



Thank you for your interest in eDispatches, a service of Penguin Communications, LLC. Our system is designed to notify responders that an emergency call is in progress by notifying them via cell phone or other wireless device. We do this by sending you a radio scanner and a small computer that does not require a monitor or keyboard. The scanner monitors your dispatch frequency and the computer records your call when your paging tones are recognized. The information is then sent to our servers via your internet connection. Our system accesses your account, which you maintain via our website. It looks up which members are supposed to receive the call, and notifies them in one or both of the following ways:

Text message notification - A text message is sent to the wireless device informing the responder to call the listed "dispatch hotline" number. The user is then prompted to enter a PIN (which is always the same). Your exact dispatch is then replayed for you.

Voice notification - Your cellular phone rings, you answer, and your call is played. If you do not answer, your call is recorded on your voicemail.

We offer all agencies a free 30 day trial for the entire membership of your department for our text notification service. We will allow 2 users to try the voice notification during that same period (can be changed regularly to allow multiple people to sample voice notification). We pay the shipping cost to send you the equipment, and we will pay the shipping cost to return the equipment if you decide this service is not for you. It is totally free to your department for 30 days*. Towards the end of your trial, we will contact you to see if you would like to continue with the service. Should you choose to continue, you will be charged a low cost one-time set-up fee and assessed your monthly fees payable in six month or one year increments. No contracts to sign and we will prorate your assessment if you terminate service in the middle of your paid time period. Equipment provided to your department remains property of Penguin Communications, LLC.



eDispatches recognizes the need to make sure that your members receive the emergency call so you can provide a high level of service to your residents. Wherever you have wireless service, your call will be delivered to you. Does your fire pager guarantee that?

Our system is designed with many redundancies, to be as reliable as possible. These include:

- Back up central servers at various locations with reserve power
- Automatic notification to your account manager if your equipment does not check in with our server regularly

Furthermore, our account options allow this service to be customized for each individual member. Such options include:

- Blackout periods set to NOT send message during certain hours if desired
- Ability to not receive your daily tests (keep your minutes or texts to a minimum)
- Customized messages to your members informing them of training, equipment out of service or anything you desire

If you have any other questions, please contact our sales staff at (973)453-5810 x5504 and we can help to meet your needs.

Additionally, if you have a website, we can assist you with streaming audio so that people can hear your calls from anywhere in the world.

eDispatches - Keeping you in the loop!

*Penguin Communications, LLC is not responsible for text message fees or minute usage in your agreement with your wireless provider.