



Thank you for your interest in eDispatches, a service of Penguin Communications, LLC. Our system is designed to be **completely automated, dispatch involvement is NOT required.** The system is designed to alert responders that an emergency call is in progress by notifying them via cell phone or other wireless device. We can configure our system to operate in a few different ways, they are as follows:

- **Voice Notification** - Your cellular phone rings, your answer, and your call is played. If you do not answer, your dispatch is placed on your voice mail. This notification also works with landlines.
- **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 remains the same). Your exact dispatch is then played for you.
- **PRIORITY BLAST** - Call the eDispatches "Hotline" and enter a user access ID and password. Leave a message that rings your entire department's cell phones or landlines.
- **CAD Relay System** - Your dispatch CAD system* sends your call to our distribution system via a single, secure email address. We then relay the message using our reliable distribution system. Typically these messages are received within 10-15 seconds** of the dispatcher sending the message.

Our Text and Voice Notification System operates using a radio scanner and a computer that we provide to your department. The computer does not require a screen or keyboard. The scanner monitors your dispatch frequency and the computer recognizes your tones and records your calls. That information is then sent to our servers via your Internet connection. Our system accesses your account, which you maintain via our website. It recognizes which members are supposed to receive the call and notifies them with either a text or voice notification.

Our CAD Relay System is designed to take your dispatcher's CAD entry and send it to you in a text message. This message is limited to 140 characters as dictated by most wireless providers. This will allow you to receive the address and type of call in progress. Your CAD system must be capable of sending this information to a single, secure email address. Our reliable distribution system then delivers the message in 10-15 seconds**. Many departments try to do this on their own. The cellular provider SPAM filters then delay or dump their messages. Our system is designed to work to avoid SPAM filters, creating a service that can be relied upon.

PRIORITY BLAST is available as an add-on or standalone system. It is a true back-up in case your dispatch center goes down and can't send out pages or you need to notify the entire department of a situation immediately. You simply call in and leave a message, that is "Blasted" out as a phone call to all of your members. They are alerted with a preemptive message that says " Please standby for a PRIORITY BLAST message from eDispatches", followed by your actual important message. Your member phones will ring in seconds. No additional equipment is required for PRIORITY BLAST.

We offer all agencies a free 30 day trial for the entire membership of your department for our text notification service. We will allow 5 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. Demo of the CAD Relay System does not require eDispatches to send you any equipment. We will provide you with a secure email address and you will need to coordinate CAD programming and procedure on your end.



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 across the country with auxiliary 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. *Now allowing predetermined groups!*

If you have any other questions, please contact our sales staff at (973)453-5810 x5555 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. Additionally, if you have a website or smart phone, we can stream your active radio traffic to you anywhere in the world.

eDispatches, Keeping you in the emergency loop.

*CAD system must be able to send to an email address for CAD Relay services **May depend on wireless carrier ***Penguin Communications, LLC is not responsible for text message fees or minute usage in your agreement with your wireless provider.





Current Pricing

(Effective March 2009, subject to change)

Plan	Price Per Month	Number of Text Notification Recipients	Number of Text Notifications	Number of Voice Notification Recipients	Number of Outgoing Voice Notification Calls Per Month	Overage Cost Per Outgoing Call Over Monthly Allotment
Bronze	\$79.00	25	<i>Unlimited</i>	25	250	\$0.48
Silver	\$129.00	50	<i>Unlimited</i>	50	1250	\$0.19
Gold	\$179.00	120	<i>Unlimited</i>	120	3000	\$0.12
Platinum	\$233.00	<i>Unlimited</i>	<i>Unlimited</i>	<i>Unlimited</i>	5000	\$0.05
Diamond	\$388.00	<i>Unlimited</i>	<i>Unlimited</i>	<i>Unlimited</i>	10000	\$0.04
Diamond 2	\$588.00	<i>Unlimited</i>	<i>Unlimited</i>	<i>Unlimited</i>	15000	\$0.04
Diamond 3	\$788.00	<i>Unlimited</i>	<i>Unlimited</i>	<i>Unlimited</i>	20000	\$0.04
Diamond 4	\$988.00	<i>Unlimited</i>	<i>Unlimited</i>	<i>Unlimited</i>	25000	\$0.04
Diamond 5	\$1,188.00	<i>Unlimited</i>	<i>Unlimited</i>	<i>Unlimited</i>	30000	\$0.04

Departments receive a free 30-day trial. Trial includes unlimited text notifications for the department and a limited number of voice notification recipients. Custom messaging is included for no additional cost on all plans. A one-time set-up fee of \$199 applies after free trial if you choose to subscribe. Billing occurs in 6-month or 12-month increments. Call a sales representative for details!

Additional Services Available:

- **Text Notification Only Plans are available at rates ranging from \$49-\$149 per month (rate based on number of recipients) Call for details**
- PRIORITY BLAST, depending on your package, can start as low as \$10 per month. It is also available as a standalone service, please call for pricing
- Listen to today's calls off of our call log on the website – **Free**
- Daily email with the recorded calls from the day prior - \$5/month
- Streaming audio to your department website using our eDispatches equipment – Add to your subscription for an extra \$10/month!
- If your neighboring auto-aid department has eDispatches, get their calls too! - \$5/month, per tone



eDispatches Sale/Info 973-453-5810 ext. 5555
eDispatches Technical Support 973-453-5810 ext. 5556