

PEACE OF MIND: *your most common questions answered*

01.

ARE THE NAMES OF OUR MEMBERS EVER SOLD, RENTED OR SHARED WITH ANYONE ELSE?

One Call Now has nearly 18 million names and phone numbers in our database. We have never shared this information and we never will.

02.

ARE WE REQUIRED TO SIGN A CONTRACT?

We provide a service agreement listing what you can expect from One Call Now, but it is not a contract. This means you have the option to upgrade, downgrade or even cancel your account at any time without penalty.

03.

DO WE NEED TO INSTALL A PHONE LINE, HARDWARE, OR SOFTWARE?

One Call Now is a web-based system, so there is no hardware or software to install or additional equipment or phone lines to purchase. Use any phone (such as office, cell or home) or our website to send your messages. We also have free mobile apps that allow you to quickly send any message!

04.

WHOSE VOICE WILL OUR MEMBERS HEAR?

Anyone you designate can record and send a message in his or her own voice, and that is the voice your members will hear. Some plans also include text-to-speech where a message you type is delivered in a human-sounding, computer-generated voice (these plans have email and text messaging included, too).

05.

WHAT HAPPENS IF NO ONE ANSWERS THE CALL?

If no one answers, we will leave a message on an answering machine or voicemail. If there is no machine to pick up, we keep trying to reach that number multiple times throughout the day. Members can always call our toll-free number (877-698-3261) to listen to a message if they missed it for any reason.

06.

HOW LONG HAS ONE CALL NOW BEEN IN BUSINESS?

One Call Now was founded in 2002 and is currently our nation's largest notification provider. We serve over 11,000 churches as well as public and private schools, businesses and government entities. One in five households across the country relies on One Call Now for communications!

07.

WHAT ARE THE PAYMENT TERMS? IS THERE A START-UP FEE?

There are no start-up fees, maintenance fees or taxes. A 2% Regulatory Recovery Fee is added to each invoice, and we typically offer two options for our unlimited calling plans:

- Annual – invoices are sent annually; terms are net 30 days; Gold Plans qualify for a 10% discount
- Monthly – convenient, automatic monthly withdrawal from your credit card or bank account

08.

WHAT ABOUT TRAINING AND SUPPORT?

One Call Now provides U.S.-based client service and support to you at no additional cost. Emergency support is available around the clock, every day of the year. We offer a full menu of instructions and FAQs on your account page, including video training.

09.

CAN MORE THAN ONE PERSON SEND MESSAGES?

Yes, you can designate any number of people to send messages. You can even assign some to help manage your account. We call these people Messengers.

10.

WILL AN 800 NUMBER APPEAR ON THE CALLER ID'S OF OUR MEMBERS?

You can choose which of your phone numbers you want your members to see when a call is coming from you using the One Call Now system. This helps your members know that it is the church calling, not just a toll-free number. The caller ID will show the phone number you've chosen, even though you may be sending the message from a different phone.

