



DES MOINES INTERNATIONAL AIRPORT - JANUARY 2009

RE: Information on Pay Email / Specs

### PAY EMAIL HISTORY & BIO

The *Pay Email* internet kiosk was created in 2002 for mobile travelers that need to check their email or surf the internet. *Pay Email* accepts cash, credit and debit cards. The *Pay Emails*' unique design is protected by US patents.

Today we are the leading provider of internet kiosks to the U.S. airport market and one of the leading providers of internet kiosks to the hotel, casino and airport market. Our *Pay Email* is extremely reliable, user-friendly, and ADA compliant. The *Pay Email* is constructed and assembled of quality components in Raleigh, NC where our corporate office is located.

### DIMENSIONS, SPECS and LANGUAGES

18" W x 22" H x 11" D – 47 lbs.

110v , 12 amp

14" LCD color screen, heavy-duty and spillproof keypad and mouse

Accepts US currency, most US & International credit and debit cards

High-speed and user-friendly

On-screen languages: English, Spanish, French, German, Italian, Portuguese

All offensive websites are blocked

Automatic reboot in case of power outage

Receipt sent to end-user's 'in-box' after using Pay Email – thus avoiding additional paper while traveling!

### MARKETING – SIGNAGE

The Pay Email is designed to attract customers by use of a "circular-motion" idle screen. As shown below, the small round icons move in a slow circular clockwise motion around the large center "Pay Email" icon. This is extremely effective for attracting attention by airport passengers. Instructions for pay email are on the screen at all time in addition to our customer service 800#.



We also supply a topper sign for the Pay Email that is visible from 100 feet away.



### CUSTOMER SERVICE

Users can contact us by a toll-free number which is posted on the Pay Email. This is staffed by a live person 24 hours a day. Our operators will talk the users through any difficulties they may have. Users can also email us via the Pay Email at no charge. For any customer who has a problem and requests a refund, we issue a refund, no questions asked within 7 days. We will also email the customer a receipt for their transaction charge upon request.

***Please call 1-800-890-2535 at any time and a customer service representative will assist you should you encounter any problems.***



There are two locations of the Pay E-Mail Kiosk on the Concourse: One at A-3 and one on C-5.