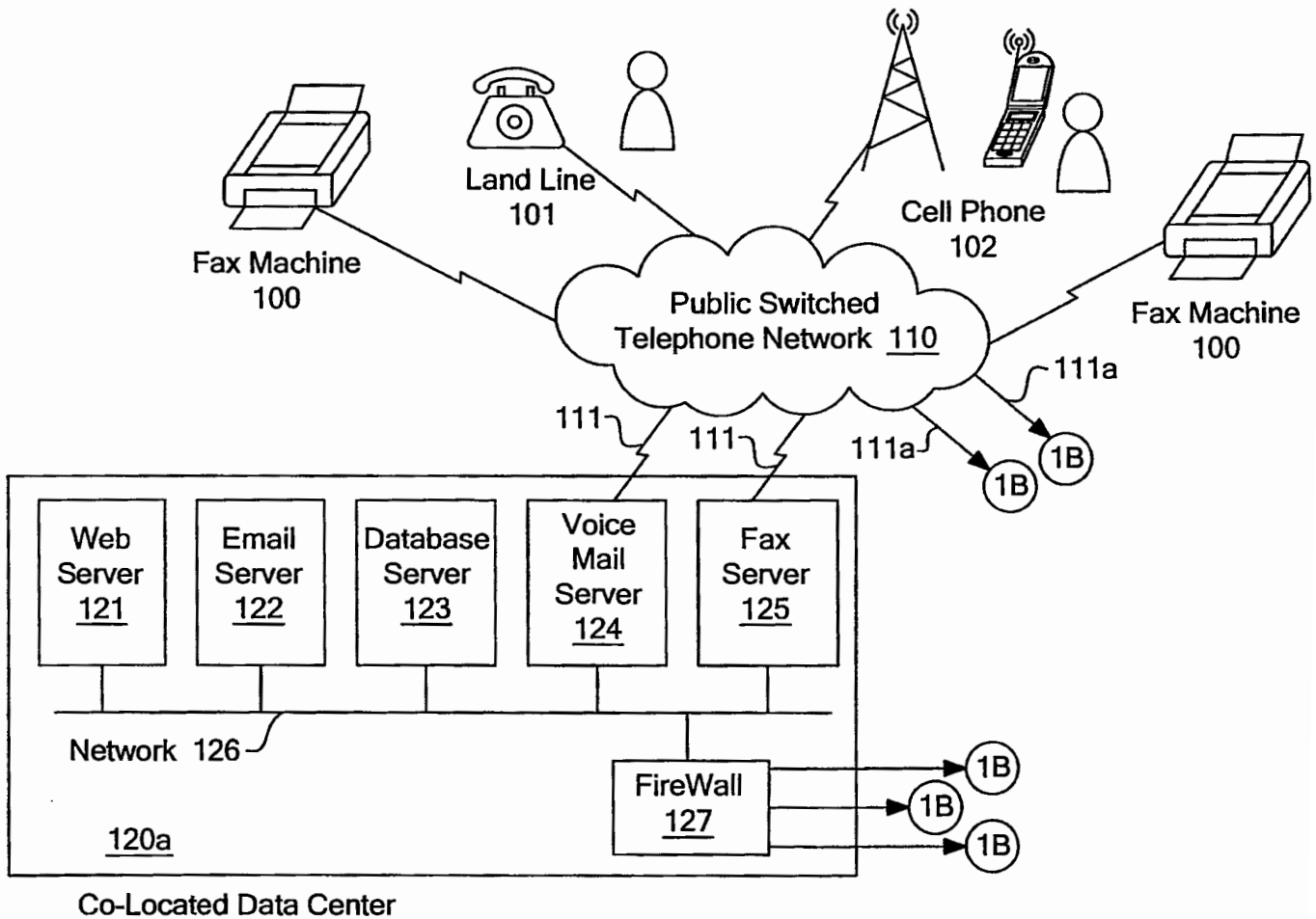

Fax Machine
100
Land Line
101
Cell Phone
102
Fax Machine
100
Public Switched
Telephone Network 110
111
111
111a
111a
1B
1B
Web
Server
121
Email
Server
122
Database
Server
123
Voice
Mail
Server
124
Fax
Server
125
Network 126
FireWall
127
1B
1B
1B
120a
Co-Located Data Center

FIG. 1A

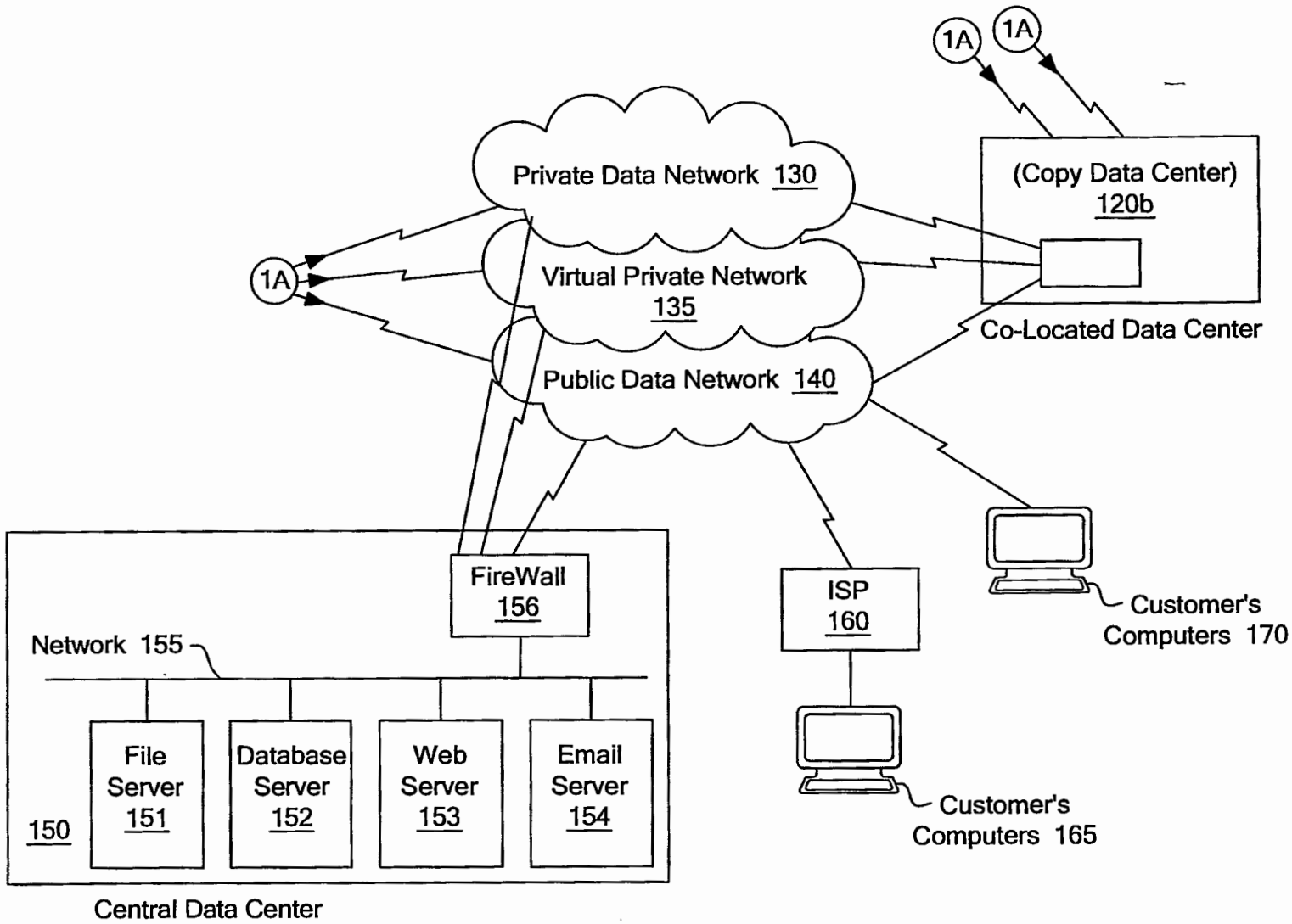

1A
1A
Private Data Network 130
(Copy Data Center)
120b
1A
Virtual Private Network
135
Co-Located Data Center
Public Data Network 140
FireWall
156
ISP
160
Customer's
Computers 170
Network 155
File
Server
151
Database
Server
152
Web
Server
153
Email
Server
154
150
Customer's
Computers 165
Central Data Center

FIG. 1B

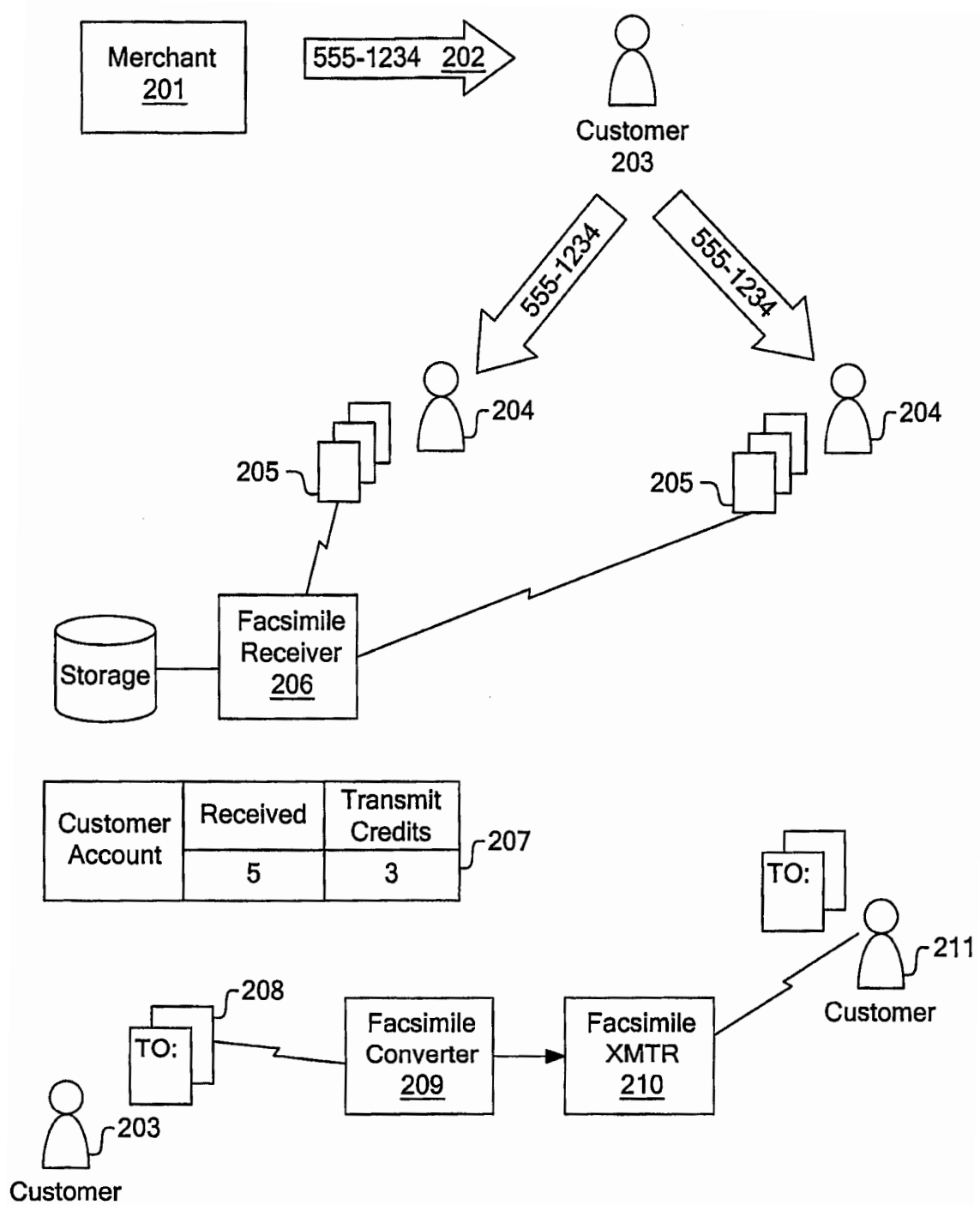

Merchant
201
555-1234 202
Customer
203
555-1234
555-1234
204
204
205
205
Storage
Facsimile
Receiver
206
Customer Account
Received
Transmit Credits
5
3
207
TO:
211
Customer
208
TO:
Facsimile
Converter
209
Facsimile
XMTR
210
203
Customer

FIG. 2

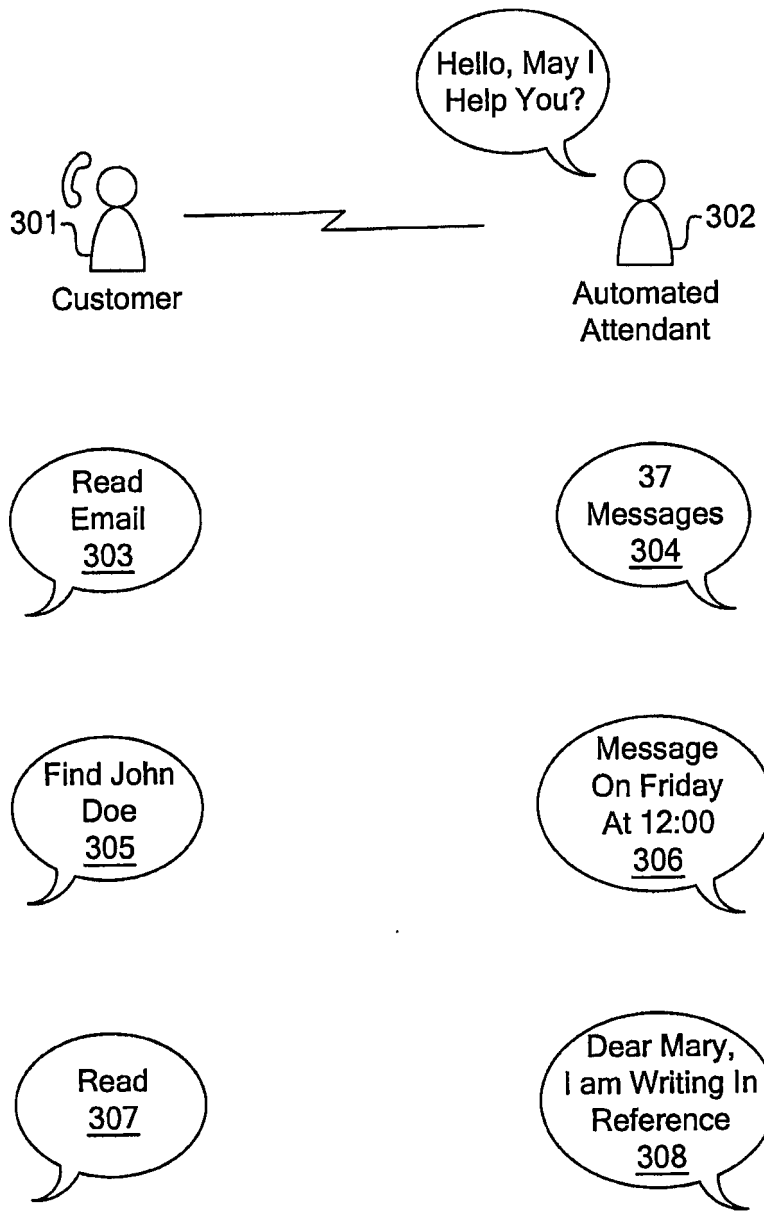

Hello, May I Help You?
301
302
Customer
Automated Attendant
Read Email 303
37 Messages 304
Find John Doe 305
Message On Friday At 12:00 306
Read 307
Dear Mary, I am Writing In Reference 308

FIG. 3