

ATTACHMENT 1

VRS PRODUCT USER INTERFACE SCREENSHOTS

As set forth herein, Convo and Snap will rebrand the user interface of each of Convo's VRS products to eliminate all references to Convo as a VRS provider and to replace all Convo branding with the following brand/logo ("Subcontractor Logo"):



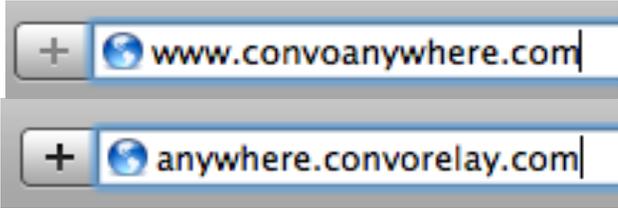
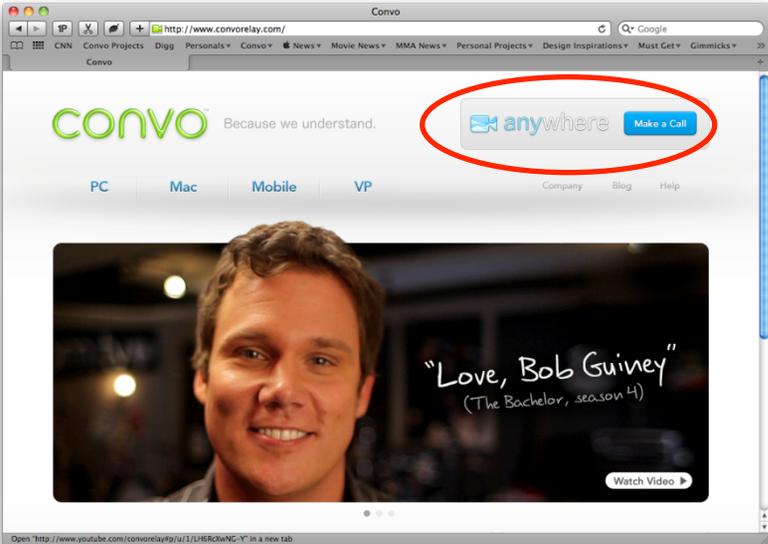
(A web page or other user interface in which the Convo logo has been replaced with the Subcontractor Logo is referred to herein as "Branded".) In addition, Convo will remove all VRS information from its homepage (*i.e.*, convorelay.com) other than a user notice explaining that Convo has become a subcontractor to Snap!VRS and no longer independently offers VRS, except that the Convo homepage will continue to contain a link to a separate, VRS-specific Branded homepage that will utilize the Subcontractor Logo and will enable users to reach newly Branded versions of the various VRS products described herein. Going forward, Convo's homepage will be devoted to issues of interest to the deaf community instead of VRS.

The rebranding of the following VRS products is described herein:

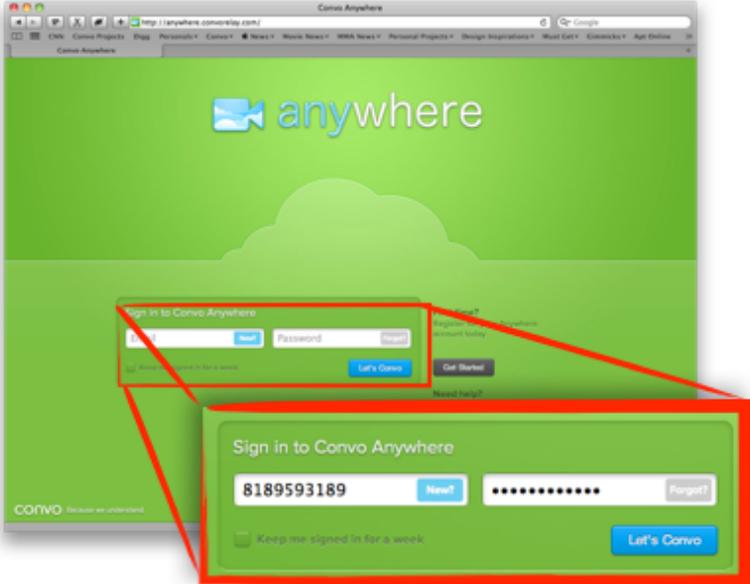
VRS Product	Page
Convo Anywhere (web-based)	2
ConvoIM (iChat/AIM-based)	6
Convo Desktop (installed software)	12
Convo Mobile (for iPhone, iPad 2 & iPod Touch)	16
convorelay.tv (for third-party videophone users)	20

Introduction

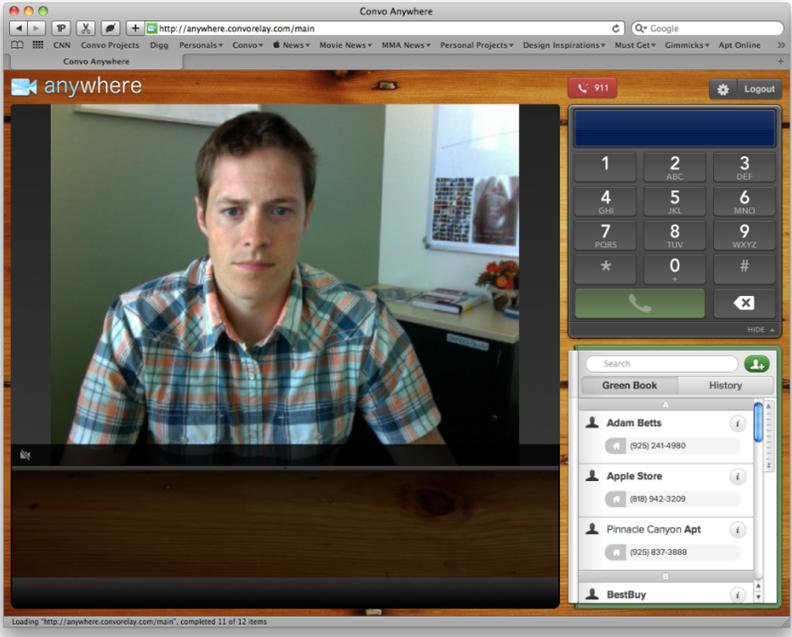
Convo Anywhere (web-based)

Step	Current User Action	Illustration	Rebranding
2	<p>The user either types a Convo Anywhere URL into a web browser, such as Safari, Mozilla Firefox, or Internet Explorer, or clicks on the link button in the top left-hand corner of Convo's homepage (www.convorelay.com) to access the Convo Anywhere launch page.</p> <p>Convo Anywhere enables users to utilize any computer with a web camera to initiate VRS calls, including library or other public access computers, without first requiring the user to download specialized VRS-related software on the computer.</p>	 <p>(both URLs route to the same Convo Anywhere launch page)</p> <p>OR</p> 	<ol style="list-style-type: none"> 1. A new URL will be established for the Branded Anywhere VRS service (i.e., convoyanywhere.snapvrs.com, where “snapvrs” is the parent domain and “convoyanywhere” is the subdomain). 3. A button will be included on the new Branded VRS-specific homepage (see item 1 above) that automatically links to the new Anywhere URL (see item 2 above). 4. Convo will send all users an email explaining that (i) Convo has become a subcontractor to Snap!VRS and no longer independently offers VRS and (ii) users should use the new Anywhere URL (see item 2 above) going forward. 5. All newly registered users only will be provided the new URL (see item 2). 6. By entering Convo's existing Anywhere URL into a web browser (see box to the left), users will be redirected to a notification screen stating that the URL for the Anywhere VRS product has been changed to anywhere.snapvrs.com. The user will thereafter be redirected to anywhere.snapvrs.com.

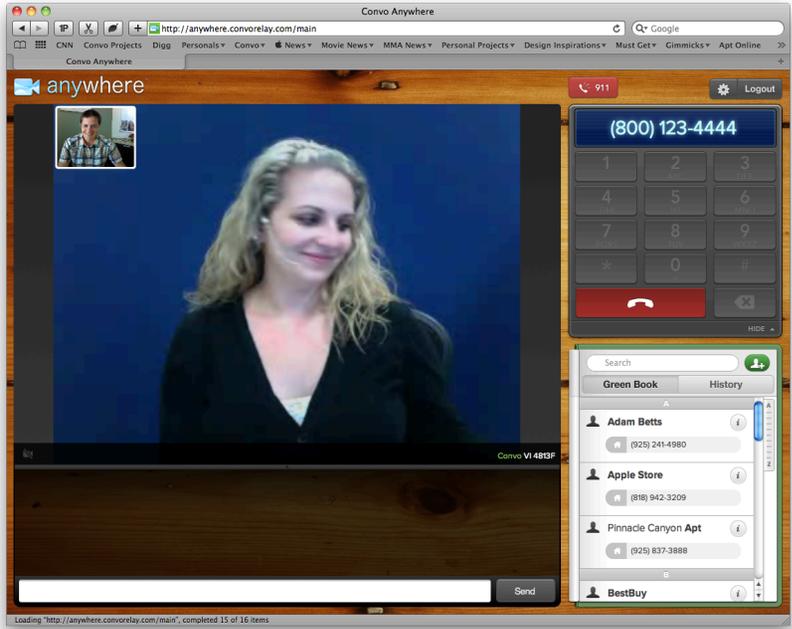
Anywhere

Step	Current User Action	Illustration	Rebranding
3	The user logs into Convo Anywhere on the Convo Anywhere homepage by providing the user's TDN and password.		<ol style="list-style-type: none"> 1. All Anywhere traffic will be launched from a single Branded Anywhere homepage, which will use a Snap!VRS-branded URL (see Step 1, item 2 above).

Anywhere

Step	Current User Action	Illustration	Rebranding
4	The user submits the intended call recipient's phone number then clicks the green "phone" button.	 <p>The illustration shows a web browser window titled "Convo Anywhere" at the URL "http://anywhere.convorelay.com/main". The interface features a video call window on the left showing a man in a plaid shirt. On the right, there is a mobile-style dial pad with numbers 1-9, *, 0, and #, along with a green call button. Below the dial pad is a contact list titled "Green Book" with entries for Adam Betts, Apple Store, Pinnacle Canyon Apt, and BestBuy, each with a phone number and a search icon.</p>	Convo and Snap!VRS will ensure that wherever Convo's logo appears it is replaced with the Subcontractor Logo.

Anywhere

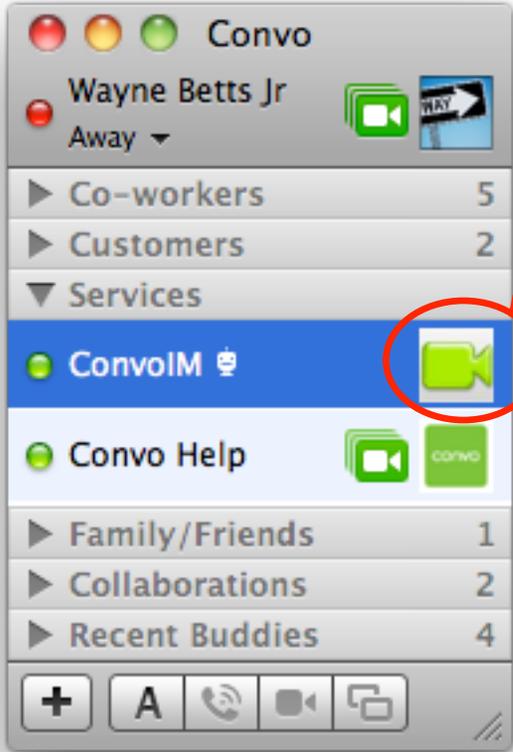
Step	Current User Action	Illustration	Rebranding
5	<p>The Communications Assistant (“CA”) appears on the screen and the user’s call is initiated.</p> <p>Upon ending a call, the user automatically is rerouted to the Step 4 screen.</p>	 <p>The illustration shows a web browser window titled 'Convo Anywhere' at the URL 'http://anywhere.convorelay.com/main'. The page features a video call in progress with a woman on the screen. To the right of the video is a numeric keypad with the phone number '(800) 123-4444' displayed above it. Below the keypad is a 'Green Book' contact list with entries for Adam Betts, Apple Store, Pinnacle Canyon Apt, and BestBuy. The browser's address bar and search bar are visible at the top.</p>	<p>Convo and Snap!VRS will rebrand this screen so that Convo’s logo is replaced with the Subcontractor Logo.</p>

Anywhere

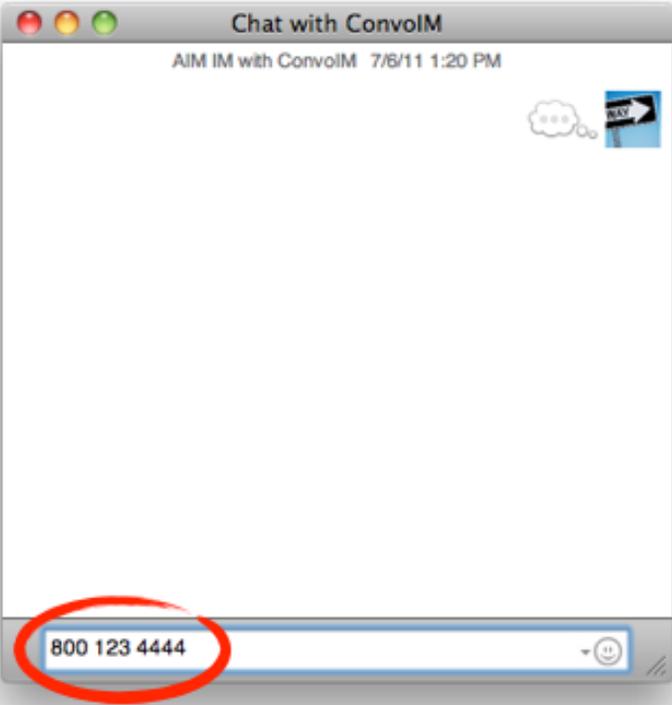
ConvoIM (iChat/AIM-based)

Step	Current User Action	Illustration	Rebranding
1	<p>The user launches from his desktop iChat (for Apple computers) or an AOL Instant Messenger (“AIM”)-based product (for Windows computers) that previously was installed on the computer.</p> <p>In some cases, such launch is accomplished by clicking on a button based on Convo’s logo. In other cases, the user will launch the iChat/AIM product using a button that is branded in a manner consistent with the particular product.</p>	 <p>The illustration consists of two parts. The top part is a close-up of a blue speech bubble icon with a white video camera symbol, set against a dark background. A red circle with the number '1' is overlaid on the top left of this icon. The bottom part is a screenshot of a Mac OS X desktop with a dark background. A red arrow points from the top icon down to the iChat icon in the dock at the bottom of the screen. The dock contains various application icons, and the iChat icon is highlighted.</p>	<p>To the extent that the user launches iChat/AIM using a button based on Convo’s logo, Convo will “push” to the user’s computer a new button that is based on the Snap!VRS logo.</p>

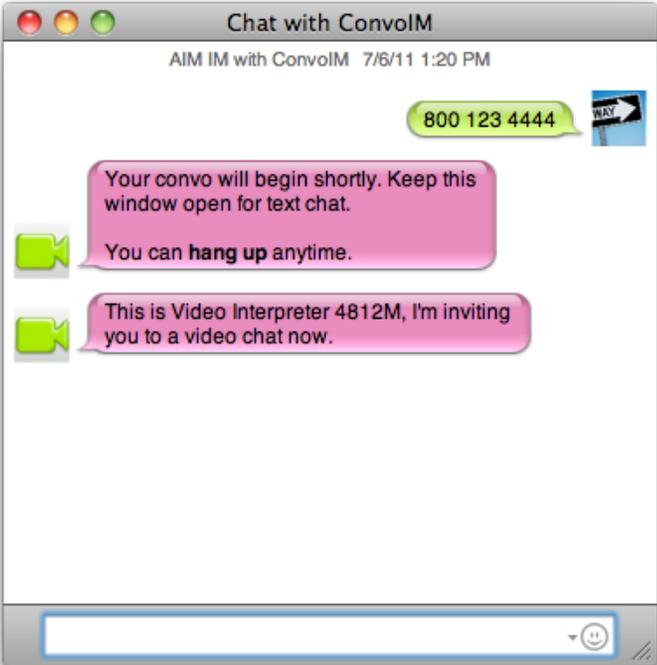
IM

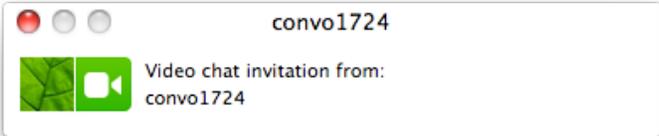
Step	Current User Action	Illustration	Rebranding
2	<p>The user selects "ConvoIM" from the user's "buddy list."</p> <p>No URL is inputted by a user to connect to Convo's CA for purposes of placing a VRS call.</p>	 <p>The screenshot shows the Convo application window. At the top, it displays the name 'Wayne Betts Jr' and a status of 'Away'. Below this is a list of categories: 'Co-workers' (5), 'Customers' (2), 'Services', 'ConvoIM' (highlighted in blue with a red circle around its video icon), 'Convo Help', 'Family/Friends' (1), 'Collaborations' (2), and 'Recent Buddies' (4). At the bottom, there are icons for adding contacts, voice chat, video chat, and screen sharing.</p>	<ol style="list-style-type: none"> 1. Convo will "push" (i) a new buddy list identifier to change the reference from "ConvoIM" to "Snap!VRS ConvoIM", and (ii) a logo based on the Snap!VRS logo. 2. Convo will send all users an email explaining that Convo has become a subcontractor to Snap!VRS and no longer independently offers VRS. 3. By clicking on the existing "Convo IM" buddy name, users will be routed to Step 3 below.

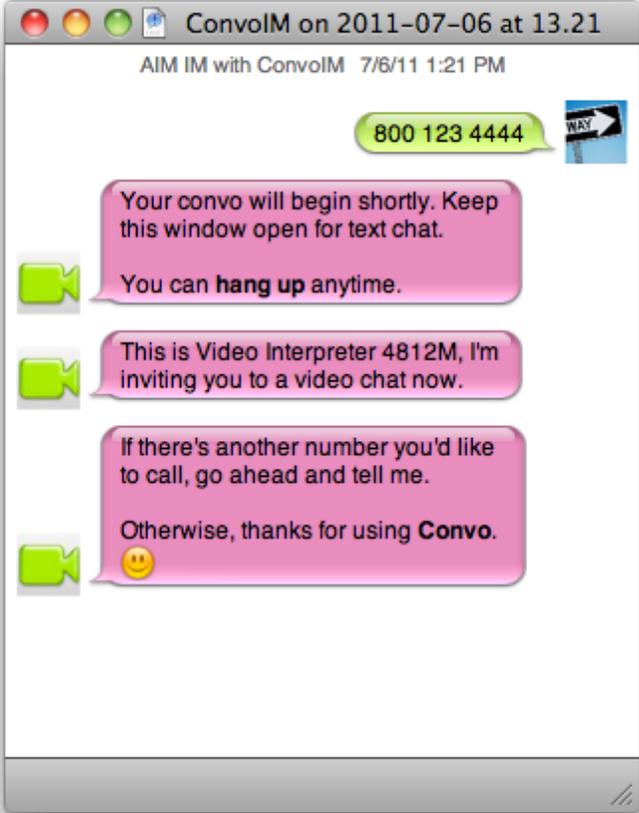
IM

Step	Current User Action	Illustration	Rebranding
3	The user logs into Convo IM by providing the user's TDN and password.	 <p>The illustration shows a screenshot of a chat application window titled "Chat with ConvoIM". The window header includes "AIM IM with ConvoIM" and the date/time "7/6/11 1:20 PM". There are icons for a thought bubble and a "SEND" button. At the bottom, a text input field contains the phone number "800 123 4444", which is circled in red. To the right of the input field is a smiley face icon.</p>	Convo and Snap!VRS will rebrand this screen so that all references to "Convo" are replaced with references to "Convo, a subcontractor of Snap!VRS", or the use of a logo based on the Snap!VRS logo.

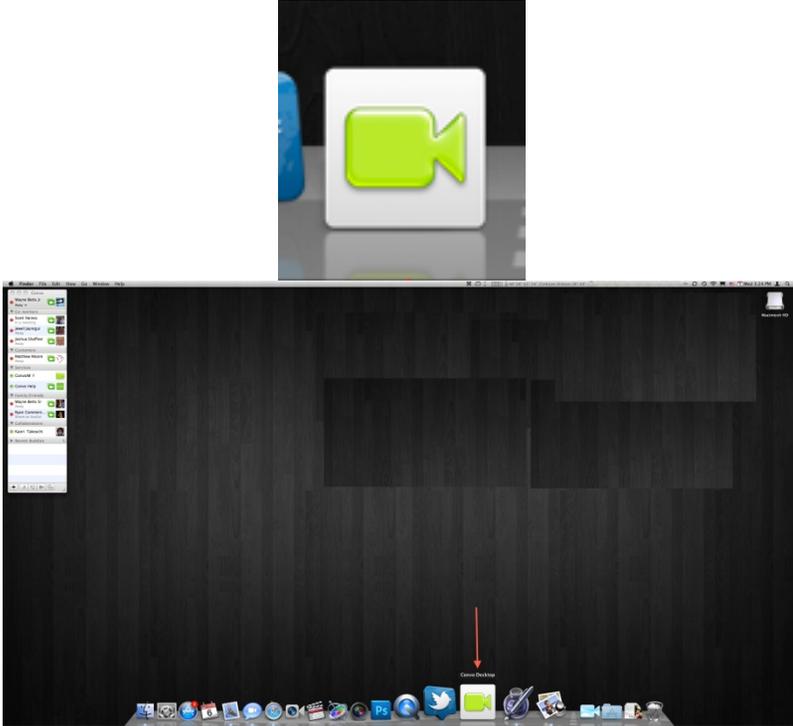
IM

Step	Current User Action	Illustration	Rebranding
4	The user submits the intended call recipient's phone number then waits for a CA.		<ol style="list-style-type: none"> 1. Convo and Snap!VRS will rebrand this screen so that all references to "ConvoIM" are replaced with "Snap!VRS ConvoIM". 2. Convo and Snap!VRS will change the reference to "Convo" in this standard introductory dialogue with references to "Convo, a subcontractor of Snap!VRS".

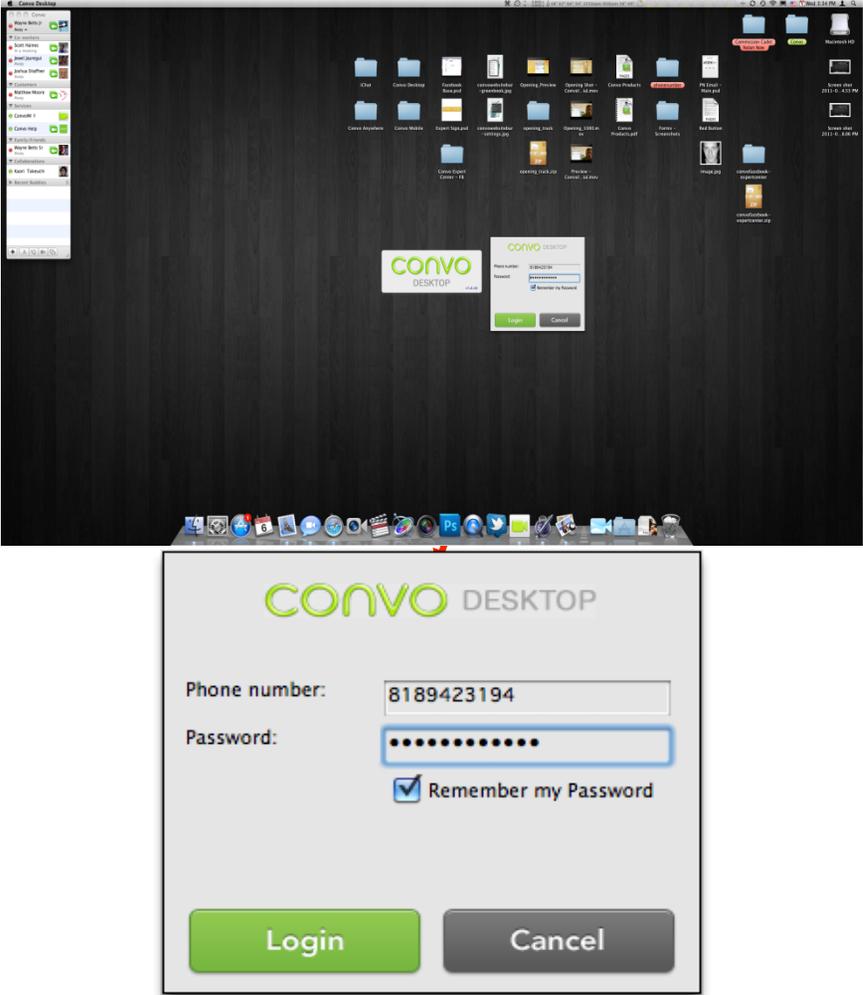
Step	Current User Action	Illustration	Rebranding
5	<p>The user receives and accepts an invitation from a CA to commence a video chat.</p>		<p>Convo will change the identifier for the CA (e.g., convo1724) by deleting the word “convo” but retaining the CA identification number. In addition, the text below the CA identifier will be changed to read: "This is Video Interpreter xxxx, I'm inviting you to a video chat now". In addition, Convo's logo will be replaced with a Subcontractor Logo.</p>
6	<p>The CA appears on the screen and the user's call is initiated.</p> <p>Upon ending a call, the user automatically is provided with the screen set forth in Step 7.</p>		<p>At the top of this user interface, Convo will change the identifier for the CA (e.g., convo1724) by deleting the word “convo” but retaining the CA identification number.</p>

Step	Current User Action	Illustration	Rebranding
7	The user closes the window set forth in Step 6 to end a call and then receives this closing message from ConvoIM.		<ol style="list-style-type: none"> 1. Convo and Snap!VRS will rebrand this screen so that all references to "ConvoIM" are replaced with "Snap!VRS ConvoIM". 2. Convo and Snap!VRS will change the reference to "Convo" in this standard closing dialogue with references to "Convo, a subcontractor of Snap!VRS".

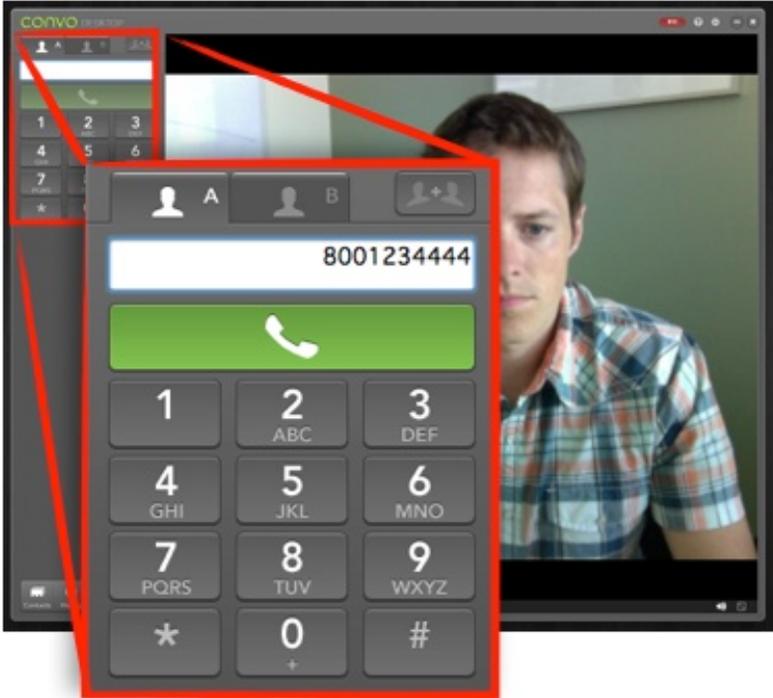
Convo Desktop (installed software)

Step	Current User Action	Illustration	Rebranding
1	<p>The user launches Convo Desktop from his desktop by clicking on the Convo logo. The user is required to have previously downloaded the software.</p> <p>No URL is inputted by a user when using Convo Desktop.</p>		<ol style="list-style-type: none"> 1. Convo will “push” a logo based on the Snap!VRS logo to replace the Convo logo appearing on the user’s desktop. 2. Convo will send all users an email explaining that (i) Convo has become a subcontractor to Snap!VRS and no longer independently offers VRS and (ii) the Desktop software be altered to a rebranded interface going forward. 3. All newly registered users only will be provided access to a rebranded version of Desktop (see Step 2 below) upon registering.

Desktop

Step	Current User Action	Illustration	Rebranding
2	The user logs into Convo Desktop by providing the user's TDN and password.	 <p>The illustration shows a Windows desktop environment. In the center, a 'CONVO DESKTOP' login dialog box is displayed. The dialog box has a title bar with the 'CONVO DESKTOP' logo. It contains the following elements: <ul style="list-style-type: none"> 'Phone number:' label followed by a text input field containing '8189423194'. 'Password:' label followed by a password input field with ten dots. A checked checkbox labeled 'Remember my Password'. A green 'Login' button and a grey 'Cancel' button at the bottom. The background of the desktop shows various folders and files, and a taskbar with several application icons.</p>	Convo will push a rebranding of the Desktop "skin," including the login screen, to existing user's computers so that Convo's logo is replaced with a Subcontractor Logo. The version of Desktop downloaded by newly registered users will include a rebranded skin.

Desktop

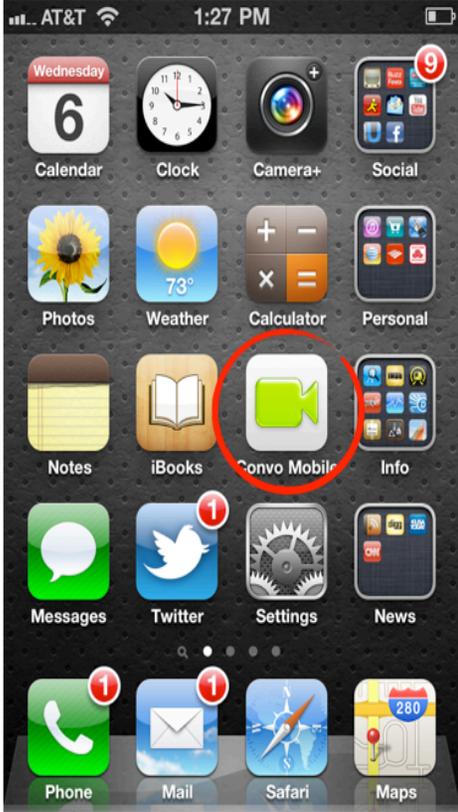
Step	Current User Action	Illustration	Rebranding
3	The user submits the intended call recipient's phone number then clicks the green "phone" button.		Convo will push a newly rebranded Desktop skin to existing user's computers so that Convo's logo is replaced by a Subcontractor Logo. The version of Desktop downloaded by newly registered users will include the newly rebranded skin.

Desktop

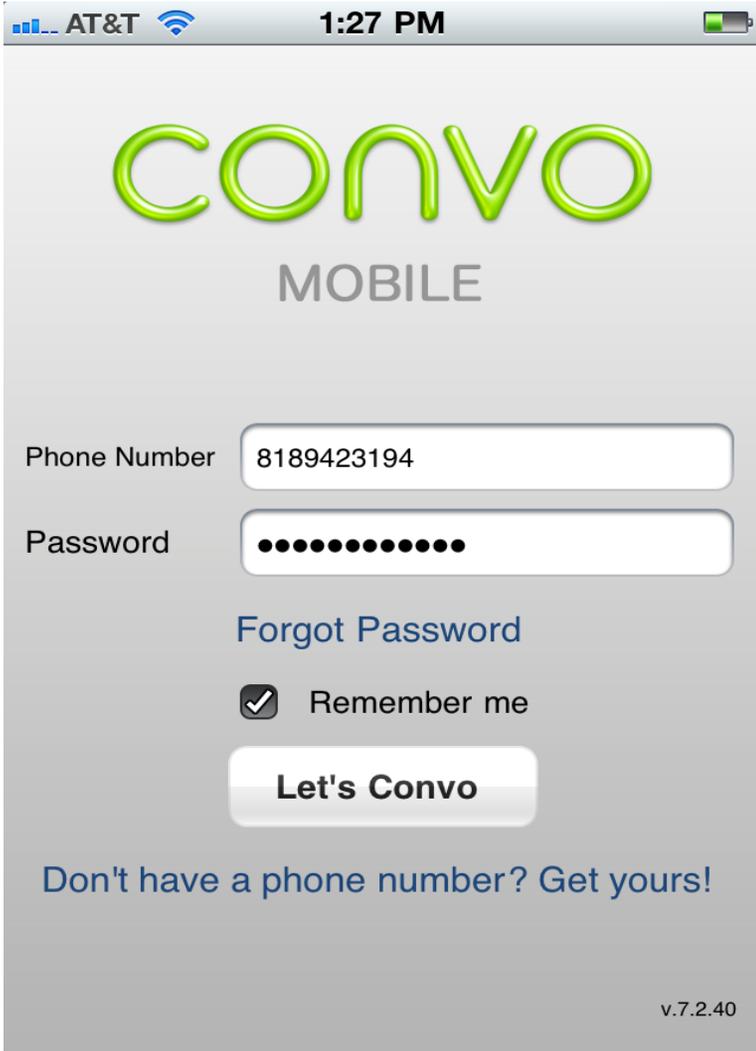
Step	Current User Action	Illustration	Rebranding
4	<p>The CA appears on the screen and the user's call is initiated.</p> <p>Upon ending a call, the user automatically is provided with the screen set forth in Step 3.</p>		<p>Convo will push a newly rebranded Desktop skin to existing user's computers so that Convo's logo is replaced with a Subcontractor Logo. The version of Desktop downloaded by newly registered users will include the newly rebranded skin.</p>

Desktop

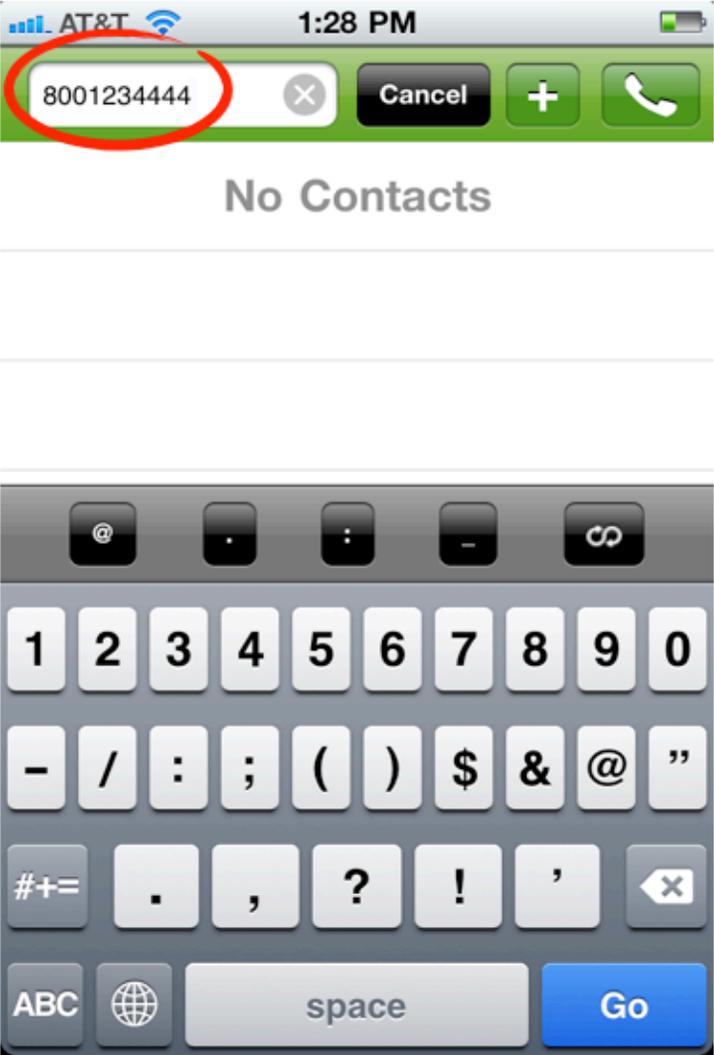
Convo Mobile (for iPhone, iPad 2 & iPod Touch)

Step	Current User Action	Illustration	Rebranding
1	<p>The user launches Convo Mobile from his home screen by clicking on the Convo logo. The user is required to have previously downloaded the application.</p> <p>No URL is inputted by a user when using Convo Mobile.</p>	 <p>The illustration shows an iPhone home screen with various app icons. The 'Convo Mobile' icon, which features a green video camera symbol, is circled in red. Other visible icons include Calendar, Clock, Camera+, Social, Photos, Weather, Calculator, Personal, Notes, iBooks, Info, Messages, Twitter, Settings, News, Phone, Mail, Safari, and Maps. The status bar at the top shows 'AT&T', signal strength, Wi-Fi, and the time '1:27 PM'.</p>	<ol style="list-style-type: none"> 1. Convo will “push” a logo based on the Snap!VRS logo to replace the Convo logo appearing on the user’s home screen. 2. Convo will send all users an email explaining that (i) Convo has become a subcontractor to Snap!VRS and no longer independently offers VRS and (ii) the Mobile application will route users to a Branded interface going forward. 3. All newly registered users only will be provided access to a rebranded version of the Mobile application (see Step 2 below) upon registering.

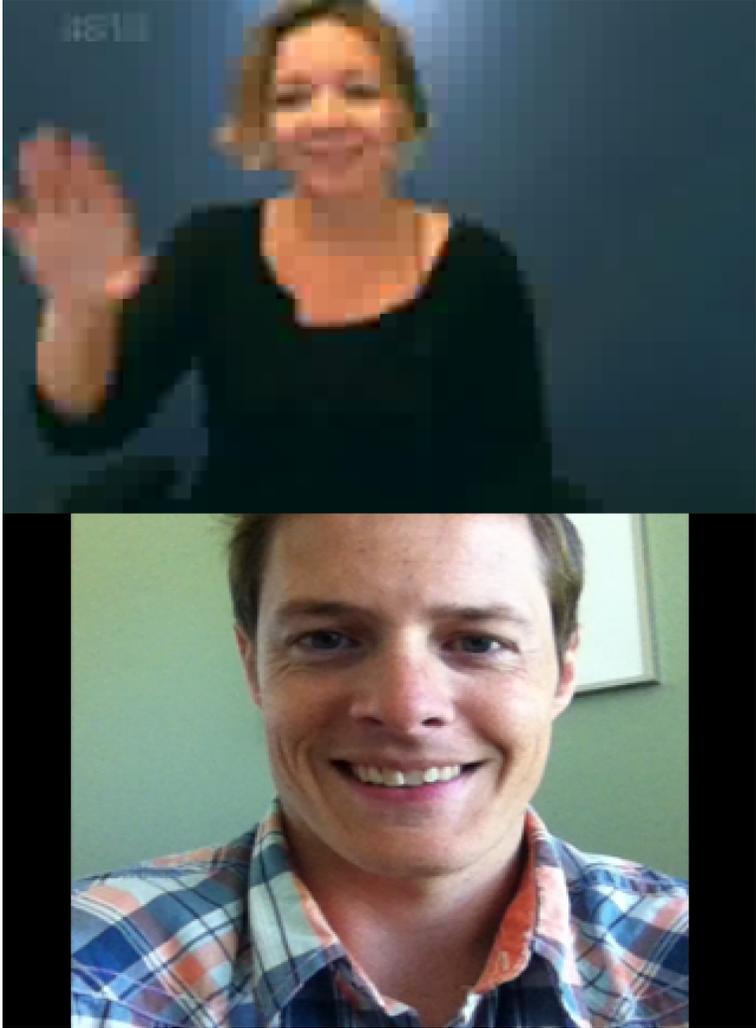
Mobile

Step	Current User Action	Illustration	Rebranding
2	The user logs into Convo Mobile by providing the user's TDN and password.		Convo will push a newly rebranded Mobile “skin,” including the login screen, to existing user’s computers so that Convo’s logo is replaced with a Subcontractor Logo. In addition, the “Let’s Convo” button will be relabeled to instead read “Log In”. The version of the Mobile application downloaded by newly registered users will include the newly rebranded skin.

Mobile

Step	Current User Action	Illustration	Rebranding
3	The user submits the intended call recipient's phone number then clicks the green "phone" button.		Although neither Convo's brand nor logo currently appears on this screen, as noted above Convo will push a newly rebranded Mobile skin to existing user's computers so that Convo's logo is replaced with a Subcontractor Logo on each screen within the Mobile application in which Convo's brand or logo appears. The version of the Mobile application downloaded by newly registered users will include the newly rebranded skin.

Mobile

Step	Current User Action	Illustration	Rebranding
4	<p>The CA appears on the screen and the user's call is initiated.</p> <p>Upon ending a call, the user automatically is provided with the screen set forth in Step 3.</p>	 <p>The illustration consists of two vertically stacked screenshots from a video call. The top screenshot shows a woman with short brown hair, wearing a black top, waving her right hand. The bottom screenshot shows a man with short brown hair, wearing a plaid shirt, smiling broadly at the camera.</p>	<p>Although neither Convo's brand nor logo currently appears on this screen, as noted above Convo will push a newly rebranded Mobile skin to existing user's computers so that Convo's logo and name is replaced with a Subcontractor Logo on each screen within the Mobile application in which Convo's brand or logo appears. The version of the Mobile application downloaded by newly registered users will include the newly rebranded skin.</p>

Mobile

convorelay.tv (for third-party videophone users)

Step	Current User Action	Illustration	Rebranding
1	<p>User enters into videophone (by keyboard or remote control depending on the videophone) either a phone number used to reach convorelay.tv or the convorelay.tv URL (www.convorelay.tv).</p> <p>Convo does not distribute videophones. As a result, this VRS service primarily is used by registered customers of other VRS providers to reach Convo's CAs. The initial screen of a Sorenson videophone is used as an example to the right.</p>	 <p>The illustration shows two views of a videophone interface. The top view shows a video call in progress with a man on the screen. The interface includes a 'Home' button, 'Received Calls', 'Missed Calls', and 'Dialed Calls' sections. A dial pad is visible with the number '(510) 314-8030' and the 'sorenson vrs' logo. The bottom view is a close-up of the dial pad showing 'convorelay.tv' entered into the 'Dial' field.</p>	<ol style="list-style-type: none"> 1. For the first ten days after convorelay.tv is migrated to the Snap ACD, when a user calls Convorelay.tv, they will be forwarded to a screen that asks them to call 877-363-7575 and then will be connected to a CA. The screen will display a Subcontractor Logo. Thereafter, such automatic forwarding will cease and the user will be required to enter 877-363-7575 to reach a CA. 2. Convo will send all users an email explaining that (i) Convo has become a subcontractor to Snap!VRS and no longer independently offers VRS and (ii) users should use the new phone number (see item 1 above) going forward. 3. All newly registered users only will be provided the new phone number (see item 1). 4. By entering Convo's existing URL (see box to the left) into a videophone, existing users will be rerouted to SnapVRS's Automated Call Distribution (ACD) to enter a call queue.

Videophone

Step	Current User Action	Illustration	Rebranding
2	<p>The process for logging in and submitting the intended call recipient's phone number varies depending on which videophone the user is utilizing. Once completed, the CA appears on the screen and the user's call is initiated.</p>		<p>Although Convo cannot push branding to a third-party videophone, to the extent that any branding is present on the user's videophone interface, such branding will be substantially similar to the Subcontractor Logo. Also, the identifier for the CA will not include a "convo" prefix.</p>

Videophone