and/or by calling 616.772.2300 to arrange an appointment.



Information Station Specialists, Inc.

PO Box 51, Zeeland, MI 49464-0051 · Phone 616.772.2300, Fax 616.772.2966 · iss@theRADIOsource.com

State Tax Information Form

Provide to ISS by fax or email at time of order

Today's Date: _____

Contact Person: _____

Job Title: _____

Organization: _____

Address: _____

City/State/Zip: _____

County: _____

Phone & Fax: _____

Email: _____

Federal ID Number (9-digit EIN/TIN): _____

Although this form, if completed online, cannot be saved digitally intact unless you have Adobe Acrobat Pro software, you can print and fax it or email it intact to ISS by clicking the below "Submit by Email."

<p><u>For ISS Use Only</u></p> <p>State Tax Code ___ - ___ - ___ - ___</p>
--

Classification

If you are a government agency, indicate the classification.

- Federal State County City/Town Township Village Tribe Authority District Foreign

Or, if you are a non-government agency, indicate the classification.

- Private Corporation, Partnership or Sole Proprietor Non-Profit Entity Individual Purchaser

Purchase

Purchase consists of . . .

- Equipment/Equipment & Related Services Rental of Equipment & Related Services Services Only

If Taxable Sale

Based on ISS's relationship with your state, ISS may or may not be collecting state tax. **If, under the laws of your state, purchases from ISS are taxable, indicate the sales tax rate that applies and any local tax code numbers.**

Tax Rate % _____ Local Tax Code Applicable _____

- Or, the sale is taxable BUT you are paying "Use Tax" directly to your state instead of sales tax to ISS.**
(A "DIRECT PAY" certificate from your state must be attached.)

If not a Taxable Sale

Select the reason state tax does not apply and provide requested numbers and documents.

- You are a federal agency.
- Your state has no state sales tax.
- Sales of services only are not taxed under your state's laws.
- Sales of services performed out of state are not taxed under state laws.
- Your agency or entity is tax-exempt. Your tax-exempt number is _____
- This purchase is for resale or industrial processing.

Your resale certificate number is _____ Attach certificate.

Your industrial processing number is _____ Attach certificate.