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(54) Title: **SYSTEM FOR ACCESSING AND DELIVERING ON-LINE/INFORMATION SERVICES**

(57) Abstract

An on-line/information service system is constituted with a caller management server (20) and a number of on-line/information servers (22 and 24). The caller management server (20) is equipped with multiple ports and complementary hardware/software, including a call management application (228), for managing multiple concurrent calls, which includes optionally validating the calls depending on whether services are provided on a callee service provider or caller basis, assigning and connecting the calls to corresponding on-line/information service delivery environments on the on-line/information servers (22 and 24). The on-line/information servers (22 and 24) are equipped with adequate hardware/software including an on-line/information service manager application (316) and a number of on-line/information service applications (318), to support multiple on-line/information service delivery environments. Each on-line/information service delivery environment is equipped with streamlined application sharing host services, thereby allowing end-user PC (14) equipped with streamlined application sharing client services (128) to access on-line/information services provided by the on-line/information service applications.

