



## eDispatches Information & Pricing Document

(Revised December 2011 – 3 pages)

Thank you for your interest in eDispatches, a service of Penguin Communications, LLC. eDispatches has been delivering reliable service to our clients since 2004. As of December 2011, we had over 125,000 paying recipients. Our system is designed to be completely automated and dispatch involvement is NOT required. We alert responders that an emergency call is in progress by notifying them via cell phone, landlines, or other wireless devices. We can configure our system to notify in a few different ways (accounts can mix and match):

- **Voice Notification** - Your phone rings, you answer, and your exact dispatch is played. If you do not answer, your dispatch is placed on your voice mail in entirety. This notification also works with landlines.
- **NEW Android/iPhone App Notification** - Clients download our FREE app which allows their smart phone to operate similar to a voice pager. The call triggers the phone speaker to open with an alert tone and the exact dispatch comes right out. These apps have a stored voice/call feature included.
- **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 and your exact dispatch is then played for you.
- **PRIORITY BLAST** - Call the eDispatches "Hotline" and enter a user access ID/password. Leave a message that rings your entire department's cell phones or landlines. Customizable groups included.
- **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. in 5-10 seconds.

Our text, voice and app system operates using a radio scanner and a computer that we provide to your department at no expense. 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 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, voice and/or app notification.

Our CAD Relay System is designed to take your dispatcher's CAD entry and send it to you in a text message. The 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 an email address. Our reliable distribution system then delivers the message in 5-10 seconds (may depend on wireless carrier). Many departments try doing this on their own but the cellular provider SPAM filters then delay or dump their messages. Our national network is designed to work with SPAM filters, creating a service that can be relied upon. Your dispatch center CAD must be able to forward entered information to an email address. Their cooperation is required for this feature.

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 stand by for a PRIORITY BLAST message from eDispatches", followed by your actual voice message. Your member phones will ring in seconds. This feature can send the message to the entire list of recipients or allows for creation of custom groups. No additional equipment is required for PRIORITY BLAST.

We offer all departments a free 30-day trial for the entire membership to try our text and app notification service. We will allow 10 recipients to try the voice notification (direct phone call) during that same period. Recipients of voice notification can be changed regularly to allow multiple people to sample voice notification on trial. We pay the shipping expense 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. Penguin Communications, LLC is not responsible for text message fees or minute usage in your agreement with your wireless provider. 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 provide to your department remains property of Penguin Communications, LLC. Demo of the CAD Relay System or Priority Blast does not require eDispatches to send you any equipment.



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 national network has many redundancies so your users can rely on our system. These include the following:

- Back up central servers across the country with auxiliary power
- Automatic notification to your account manager and select recipients if your equipment does not check in with our server every ten minutes.

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. Predetermined groups for custom messaging included.

If you have any other questions, please contact our sales staff at (973)453-5810 x5555 and we can help to meet your needs. Have a specific need not addressed in our documents? Customizable solutions may be available.

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.**



**eDispatches.com**  
**Don't EVER miss a call**

Audio dispatch to your phones via these methods:  
Direct Phone Call - Text Notification  
CAD Relay

**NEW iPhone & Android App!**  
Your Phone Operating Similar to a Voice Pager w/ Stored Voice!

**FREE DEPT. TRIAL**  
Mass Messaging Included

(973) 453-5810  
www.eDispatches.com

QR code, Facebook, Twitter, and App Store icons.



### Current Pricing

(Effective Spring 2011 - subject to change)

| Plan             | Price Per Month | Number of Text Notification Recipients | Number of Text/App Notifications | Numer of Voice Notification Recipients | Number of Outgoing Voice Notification Phone Calls Per Month | Overage Cost Per Outgoing Call Over Monthly Allotment |
|------------------|-----------------|--|----------------------------------|--|---|---|
| <b>Bronze</b>    | \$79.00         | 25                                     | Unlimited                        | 25                                     | 250   | \$0.48  |
| <b>Silver</b>    | \$129.00        | 50                                     | Unlimited                        | 50                                     | 1250  | \$0.19  |
| <b>Gold</b>      | \$179.00        | 100                                    | Unlimited                        | 100                                    | 3000  | \$0.12  |
| <b>Platinum</b>  | \$233.00        | 200                                    | Unlimited                        | 200                                    | 5000  | \$0.05  |
| <b>Diamond</b>   | \$388.00        | 250                                    | Unlimited                        | 250                                    | 10000   | \$0.04  |
| <b>Diamond 2</b> | \$588.00        | 350                                    | Unlimited                        | 350                                    | 15000   | \$0.04  |
| <b>Diamond 3</b> | \$788.00        | 450                                    | Unlimited                        | 450                                    | 20000   | \$0.04  |
| <b>Diamond 4</b> | \$988.00        | 550                                    | Unlimited                        | 550                                    | 25000   | \$0.04  |
| <b>Diamond 5</b> | \$1,188.00      | 650                                    | Unlimited                        | 650                                    | 30000   | \$0.04  |

NOTE: Number of recipients receiving a voice notification (direct phone call) multiplied by number of monthly tone-outs will direct you towards the proper plan. Those recipients on text or app receive unlimited alerts. Call our sales department for an accurate quote.

Departments receive a free 30-day trial. Trial includes unlimited text/app recipients for the department and 10 voice notification recipients. Mass messaging is included for FREE on all plans. A onetime set-up fee applies after free trial if you choose to subscribe (\$199 US/\$299 Canada). Billing occurs in 6-month or 12-month increments with NO CONTRACTS to sign, cancel at anytime. FREE tech support is always included. Call a sales representative for details!

**Please Note the Following:**

- Text Notification Only Plans are available at a slightly lower rate. Call for details.
- PRIORITY BLAST, is a \$10 per month add-on. It is also available as a standalone service, please call for pricing.
- Call for CAD Relay pricing.
- Listen to today's calls off of our call log on the website - Free
- Daily email with the recorded calls. (.mp3) from the day prior - \$5/month
- Streaming audio to your department website using our eDispatches equipment - Add to your subscription for an added \$10/month!

