

Wood Detroit

When you sign-up with ResCom we'll give you the convenience of...

- New phone number at time of rental*
- Working phone line the day of move-in*
- Discounted connection fee*
- *19% Discount off your first phone bill*
- *15% Discount off all calls*
(excludes monthly service charge)

Compare the savings in features and monthly service:

Features	ResCom	Local Tel.Co.
Call Waiting	Included	\$4.00
Touch Tone	Included	2.43
Unlisted Number <small>listing available upon request</small>	Included	1.25
Federal Access Fee	Included	3.50
Line Maintenance Plan	Included	1.95
Monthly Service Fee	\$21.95	8.01
Taxes & Mandated Charges	Included	1.23
Subtotal Monthly Charges <small>with 1 calling feature</small>	\$21.95	\$22.37
Voice Mail	Included	N/A
Calling Feature Package (including features like):		
Speed Dialing, Conference Calling		
Call Forwarding, Call Holding	Included	7.14
Wake-up Calls	Included	Not Available
Taxes & Mandated Charges	Included	.49
Total Monthly Charge	\$21.95	\$30.00
Set-up Charges		
Service Installation	39.00	42.00
Feature Installation	Included	N/R
Trip Charge (if required)	Included	N/R
Taxes & Mandated Charges	Included	2.94
Deposits	Included	N/R
Total Set-up Fee	39.00	44.94
First Month Total	\$60.95	\$74.94

Final Total

Let's Talk... "GETAWAY"

I'd like to win a FREE TROPICAL VACATION FOR TWO!

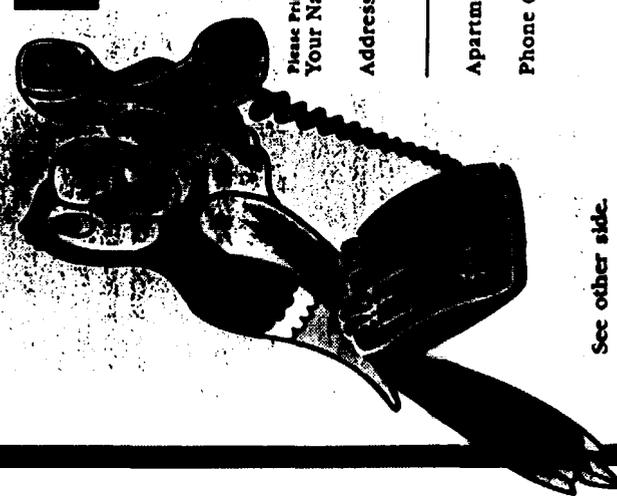
Date _____

Please Print: Your Name _____

Address _____

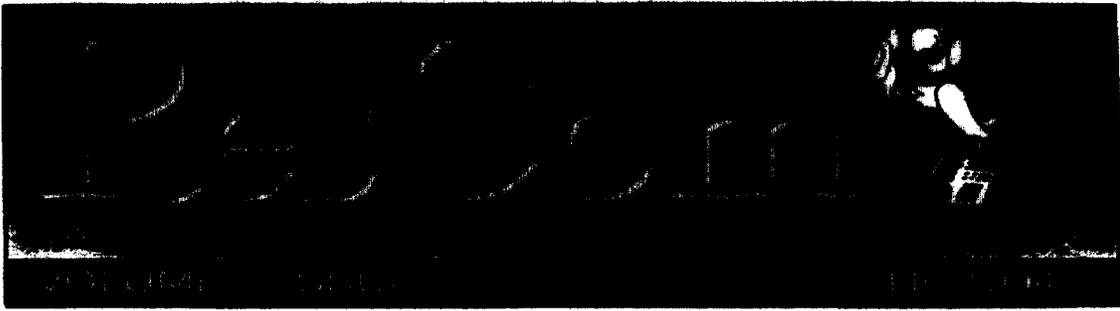
Apartment Community _____

Phone (____) _____ Apt. # _____



See other side.

START SAVING INSTANTLY WITH RESCOM!



TOP CLOSER BREAKS 100%

For the second month in a row, The ParkShore Apartments in Chicago receives top honors for the highest ResCom closing percentage. The crack leasing staff closed a whopping 113% of their move-ins. In a close second place, Slate and Indigo Creek Apartments in Roseville, CA closed 100% of their March move-ins. Highland Ridge of St. Paul and The Overlook at Blue Ravine, tied for third place with a closing percentage of 86!

Congratulations to these top four properties.

ResCom Serves Up Sunny Delights to Two Vacation Winners



ResCom warmed two pairs of cold hands and feet this winter when we gave away two tropical vacations in early February. The lucky winners were Lynn Marino, a resident of the Marina Pointe Apartments in Marina del Rey, CA and Customer Service Coordinator Jody Brittain of The ParkShore in Chicago. While Lynn enjoyed the warm sun of Cabo San Lucas, Jody elected to celebrate her anniversary in Jamaica. Congratulations to our two winners.

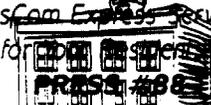


Remember, every ResCom customer is entered into our Tropical Vacations drawing. We even have a separate drawing for all the office staff at our ResCom properties. The prize is a tropical vacation for two. Airfare and accommodations are included to either Hawaii (West Coast) or the Caribbean (East Coast.) Stock up on the tanning oil...you could be the next lucky winner!



Thank you to all the ResCom customers who supported ResCom and our clients throughout the year. We would like to personally thank you for your continued support, enthusiasm and outstanding sales efforts. I wish you much success during the second half of this year. We're ResCom...on the line for you!

ANNOUNCING

ResCom Express Service
for 
for instant access to the
Customer Service Center
We're ResCom...
On the line for you!

Q • A on Customer Service From the Customer Service Center

By April Franklin,
Director of Customer Operations

In this column, we answer
frequently asked questions.

Q What is this "ResCom Express Service" I've heard so much about?

A In an effort to have our customers call ResCom first whenever they have a question or service request, we have simplified the call to our Customer Service Center. Customers can now press #88 on their ResCom line and this will speed dial the CSC. Our Customer Service Representatives are waiting to take their call 12 hours a day, Monday through Saturday. After hours, an answering company handles the calls, dispatching service if needed in an emergency.

Q I'm a little confused about how voice mail works. Please help.

A Help is on the way! You will soon be receiving a fun and instructional videotape, highlighting all the features on the ResCom service. This tape can be given out to all new ResCom customers as a supplement to the written informational package you are currently handing out.

Q My residents seem comfortable with the local Bell Telephone Company. How do I convince them that ResCom Telephone Service is reliable?

A First of all, Northern Telecom manufactures the ResCom equipment, just as they do for all of the Bell Telephone companies. In addition, all of the telephone equipment is fully maintained and serviced by a national network of Northern Telecom authorized professional technicians. ResCom has also developed its own system of remote and on-site diagnostics. Each system we install has the latest technology, including its own back up power supply and emergency maintenance agreements. In several cases, our phone service has continued to function even when the local phone company's service was interrupted; most recently during the January earthquakes in California.

GOT A SECOND? (How About a Third?)

Sell a second or third ResCom telephone line to your residents today...AND MAKE MORE MONEY!

What to ask:

- > Roommates?
- > Children?
- > Computer?
- > FAX machine?
- > Run a business from your home?

Benefits to you:

- > Residents appreciate your handling of their telephone needs.
- > Full commission paid for every additional line.
- > Increased closing percentage on move-ins for your property.
- > Increased number of ResCom users in your building, a benefit to the owners.

Remember: Ask for seconds!

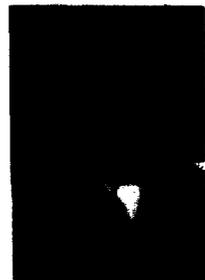
STAFFING UP TO PERFECT SERVICE

Eight new ResCom staff members joined our seasoned veterans this quarter, to help provide you and your residents with "Perfect Service." Please join us in welcoming these service professionals.

April Franklin joined ResCom in March as Director of Customer

Operations. April brings 20 years of experience in all phases of customer service to her new responsibilities as head of the ResCom Customer Service Center. Most recently she handled a large cable TV call center.

Our newest Regional Account Manager is **Don Kinney**, who is currently handling properties in the Mid-west and part of Texas. Don's





We're Not Just ResCom Anymore!

Our new company name, GE Capital-ResCom reflects the recent joint venture between GE Capital Commercial Real Estate Financing and Services and ResCom.

The deal was inked just days after we went to press on the latest ResCom Report.

Look for details on this exciting new venture in the next issue.

GE Capital • ResCom:

The biggest name in the private telephone service business!



background spans both hotel and residential property management. He has managed several apartment buildings with private telephone systems, prior to joining ResCom.

As new Staff Accountant, **Diane Johnson** handles accounts payable, reporting and most of the commission checks for the ResCom properties. Diane's background includes the position of office manager and staff accountant for a large commercial real estate brokerage firm.

With a strong background in small business administration, **Lars Klander** has been named Administrative Assistant. Lars is an important part of our contract negotiating team, working with Asst. V.P. of Contract Administration **Sheri Jensen** and many of the building owners.

Joining our Customer Service Center operations as Customer Service Representatives are three very experienced telecommunications experts. We are pleased to welcome **Norma Chavez**, **Kilee Rose** and **Barbara Usher**.

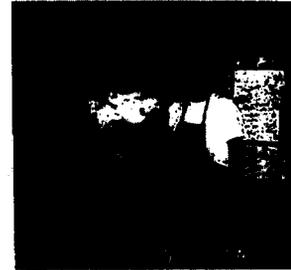
Our new Service Manager, **Stephanie Neville**, joins ResCom to insure that the repair vendors at each ResCom location are delivering our goal of perfect service. Stephanie has worked as a systems designer to field manager and has overseen new telephone system installations throughout California.

ResCom Festivities Introduce New Phone Service to Residents



The ResCom field sales team has been busy during the first half of 1994. Their first stop was Roseville, CA where residents of Slate and Indigo Creek Apartments were treated to a February barbecue. The weather was great for outdoor fun and plenty of food!

Later that month, the team moved over to the Overlook at Blue Ravine in Folson, CA. Another barbecue provided the backdrop to a successful day of ResCom sales. While the kids enjoyed the clown and balloons, the ResCom field reps had the opportunity to explain the many benefits of ResCom service to the residents.



Next stop: The Grand Promenade in downtown Los Angeles. Here ResCom held an elegant wine tasting party. Amid the fine wines and hors d'oeuvres, 20 residents signed up for ResCom service that evening.

From California, the team headed East to Oakwood Detroit in Southfield, Michigan. There, ResCom hosted a party spotlighting foods from Germany and beers from around the world. As residents munched on knockwurst and sipped dark beer, they had the opportunity to "test drive" all of our custom features, as well as make a free phone call anywhere in the world...compliments of ResCom.



14 NEW PROPERTIES JOIN THE RESCOM FAMILY

Welcome to the ResCom family. We are pleased to announce the addition of 14 new properties to our family. These properties are located in various areas and offer a wide range of services and amenities. For more information, please contact your local ResCom office.

Park Sierra Apartments
Canyon Court, CA
GH Palmer Properties

Summit Apartments
Wood...
GH...

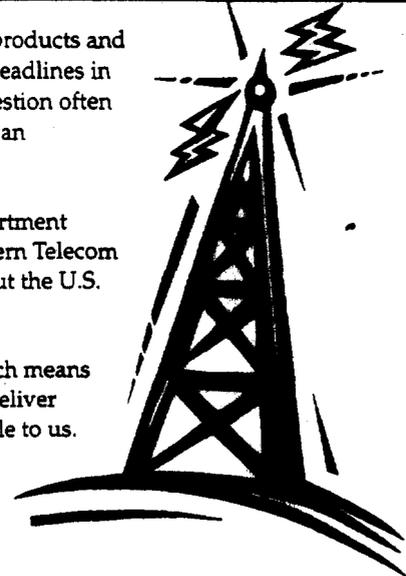


TECHNICAL DISCOVERY: THE FUTURE OF THE TELEPHONE

It seems that the world of telecommunications changes daily. New products and services are being developed at a breathtaking pace, each making headlines in the paper as the various companies compete for first place. The question often asked is, "Will ResCom keep up with the competition?" the answer is an unequivocal "yes!"

The telephone switching equipment ResCom has installed at your apartment building was built by Northern Telecom, a \$9 billion company. Northern Telecom builds much of the telephone equipment for the Bell system throughout the U.S. and many other phone companies, internationally.

Northern Telecom is especially proud of their "Evergreen Policy" which means that the equipment installed today can be continuously upgraded to deliver services and new technology to our customers as they become available to us. Modular architecture is at the base of the ResCom system's flexibility. This unique partnership between Northern Telecom and ResCom positions us for the future, and all the exciting innovations it will bring.



WHEN IT COMES TO CUSTOMER SERVICE, RESCOM RINGS THE BELL

RESCOM VS. PACIFIC BELL CUSTOMER SERVICE COMPARISON

Business Hours	6 am - 6 pm, Monday-Saturday	8 am - 7 pm, Monday-Friday 8 am - 5 pm, Saturday
After Hours Customer Service	24 hour emergency service	24 hour emergency service
Deposits	No deposits	No deposits
Speed of Connection	Same day hook-up	2-4 days to hook-up
Customer Service	Personalized service	Customer is a number
Who to Call	One number for all questions	Different departments to deal with
Marketing and Support	Professional Marketing Manager assigned to each building	No specialized personnel
Monthly Bill	Easy to read bill	Multiple pages with hidden costs
Custom Features	All features at one monthly price, inclusive	A La Carte features with hook-up charges
Monthly Savings	Clearly shown on every bill	No savings shown
Long Distance Charges	Clear and concise	Complex charges and rates
Method of Payment	Check or cash	Cash only
Repair Calls	6 am - 6 pm, Monday-Saturday	8 am - 6 pm, Monday-Friday 8 am - 5 pm, Saturday
Response Time	24 hour response	24 hour response
Repair Costs	No costs	Trip charge plus expense



GE Capital - ResCom

GE CAPITAL AND RESCOM ESTABLISH JOINT VENTURE

STAMFORD, CT, June, 1994 — GE Capital Commercial Real Estate Financing and Services announced today that it has established a joint venture with ResCom to provide telephone service to owners and residents of apartments nationwide. The new venture, GE Capital - ResCom, already has more than 15,000 customers.

Howard Ruby, chairman of R&B Realty Group and the principal shareholder in ResCom, said "ResCom is the oldest and largest independent provider of on-site telephone services to the apartment industry. The rapid changes in the telecommunications marketplace has given apartment owners an opportunity to provide their residents with superior telephone service at favorable prices. Our partnership with GE Capital will allow us to significantly expand our ability to install telephone service throughout the U.S. and take greater advantage of the tremendous opportunities in the telecommunications market."

The national apartment market of approximately 15 million units offers an exceptional marketing opportunity. GE Capital - ResCom will provide tenants with both local and long-distance access at competitive rates.

Edward J. Santoro, Vice-President Product Development and Capital Markets for GE Capital's Commercial Real Estate Financing and Services (CREFS) Business said "The fit is natural, we bring complimentary strengths which will enable even better service at lower costs. GE Capital - ResCom represents our continued move into value added real estate services in addition to our financing activities."

GE Capital - ResCom is headquartered at 1700 16th Street, Newport Beach, CA 92663. For further information, please call (714) 722-3000.

ResCom Telephone Service Agreement

1. **Telephone Service.** ResCom shall provide Resident with shared tenant telephone service ("Telephone Service") that includes basic monthly service, calling features and long distance at a volume discount rate lower than AT&T standard residential rates. Such rates include free local calls made within the prefixes identified in the local phone company phone book. If AT&T and/or the local phone company adjust their rates, ResCom may adjust its rates by providing 30 days notice. ResCom reserves the right to engage various long distance carriers from time to time to maximize its effectiveness in managing the Residents' access to long distance service collectively.
2. **Unconditional Guarantee.** ResCom provides an unconditional guarantee to convert a Resident from ResCom's phone service to the standard local telephone company service at ResCom's expense at any time, for any reason.
3. **Additional Services.** Additional services such as video on demand, audio on demand, and other means of communication may be offered by ResCom. ResCom may at the Resident's request install additional phone jacks or relocate phone jacks. Such services are not included in the basic monthly service and if Resident elects to receive such services, Resident shall pay additional charges for such services at rates established from time to time by ResCom.
4. **911 Service.** RESIDENT ACKNOWLEDGES THAT FULL DISCLOSURE HAS BEEN MADE TO RESIDENT REGARDING THE FACT THAT SHOULD RESIDENT OR ANY OTHER PERSON USING THE TELEPHONE SERVICES CALL "911" FOR EMERGENCY SERVICES, SUCH CALLER MUST IDENTIFY THE UNIT NUMBER AND ADDRESS TO THE "911" EMERGENCY DISPATCHER WHO OTHERWISE MAY BE UNABLE TO LOCATE THE UNIT. RESIDENT FURTHER ACKNOWLEDGES THAT RESIDENT HAS ELECTED TO OBTAIN THE TELEPHONE SERVICES FROM RESCOM WITH FULL KNOWLEDGE OF THE FOREGOING DISCLOSURE. NEITHER RESCOM, OWNER OR THEIR AFFILIATES SHALL BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY OR OTHER DAMAGES OR COSTS DIRECTLY OR INDIRECTLY CAUSED BY A CALLER'S FAILURE TO NOTIFY A "911" EMERGENCY DISPATCHER OF RESIDENT'S UNIT NUMBER AND ADDRESS.
5. **Right of Entry, Credit Check Authorization.** Resident authorizes ResCom and its employees and agents to enter into Resident's premises to make necessary or agreed repairs, alterations or improvements, or supply necessary or agreed services, and authorizes Resident's lessor ("Lessor") or Lessor's authorized agent to provide such access. Resident also authorizes ResCom, subject to applicable law, to conduct a credit check, including the use of credit reporting agencies.
6. **Agency.** Resident appoints ResCom as Resident's agent with respect to the conversion of Resident's current telephone service to ResCom's system or, upon termination hereof, conversion back to the local telephone company, and otherwise as necessary to perform ResCom's activities hereunder. Lessor shall not be deemed an agent of ResCom on account of performance of any of Lessor's obligations hereunder.
7. **Termination of the Agreement.** This Agreement may be terminated by Resident at any time and is valid upon notification. This Agreement may be terminated by ResCom if: (i) Resident defaults in the payment of any charges due and owing or in the performance of any other obligations contained herein; or (ii) ResCom ceases to be in the business of providing Telephone Services or other Telecommunication Services or discontinues the provision of such services to the building in which Resident resides.
8. **No Warranties; Limitation of Remedies.** Except as expressly stated in this Agreement, ResCom makes no representations or warranties regarding the provision of Telephone Services or Telecommunication Services, express or implied. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, RESCOM AND LESSOR SHALL NOT BE LIABLE FOR ANY REASON TO RESIDENT, OR TO ANY OTHER PERSON, FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO LOST PROFITS, OF ANY NATURE WHATSOEVER OR FOR THE CONDITION OR REPAIR OF ANY TELEPHONE INSTRUMENT OR ANY PROPERTY TO WHICH THE SYSTEM IS ATTACHED.



Fax Completed Form to the ResCom Customer Service Center. Fax 1-800-993-2525

Please start my ResCom phone service on _____

I understand that the local telephone company may not start my taped referral message the same time my ResCom service begins. I also understand that my local phone service will be disconnected the day after my ResCom service starts.

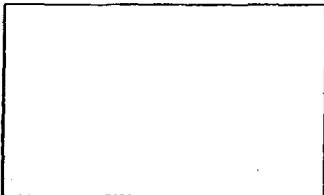
Disconnect local phone company on _____

My new phone number () _____ My apt. number _____

My installation rate \$ _____ My basic monthly rate \$ _____

which includes features such as:

- Voice Mail
- Call Waiting
- Call Forwarding
- 6-Way Conference
- Wake-up Service
- Restricted Dialing
- Last Number Recall
- Call Hold
- Personal Speed Dialing
- Multiple Line Capability



Voice Mail Requested

Billing information (please print)

Name _____

Address _____

City/State/Zip _____

Current Phone Number () _____

D.L. # _____ S.S. # _____

I request _____ Telephone Calling Cards Request Directory Listing

Field Representative Name _____

Property _____

Comments _____

I have read and agreed to the the terms written on the reverse side of this agreement.

Signed _____ Date _____

Rescom Order Confirmation

Service Order Received On _____

Service Order Verified By _____

Faxed To ResCom Property On _____

Original—ResCom
2nd—Administrative
3rd—Field Rep
4th—Resident

Welcome to ResCom!

1-800-RESCOM 2

CONVERSION
RC1027 - 0694 © 1994, ResCom, Inc.

“It’s For You!”



ALSCOM
TELEPHONE SERVICE

CUSTOMER BILLING INFORMATION

Billing Information

Charges for your monthly ResCom service are billed one month in advance. All charges for long distance, installation and technical service on file with ResCom at the time the bill is printed will be shown on your current statement. Other companies may provide you with operator assisted and collect telephone service which will appear on your ResCom bill. Charges for these calls may appear on your bill several months following the call, due to the processing time required by the telephone company or other third party companies.

Paying Your Bill

Your total balance due should be paid on or before the due date stated on your bill. The due date refers to the current month's billing and does not extend the due date of any amount owing from previous months.

Please make checks payable to ResCom. To assist in the efficient processing of your payment, please write your ten digit phone number (area code plus number) on your check and return the check and the remittance form to ResCom.

Late Payments

If you are unable to pay by the due date, call the ResCom Customer Service Center to avoid possible interruption of service and collection action. If your bill is not paid by the due date, finance charges of 1.5% per month will be incurred on all unpaid balances.

Check Return Charge

Each time your check is returned to ResCom Telephone Service unpaid by your bank, a check return charge of \$10.00 will be billed to your account. ResCom reserves the right to require payment in a form other than a personal check if repeated return check incidents occur.

Questions and Disputes About Your Bill

For information regarding questions about your bill or disputed charges,

—OVER

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CUSTOMER FEATURES

Please note that some of the ResCom features require you to use the star ***** and pound **#** keys in conjunction with the numeric keys. These buttons are located at the lower left and right corners of your touch tone keypad.

VOICE MAIL

See voice mail system instructions, included in this package, for complete details.

CALL WAITING

This feature allows you to receive a second call when you are already on the phone with a caller. When a second person calls, you will hear a tone in the background. To connect to the second caller, press flash (if your telephone has this feature) or press the hang-up button once quickly to connect to the incoming call. You can switch between the two callers by pressing flash or the hang-up button quickly again.

WAKE-UP SERVICE

This feature allows you to program your phone to ring at a predetermined time to wake you up. To activate the Wake-Up Service, lift the handset and dial *******#**. There will be silence. Enter the time you want to wake up using the keypad. To distinguish between a.m. and p.m., you will need to use "24-hour time" or "military time" — for example, 7:00 a.m. would be "0700" and 11:30 p.m. would be "2330." The time you enter must have four digits.

If you hear a fast busy signal, you may have entered the time incorrectly. Cancel anything you may have entered by hanging-up, then lifting the handset and dialing *******#**. Hang-up the phone again and re-start the process of activating the Wake-Up Service.

The Wake-Up Service will be activated for a 24-hour period. At the time you select to wake up, the ResCom system will call your number and let the phone ring five times, or until you answer the phone. If you do not answer the phone after the fifth ring, the system will try to call back two more times.

CALL FORWARDING

This feature can be used when you will be away from home and want your incoming calls to reach your predetermined destination. To activate Call Forwarding, dial *******#**, then dial the number where calls are to be forwarded. To cancel Call Forwarding, dial *******#** and then hang up. Remember

—OVER

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contact the ResCom Customer Service Center. Billing disputes should be reported within thirty (30) days of the original bill date to insure prompt handling.

To receive prompt customer service, contact ResCom by phone. If you wish to correspond by mail regarding a question or disputed items, send correspondence on a separate sheet of paper addressed to Customer Service Center, RESCOM, Inc., 3700 Barham Blvd., Los Angeles, CA 90068. Please do not include questions with your bill because they may be overlooked when the payment is processed.

For billing and service inquiries you may reach the ResCom Customer Service Center by dialing 1-800-RESCOM2 (1-800-737-2662), Monday through Saturday, 9 a.m. - 6 p.m. In the event of an emergency, our message center is open 24 hours a day to assist you with service problems.

Moving or Disconnecting Service

To ensure that all charges and services are terminated promptly, please contact the Customer Service Center as soon as possible. Because operator assisted and collect calls may take several months to process, any credit due you upon termination of service will be forwarded after these items have been billed and paid. Please leave your forwarding address and new telephone number with Customer Service to ensure prompt delivery of final bills and credits.

to cancel Call Forwarding when you return so that you can receive calls in your apartment.

Please note: If your call forwarding destination is a toll call, you will be billed for all calls forwarded.

LAST NUMBER REDIAL

This feature will redial the last phone number you entered. It can be used if you are trying to reach a phone number that is busy. To use this feature, dial **■ ■**.

RESTRICTED DIALING

This feature prevents you from incurring unwanted and excessive charges from "900" calls. For your protection, "900" numbers have been restricted. If you would like to make "900" calls, please call 1-800-RESCOM2.

CONFERENCE CALLING

This feature will allow you and up to five other callers to all talk at the same time. To use this, place your first call. Press flash (if your telephone has that option) or press the hang-up button quickly to hear the special dial tone. Dial the next number and announce the conference. Press flash or the hang-up button quickly again to connect all callers.

CALL HOLDING

Call Holding temporarily suspends your conversation so that you can move to a phone in another room or have a private conversation without the caller hearing. To activate Call Holding, press flash or the hang-up button quickly once. Dial **■ ■**. To take the call off hold, press flash or the hang-up button again.

SPEED CALLING

This feature allows you to program your phone to remember ten pre-set numbers. Call 1-800-RESCOM2 to set up speed dial numbers. To use speed dial, press **■ ■** and then the pre-set speed dial number (0-9).

MULTIPLE LINES

The ResCom service can provide you with multiple lines into your apartment. If you wish to have multiple lines, purchase a multi-line telephone instrument and order additional lines from the ResCom Customer Service Center. Additional phone lines for FAX machines or computer modems can also be installed in your apartment. For information on wiring costs and installation fees, call 1-800-RESCOM2.

**For individual customer assistance or
other special telephone needs, call
1-800-RESCOM2
(1-800-737-2662)**

MISCELLANEOUS RATE INFORMATION

Local calls	No charge. Consult your phone book to determine what prefixes are included in your local calling area.
Long distance (domestic)	Less than AT&T standard residential rates.
Long distance (international)	Equal to AT&T international direct dial rates.
*800 Numbers (toll free to ResCom)	NO surcharge.
*950 Numbers	NO surcharge.
*976 Numbers Open	\$2.50 + regular, local or toll charges. \$.50 administrative fee.
Local Information	\$.25 per call.
Long Distance Information	\$.75 per call.
Collection of special services	\$2.00 administrative fee.
*900 Numbers	Call ResCom's Customer Service Center for access and details.

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LET'S TALK RESCOM

AND EARN \$50 FOR EACH REFERRAL*

I recommend ResCom Telephone Service to:

Name _____

Address and apartment number _____

Name of apartment community _____

() _____
Current telephone number

My name is _____

My address and apartment number _____

My apartment community _____

() _____
My phone number

*Terms: You must be a ResCom user to be eligible for the \$50 credit. The credit will be applied to your ResCom bill over two months in \$25 increments after the referral connects to ResCom service. Please ask your friend to return this form to their apartment business office and give it to the leasing consultant when subscribing to the service.

For additional information on acquiring ResCom service,
call 1-800-RESCOM3 (1-800-737-2663).

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VOICE MAIL FUNCTIONS

ENTER	TRAIL	RECALL	RECALL
ENTER	TRAIL	RECALL	RECALL
ENTER	TRAIL	RECALL	RECALL
ENTER	TRAIL	RECALL	RECALL

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RC says "Last Chance"



Don't Miss Out:

Still Free Phone Calls

Discounts Every Month

on the Extra Features and Service

RESCOM TELEPHONE SERVICE

RESCOM CUSTOM FEATURES

CALL FORWARDING - Dial ***1**, then the number where the calls will be forwarded. To cancel, dial ***1**.

LAST NUMBER REDIAL - Dial ***1**.

CONFERENCE CALLING - Place first call. Hit hang up button once quickly, then dial next number. Hit hang up button again to connect the callers.

CALL HOLDING - Press ***4** to activate. To cancel, press flash or hang up button once.

WAKE UP SERVICE - Dial ***2** Enter Military time. To cancel, press ***3**.

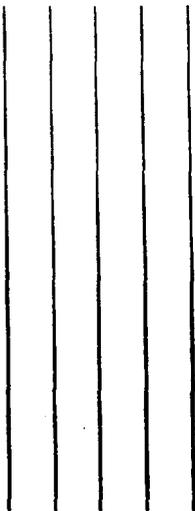
RC says Let's Talk



RESCOM
TELEPHONE SERVICE

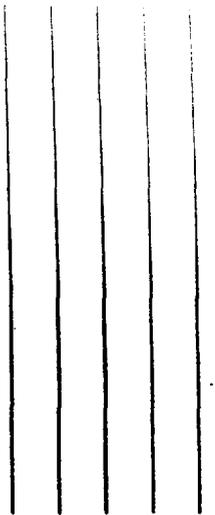
Affix
Postage
Here

Send to:



Affix
Postage
Here

Send to:



Let's Talk! I have a NEW PHONE NUMBER..

(_____) _____

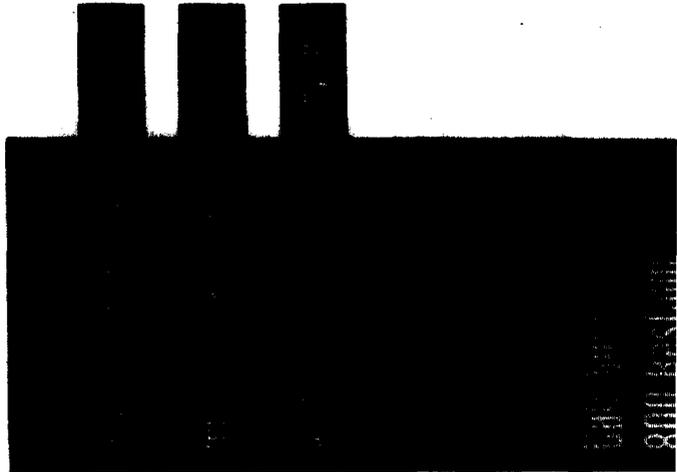
name _____

address _____

apartment _____

city, state & zip _____

You I have ResCom Telephone Service, exclusively for apartment residents. Ask me about it when you call.
©1988, ResCom RC1022-1093



RESCOM DOLLARS

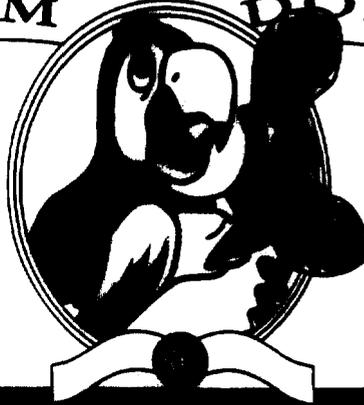
B 8566526545 D

Phone no. _____

Authorized by: _____

Date: _____

\$25



TWENTY-FIVE

RESCOM TELEPHONE SERVICE will debit \$25 when coupon is signed by authorized ResCom Representative and enclosed with your check for the balance, if any, of your phone bill. One coupon may be used per month. This offer is non-transferable.

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EMERGENCY, REPAIR & OTHER

911 EMERGENCY SERVICE

When dialing 911, please remain on your line as long as possible and include your full name, address and apartment number to assist fire, police and other emergency services. The ResCom Telephone Service does not provide automatic identification of the caller by apartment number or address.

REPAIR SERVICES

Repair and maintenance of your telephone system is provided by ResCom Telephone Service. You should contact the ResCom Customer Service Center if your phone service is not working properly. Please refer to the "Phone Problems and Solutions" guide for quick and simple solutions to many problems. Please check your phone equipment for possible problems before requesting a ResCom technician. You will be responsible for charges incurred that are a result of defects with your personal telephone equipment.

"900" NUMBER POLICY

For your protection, "900" numbers have been restricted. If you would like to make "900" calls, please call our customer service representatives at 1-800-RESCOM2 (1-800-737-2662) and establish a credit line to access

"900" numbers.

TOUCH TONE

Telephones that make an audible tone or "true touch tone" are required to use ResCom service. Some push button phones do not produce tones, and cannot be used. Since many phones come with a pulse or tone option, make sure the "tone-pulse" switch on your phone is set to "tone."

WELCOME TO RESCOM

Whether you selected ResCom for its convenience, superior service, overall savings or custom calling features, you will benefit from your excellent choice. We welcome you to our family of customers.

ResCom is the oldest and largest independent provider of telephone service to apartment residents. Designed for apartment communities, ResCom Telephone Service is the most convenient and cost effective alternative to direct connection with the local telephone company for apartment residents.

This information packet explains the many benefits and features of the ResCom Telephone Service you selected. Now you can take full advantage of the extensive features included in your monthly service charge. As you may already know, some of these conveniences include: wake-up calls, call waiting, call forwarding, conference calling, speed dialing and voice mail.

If you have any questions about your new telephone service, please don't hesitate to call our ResCom Customer Service Center directly at 1-800-RESCOM2 (1-800-737-2662). Our representatives are eager to help you.

PHONE PROBLEMS & SOLUTIONS

Your new voice mail system is more powerful than a simple answering machine, and it is easy to use. Just follow along with this introduction tutorial, and you will learn how to use the basic functions of your new voice mail system.

In some cases you will be asked to enter the pound sign in combination with other keys while accessing your voice mail. The pound sign is found on touch tone keypads in the lower right hand corner and it looks like this (#).

You may hang-up your phone at any time while in voice mail, but it is best to hang-up only after completing a change and returning to a menu, otherwise your changes may not be saved by the system.

ACCESSING YOUR SUBSCRIBER MAILBOX

1. Enter your voice mail access number _____. Your seven digit access number will allow you to access the voice mail system from your telephone or any telephone, even when you are away from home.
2. Enter # (pound sign).
3. Enter your subscriber mailbox number which is always the last four digits of your phone number.
Your subscriber mailbox number is _____. (Write your number here.)
4. Next, the system will ask you to enter your security code. Since this is the first time you have accessed your mailbox, your security code will be set to all zeros (0000).

After entering "0000," you can access all voice mail features including the option to choose a new security code. Be sure to follow the next three steps to personalize your mailbox.

If you have questions or problems with your voice mail system, call the ResCom Customer Service Center at 1-800-RESCOM2 (1-800-737-2662).

CHANGING YOUR SECURITY CODE

1. Follow the previous four steps to access your subscriber mailbox, if you have not done so already.
2. Press # to access the phone manager menu.
3. Press # to access the personal options menu.
4. Press # to change your security code.
5. When asked, enter a new security code. The security code must be four digits in length. When finished, press # (pound sign).

—OVER

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Your ResCom Telephone Service is simple to use, even if you are uncomfortable using new technology. This sheet should help you tackle some of the most common problems. However, if you have a problem after you try the following solutions, call customer service at 1-800-RESCOM2 (1-800-737-2662). If you give them your name, apartment number and phone number, a representative will help you to restore your service.

A spare Rescom telephone set is available in the rental office. By unplugging your telephone and plugging in the Rescom phone, you will be able to determine if the problem exists in your telephone instrument or with the service to your apartment.

PROBLEM

Cannot make outgoing calls (or if you hear a fast busy signal)

Cannot receive calls but can make outgoing calls

BEMEDY

Check your phone to be sure it is set for "tone."

Determine if you can complete any calls. If you cannot, call ResCom Customer Service.

Verify that the ringer is turned on and the ringer volume is set on high.

Verify that your phone is hung-up correctly.

Verify your phone number with ResCom Customer Service.

Verify that call forwarding is not engaged.

—OVER

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6. Listen to the system repeat the security code you just entered. If your security code is correct, press **■**. If it is incorrect, press **■** and re-enter a new security code.

Write down your new, personalized security code here, or keep it in a safe place. My new security code is _____.

RECORDING YOUR NAME TO IDENTIFY YOUR MAILBOX

1. After changing your security code, press **■** in the personal options menu to record your name. When recording your name, do not include an introduction such as, "Hello, this is..." since the system already provides an introduction.
2. Press **■** to start recording. Press **■** again to stop recording.
3. After recording your name, you can:
 - Press **■** to review your name.
 - Press **■** to discard and start over.
 - Press **■** to cancel and exit to the personal options menu.
4. When you are satisfied with your recording, press **■** to save your name.

RECORDING A PERSONAL GREETING FOR YOUR MAILBOX

1. Once you have recorded your name, press **■** at the personal options menu to record a personal greeting that will greet your callers when you do not answer.
2. Press **■** to start recording. Press **■** again when you want to stop recording.
3. After recording your greeting, you can:
 - Press **■** to review your greeting.
 - Press **■** to discard and start over.
4. When you are satisfied with your recording, press **■** to save your greeting.

LISTENING TO YOUR MESSAGES

Listening to your messages is easy. If you are not in the voice mail system already, start from step one. If you are already in the voice mail system, at the personal options menu, start from step five.

1. Enter the voice mail access number _____.
2. Enter **■** (pound sign).
3. Enter your subscriber mailbox number.
4. Enter your security code.
5. Enter **■** to listen to new messages.
6. Enter **■** to save messages.

PROBLEM

No dial tone

Static on the line

Neighbor's conversation on your cordless phone

Call waiting does not work

Cannot remember your voice mail password

REMEDY

Make sure the phone line is securely plugged into the jack and the phone. Check all other phone extensions.

Determine if any of the other jacks work.

Call ResCom Customer Service.

If you have more than one phone, check each phone for static.

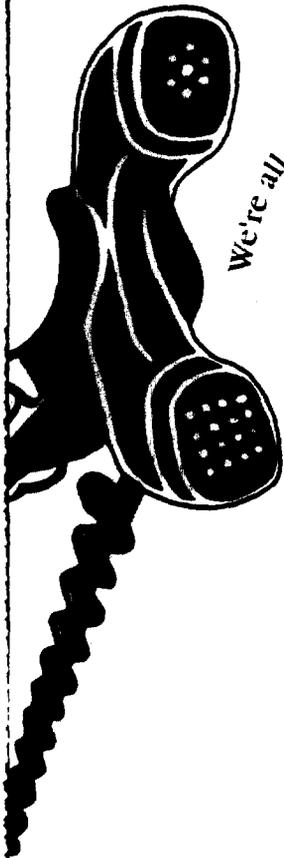
Determine if you have static on all calls, or only on local or long distance.

Call ResCom Customer Service.

Change the channel or security code on your cordless phone.

Determine if call waiting will work on any calls, then call ResCom Customer Service.

Call ResCom Customer Service.



We're all excited about a money-saving new phone service designed exclusively for apartment residents.

Grand Promenade

The folks at ResCom
and your apartment
management staff invite
you to join your friends
and neighbors for a

Wine Tasting Party

Tuesday Evening
March 22, 1994
6:00 p.m. to 9:00 p.m.
in the Recreation Room

- Fine wines and hors d'oeuvres will be served
- Drawing for prizes every 15 minutes
- Free long distance phone calls anywhere in the Continental U.S.

Enter the drawing for
prizes and a fabulous
tropical vacation.

No Purchase required.

The ResCom Unconditional and Unlimited Guarantee

If at any time, for any reason, you are not satisfied that you are saving money and enjoying more service with the ResCom Telephone System, ResCom will switch you over to the local phone company at no cost to you.

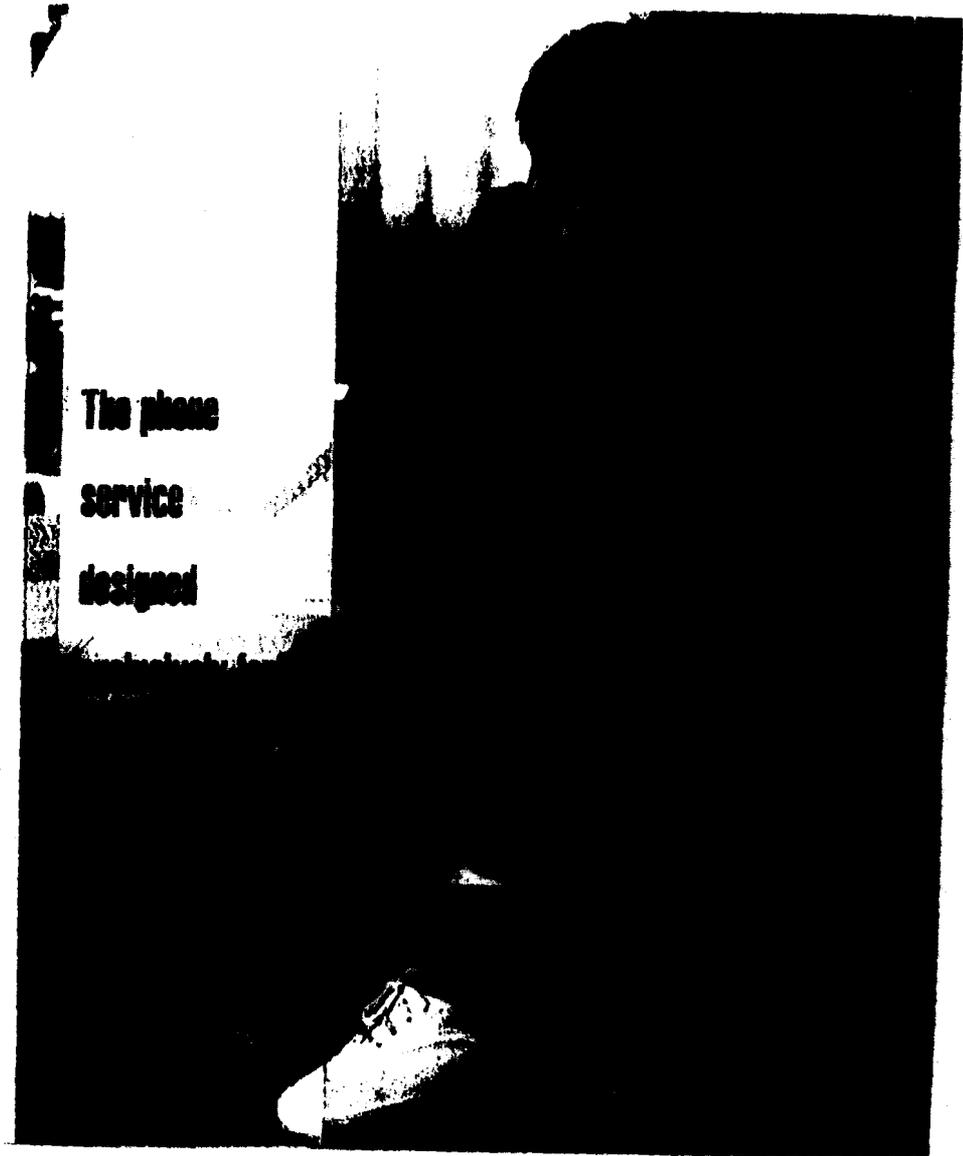
Since 1986 -

As one of the first companies to install private residential telephone systems in the United States, ResCom currently operates the largest system of its kind and is the most experienced company operating today. With the most systems in operation throughout the United States, ResCom services thousands of satisfied customers. When you are ready for the finest phone service, the most comprehensive package of special features plus a guaranteed savings on your monthly phone bill, you're ready for ResCom. It's your call!

ResCom Telephone Service

1700 16th Street
Newport Beach, CA
92663

800-RES-COM2
(800-737-2662)



The phone
service
designed

ResCom Telephone Service

ResCom is a national provider of telephone service designed exclusively for apartment residents! It includes a host of special features for your convenience at savings of up to 20% per month.

It's Your Call.

We'd like to tell you about the ResCom telephone system.....

Save money every month

You benefit by becoming a part of ResCom's national telephone service network for thousands of apartment residents just like you. ResCom offers the most modern, reliable and complete package of telephone calling services available today. You'll also enjoy more features included with your monthly service than the local phone company offers.



- A guaranteed discount on all calls outside your free calling area
- Free local calls*
- Free private and unlisted phone number
- Telephone calling cards
- No maintenance charge (repairs to the system are free)

Look at the benefits

ResCom's easy-to-use system features:

- | | |
|----------------------------|----------------------------|
| ■ Call Waiting | ■ Wake-up Service |
| ■ Voice Mail | ■ Last Number Recall |
| ■ Call Forwarding | ■ Call Hold |
| ■ 6-Way Conference Calling | ■ Personal Speed Dialing |
| ■ Restricted Dialing | ■ Multiple Line Capability |

*Varies in certain cities and locations

Start your service now

Select your telephone number at the time of rental. Phone service is operational the same day you move-in. Start using Voice Mail prior to move-in. Credit is easily established. No deposit required to start your phone service. Free 90-day referral from your old number.

Personalized customer service

For "ResCom Express Customer Service," simply press #88 on your ResCom Telephone line, or dial 1-800-RESCOM2.

No waiting at home for a technician.

ResCom offers an unconditional and unlimited guarantee (see our guarantee on the back).

Let's talk savings, convenience and service

To order today, contact your leasing consultant or call 800-RES-COM2 (800-737-2662).

We're ResCom... On the Line For You!



“

I just moved in today and already I can use my telephone.

”

Got a Second?

ResCom offers you the convenience of a second telephone line for your apartment.



Do you have roommates?...

You will enjoy the privacy a second line can give. Also helps avoid confusion with messages and paying the monthly bill.

How about children?...

Instead of having the kids monopolize your telephone line, why not give them a line of their own? ResCom offers restricted dialing for your peace of mind.



If you have a computer modem, fax, or home business...

You'll want two or more dedicated phone lines. ResCom can customize these lines to fit your telephone calling needs.



Interested? Ask your leasing agent or call 1 800-RES-COM2 for information about a second line.



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Grand Promenade

When you sign-up with ResCom™ we'll give you the convenience of...

*New phone number at time of rental
Working phone line the day of move-in
Discounted connection fee*

**50% Discount off your first phone bill*

**20% Discount off all calls
(excludes monthly service charge)*

Compare the savings in features and monthly service:

Features	ResCom	Local Tel.Co.
Call Waiting	Included	\$3.50
Touch Tone	Included	Included
Unlisted Number (long available upon request)	Included	.30
Federal Access Fee	Included	3.50
Line Maintenance Plan	Included	.60
Monthly Service Fee	Included	8.35
Taxes & Mandated Charges	Included	1.78
Subtotal Monthly Charges with 1 calling feature	\$19.95	\$18.03
Voice Mail	Included	5.95
Calling Feature Package (including features like):		
Speed Dialing, Conference Calling		
Call Forwarding, Call Holding	Included	7.86
Wake-up Calls	Included	Not Available
Taxes & Mandated Charges	Included	1.52
Total Monthly Charge	\$19.95	\$33.36
Set-up Charges		
Service Installation	45.00	34.75
Feature Installation	Included	5.00
Trip Charge (if required)	Included	45.00
Taxes & Mandated Charges	Included	9.32
Deposits	Included	N/R
Total Set-up Fee	45.00	94.07
First Month Total	\$64.95	\$127.43

START SAVING INSTANTLY WITH RESCOM!

* Discount subject to change upon notice.

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IN RESPONSE TO YOUR REQUEST FOR SERVICE

- WE ... HAVE COMPLETED YOUR SERVICE REQUEST.
 WERE UNABLE TO COMPLETE YOUR SERVICE REQUEST AT THIS TIME. WE WILL RETURN AT
 DATE _____ TIME _____

**IF YOU HAVE ANY QUESTIONS, PLEASE
 CALL RESCOM CUSTOMER SERVICE**

(800) RESCOM2

TECHNICIAN _____

Dear ResCom Customer,

We hope you are fully enjoying the ResCom commitment to service and convenience. We value your comments and appreciate hearing from you.



You can help us improve our service if you will take just a moment to share your ideas. Thank you for your valuable time.

Gary Smith
 Vice President / General Manager
 ResCom Telephone Service

- How would you rate your overall satisfaction with ResCom?
 Very Satisfied Satisfied Somewhat Satisfied Dissatisfied
- How would you rate your overall satisfaction with ResCom customer service?
 Very Satisfied Satisfied Somewhat Satisfied Dissatisfied
- How would you rate your overall monthly bill savings?
 Good Savings Average Savings Some Savings No Savings
- How would you rate the accuracy and readability of your phone bill?
 Very Accurate Accurate Somewhat Accurate Inaccurate
- Would you recommend ResCom to others? Yes No

Comments: _____

Name _____ Apt. No. _____
 Street Address _____
 City _____ State _____ Zip _____
 Telephone (Home) _____
 (Office) _____

**ENTER THE RESCOM DRAWING FOR A FABULOUS TROPICAL VACATION
 JUST BY RETURNING THIS CARD!**

Refer friends and neighbors to ResCom and each time one of your referrals signs up, we'll thank you with \$50!

Name _____ Name _____
 Address _____ Address _____

 Apt. # _____ Apt. # _____



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 77 NEWPORT BEACH CA

POSTAGE WILL BE PAID BY ADDRESSEE
CUSTOMER SERVICE CENTER
RESCOM TELEPHONE SERVICE
1700 16TH STREET
NEWPORT BEACH CA 92663

