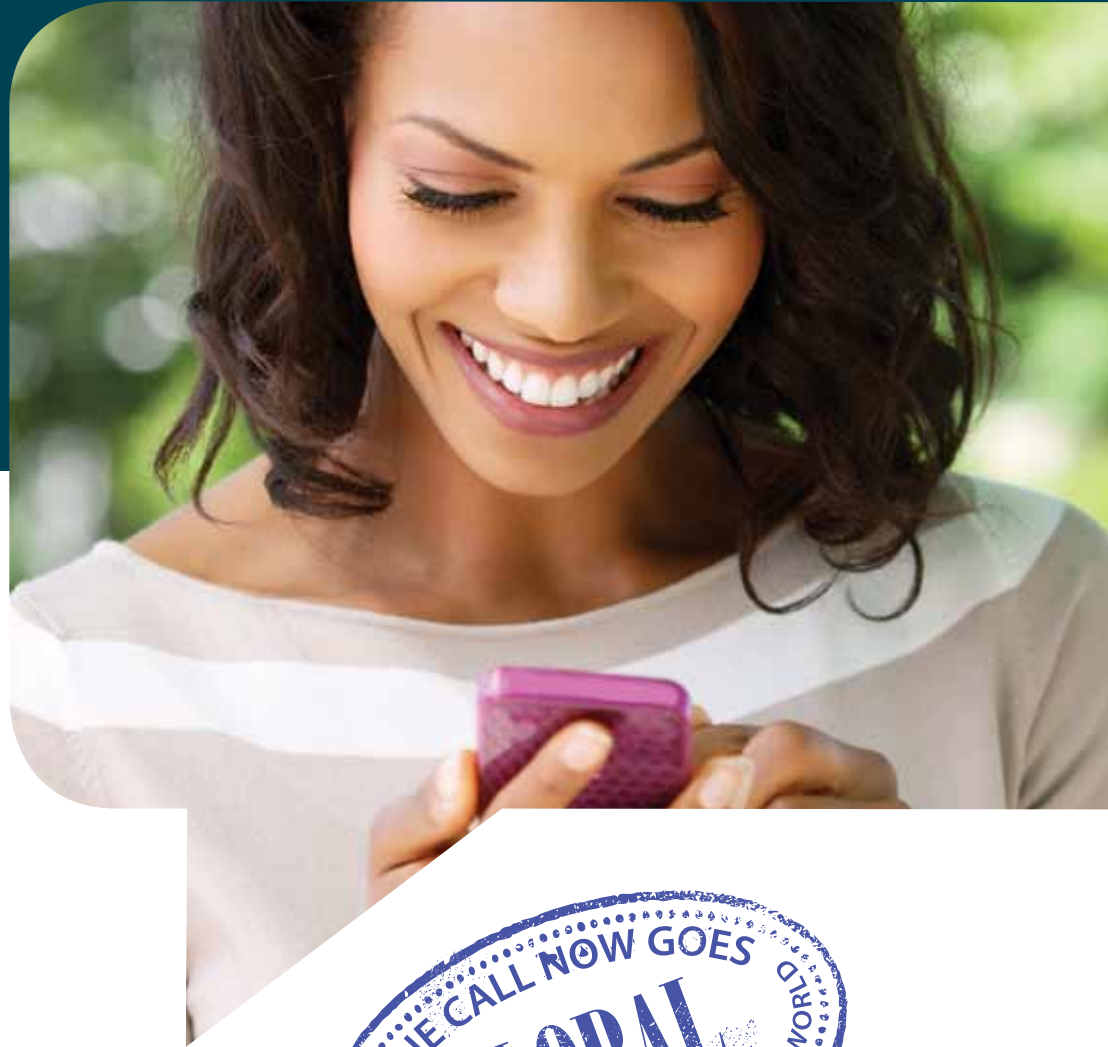
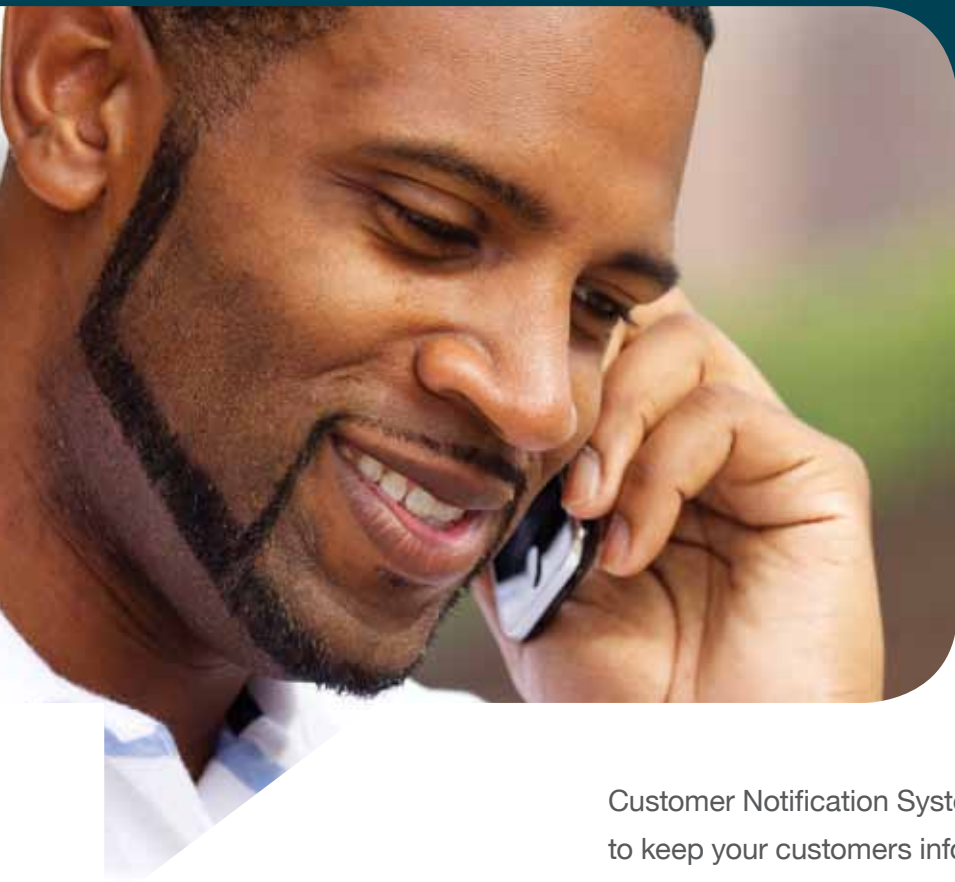


Customer Notification



One Call **Now**



Keep Customers Satisfied by Keeping them **Informed**

Customer Notification Systems from One Call Now make it easy to keep your customers informed and reminded. Send personalized messages spontaneously or through a completely automated process. It's efficient and affordable, regardless of the size of your contact list. Notify a few or thousands without tying-up your staff, your phone lines or interrupting your operations.

One Call Now is a cost effective solution for high-volume outbound calling. There's no software to purchase, no hardware to install and no additional phone lines are required.

Whether urgent or routine, **One Call Now** helps you get the word out quickly and reliably.

- Use the medium recipients prefer: voice, SMS text* or email.
- Send messages in the language they speak—up to 52.
- Personalize messages with their name and other customer-specific details.

**SMS text messaging not available in Canada*





One Call Now features streamline communications and enrich the customer service experience:

- Messages recorded in voice or typed and delivered in a natural-sounding voice
- Record and store frequently used messages
- Recipients use their keypad transfer to a call center or live service representative
- Send messages only until a predetermined number of recipients respond—sign-up for classes, events, limited offers
- PIN option – opt for recipients to enter a PIN to pick-up messages—confirms receipt and maintains confidentiality
- Select the caller ID number you want your customers to see
- Send messages anywhere in the world
- Recognition technology gives you the choice to deliver messages to answering machines and voice mail boxes, or only deliver to machines after specified times, or require a live answer
- Live, detailed reporting confirms successful contacts and explains unsuccessful attempts
- Free mobile apps for the ultimate in convenience

One Call Now is Dependable, Easy, Affordable and Fast

- 100% uptime guarantee!
- Dials thousands of numbers in minutes
- Uses crystal-clear fiber optic connections
- Provides up to 90 seconds of message time*—SMS text capacity is 130 characters
- Allows recipients to instantly respond
- Reduces the chance for human error
- International calling available

* Multiple plans are available; call us to learn which plans are best for you.

One Call Now

helps businesses enhance customer service by providing timely, personalized communications without stretching the staff or the budget.

It's fast and easy to contact any automatically generated list of customers:

Send appointment reminders

Schedule service calls

Send personalized payment reminders

Renew service agreements

Inform customers of service changes

Solicit customer feedback

Survey customers

Service completion & pick-up reminders

Renewal & recertification notices

Customer loyalty programs & promotions

Promote special events

Build brand awareness

Welcome new customers with personalized messages

Automatic Messaging

Automatic messaging is process-driven. It's triggered by preset parameters within your information management system:

- Past due dates
- Expiration dates
- New orders placed
- Orders shipped
- Appointment schedules

Sender-initiated Messaging

Sender-initiated messaging can happen anytime from any phone or any Internet-connected computer:

PHONE Make one toll-free call, record your message and select your recipients. Calls go out to everyone at once, anywhere in the world.

ONLINE Log onto our website, type your message and select your recipients. Your typed message is sent to all your SMS text and email recipients at once. Typed messages automatically generate Text-to-Speech voice messages for your call list and are sent simultaneously to your recipients.

Set-up is simple, efficient and secure. Our integration tools ensure your contact information is accurately transferred to our system and stays updated in our system. Our data transfer and storage employ the highest level of data encryption available.



One Call Now

877.698.3262
onecallnow.com

PLAN FEATURES COMPARISON	STANDARD	ENHANCED
MULTI-MODAL MESSAGING Send a voice message, an email message, a text message or all at the same time.	✓	✓
TEXT-TO-SPEECH MESSAGING Type in your message and instantly convert it to speech.		✓
HOT TRANSFER RECIPIENTS Allows calls to be transferred at the end of your message to a live operator at a telephone number you specify. You control the call pacing so your incoming lines are never overloaded. You can even pause a message and resume it at a later time to control call flow.		✓
EMAIL MESSAGING Send unlimited emails as well as voice messages to everyone on your calling list.	✓	✓
MESSAGE BUILDER Create unique messages tailored to individual recipients by inserting names, payments due, dates or any specific information automatically from a file you upload. Easily mix snippets of pre-recorded voice and data fields to craft an exclusive message with every call.		✓
PRE-RECORDED CANNED CALLS Store pre-recorded messages and send them as needed to any calling list. Just upload a file of names and numbers.	✓	✓
SMS TEXT Send SMS text messages to cellular phones. SMS text messaging is not available in Canada.	✓	✓
DISPLAY YOUR NAME AND NUMBER IN CALLER ID Recipients will know it's your important call.	✓	✓
UNLIMITED BUSY/NO-ANSWER RETRIES We keep dialing busy and no answer numbers every 30 to 45 minutes until your chosen end time. We can even continue trying the next day to reach everyone in your list.	✓	✓
DIFFERENT MESSAGES FOR LIVE VS. MACHINE Send a different message depending on whether a person or a machine answers (when initiated from the Web.)	✓	✓
REPLAY MESSAGES Recipients can press a key to replay any message with no additional time charges.	✓	✓
MULTI-LINGUAL Type in your message in English and have us speak it in Spanish. We can also translate your email messages into 44 different languages.	✓	✓
REAL TIME POLLING Record a message requesting a key press response (press 1 for yes, press 2 for no) from Group Members to get a fast survey 'vote' from everyone you call.	✓	✓
SEND TO ALL OR SUBGROUPS Easily reach everyone, or any subgroup(s); department, location, board, etc.	✓	✓
MESSENGRS Designate staff members or group volunteers as Messengers with the ability to send messages to one or more Subgroups.	✓	✓
CALL SCHEDULING Schedule a message delivery online or by phone during message recording.	✓	✓
TIME ZONE AWARE Starts and ends calls in each time zone automatically at the desired local time, across the globe.	✓	✓
AUDIO LIBRARY Pre-record your favorite messages to be sent anytime. Pre-record standard messages such as a credit card processing issues, shipment notifications, etc.	✓	✓

	STANDARD	ENHANCED
TOLL-FREE NUMBER ACCESS One toll free number to initiate, manage or replay calls—from anywhere, at any time.	✓	✓
SEQUENCE CALLING Delivers calls in a predefined sequence—allows the notification process to comply with your company's protocol.		✓
QUOTA CALLING Sends calls until a predetermined number of live answers respond via polling and/or hot transfers.		✓
PIN DELIVERY NOTIFICATIONS Requires recipients to enter a PIN to receive a message—confirms receipt and maintains confidentiality.		✓
ANSWERFLEX Choose what to do if a machine answers: ALWAYS deliver your message (or an alternate message), NEVER deliver to a machine, or ONLY deliver to a machine after a specified time of day.		✓
INTERNATIONAL CALLING Reach your people quickly and easily anywhere in the world with voice notifications to any phone number in any country; multilingual capabilities provide automatic translations.		✓
INTEGRATION TOOLS		
LIST IMPORT WIZARD You can upload new roster lists anytime. Our Import Wizard can take almost any customer, staff or roster file format, including email addresses and Subgroups, from your PC and load it securely to our servers. The Import Wizard remembers your layout for next time!	✓	✓
FLEXIBLE INTEGRATION TOOLS Automatically synchronize or transfer your roster or fully control calls from your system with our FTP, XML, Microsoft API or Web Services tools.		✓
AUTOMATE DAILY MESSAGES WITH SYNC Easily set your PC so as soon as you save a new Excel or text file, it is transferred to our servers and calls start. No manual uploading or call configuration. Ideal for frequent staff calls, calling daily lists, appointment reminders, overdue and fee notices and much more!		✓
Reliability, Capacity & Delivery Assurance		
TRIPLE REDUNDANT SYSTEMS Our secure servers and geographically diverse facilities guarantee 99.99% up time. All elements are triple-redundant with auto-fail over and backup for bullet-proof operation.	✓	✓
ASSURED HIGH SPEED DELIVERY Our system dials thousands of calls per minute to reach everyone fast via ISDN/ Copper phone lines, using forty-three (43) different carriers to get through weather, local outages and jammed circuits.	✓	✓
INTELLIGENT PACING Adjusts call delivery rates to maximize delivery speed into a PBX system or rural areas, or slow down delivery to eliminate hold times on Hot Transfer calls.	✓	✓
Support, Help & Training		
TOTALLY FREE AND FRIENDLY U.S.-Based Help and Support 24/7/365 Ninety percent (90%) of all issues are resolved within three (3) minutes by voice or live chat.	M-F 8AM- 8PM	✓
FREE WEBINAR TRAINING We offer scheduled small group Webinars every week to learn the basics as well as advanced subjects. Also, on-demand instruction is available whenever you need it.	✓	✓