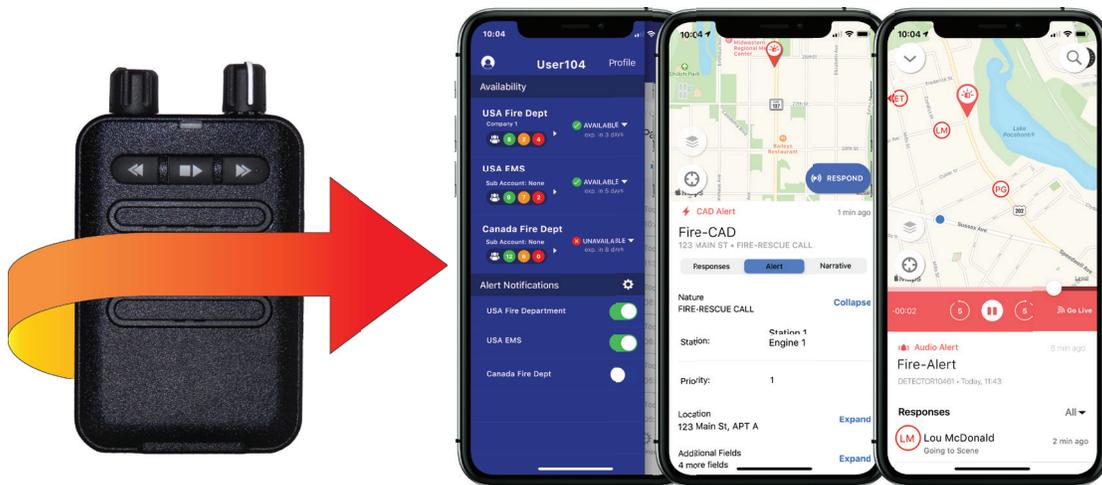


## Introduction

Thank you for your interest in eDispatches! We have been providing services to hundreds of thousands of emergency responders like yourself since 2004. eDispatches is a collection of services, most of which are completely automated as well as a few that work with a very small amount of integration with your dispatch center. Our mission is to provide an enhanced emergency dispatch experience on your wireless devices, no matter how basic or smart they may be. Every prospective client will have the ability to experience our services for a full, no obligation, free 30-day trial period.

If you are presenting our service at a department meeting, please feel free to visit our support page for Full tutorials, videos and screenshots: [support.edispatches.com](http://support.edispatches.com)



## Automated Monitoring Services – No Dispatch Involvement!

**AUDIO DISPATCH:** Our most popular feature, used by greater than 90% of our clients, provides an audio recording of your actual dispatch message to your mobile or landline phone. Our system monitors your dispatch channel and detects each of your dispatches. A recording is made and distributed to your members' devices via our mobile app, an ordinary phone call or via a text message. eDispatches operates on both analog and digital radio systems.

Other than the rock solid reliability, the next best thing about our audio dispatch service is that it requires no participation on the part of your dispatch center. Since there's nothing for them to do, you don't even have to tell them you're using eDispatches! No additional work for the dispatcher = happy dispatcher = happy emergency responder.

This completely automated service has helped many agencies resolve some of the negative aspects of the narrow band mandate such as gaps in coverage or reduced range of their radio system. Since you'll receive your alerts anywhere you have signal to your mobile device (or WiFi for the mobile app), you effectively give your dispatch system worldwide coverage! Nothing can compare the cadence and emotion in the voice of the dispatcher on the other end of the radio. If the dispatcher is amped up, you probably have a significant emergency.

## CAD Messaging Service – Requires Dispatch Integration

CAD DISPATCH: Many clients wish to receive messages from their dispatcher’s computer aided dispatch (CAD) system for entries performed by their dispatcher. If your dispatch center uses a CAD system, we have the ability to transmit those messages to your staff in addition to our audio dispatch services or as a standalone CAD-only service. CAD Messaging does not require any equipment from eDispatches, but does require that a small amount of configuration be completed in your dispatch center’s CAD system. Most modern CAD systems have the ability to send their messages as a standard email. All that needs to be done is a one-time configuration change so the CAD starts sending an email to us whenever a call is dispatched. The eDispatches system then handles the “hard part” of maintaining distribution lists and, most importantly, ensuring reliable delivery. No longer will your dispatch center need to be burdened with adding and removing members as they come and go – you will have complete control over who does or doesn’t get CAD messages. This feature also enables the feature one-touch mapping and routing via the app.

There are three primary features of the eDispatches Enhanced CAD Relay service that make it superior to “standard” CAD text messages that your dispatch center might already send:

- 1. Reliable delivery** – many of our CAD customers tell us that they frequently suffer from unreliable message delivery when their dispatch center sends CAD messages. Often this is caused by spam filtering on the part of the mobile carriers. The carriers see large quantities of very similar looking messages coming from a single location (the dispatch center) and they decide that they’ve got a spammer on their hands. The result is messages that are either significantly delayed, or dropped entirely. eDispatches, however, has many years of experience working directly with the carriers and we even have agreements in place to ensure timely delivery of your messages.
- 2. Enhanced CAD features** – in addition to a simple text message, eDispatches also integrates your CAD messages directly into our apps, enabling you to see the entire CAD message (not just a limited amount of characters), one-touch mapping with driving directions and even listen live to the streaming audio feed from your radio system!
- 3. It’s included for FREE with all audio dispatching plans!** Stand-alone pricing does exist for CAD-only service, but we say it time and again: “There’s no substitute for hearing the dispatcher’s voice.”

If you’re unsure of your dispatch center’s capabilities, simply give our sales staff a call and we can assist you to find out if you can utilize this feature.





### **No-Cost, Risk-Free Trial for Departments**

Once you are ready to give eDispatches a try, we will start you with a 30-day free trial period. During the trial, you'll be able to use the full capabilities of the system with all of your members. To begin your trial, we ship to you, at zero cost, a state-of-the-art, small form-factor computer and a radio receiver. The equipment needs to be setup in a location that has power, internet service and good radio reception of your dispatch channel. We'll provide you with a username and password to access your account via our customer web portal, where you can enter your member information, such as name, cellphone number and the tones for which we should alert them. Once you've setup the equipment and entered your members, everyone will start receiving alerts on their devices every time your dispatcher drops the tones! If you ever need some help along the way we have a fully staffed, US-based support department that's only an email or phone call away.

The equipment remains the property of eDispatches so there's no expensive hardware to buy and we will replace it free of charge if it ever fails. We even pay for shipping in both directions, including if you decide not to continue after the 30-day free trial. There is absolutely no cost of any kind to begin your trial and you are under no obligation to continue after 30 days.

Many companies will say "No-Cost" and "Risk-Free" and then use the fine print to trick you into signing up for a service that's not right for you. That's just not how we operate. "No Cost" and "Risk Free" mean exactly that - we don't even talk about billing until you're near the end of trial and it's time to decide about keeping the service. We're so confident you'll like us that we've operated like this for more than 16 years. All we require is that you return the equipment, at our expense, if you choose not to continue.

## Notification Methods

Each recipient has the option to utilize one or more of the following notification types simultaneously:



**Smartphone App:** Our most feature-packed option! We have a free app for Android and iOS devices (iPhone, iPad, iPod Touch) that allows your device to operate just like a tone and voice pager. It allows for call repeat/rewind, mapping/routing and live continuous radio streaming. Our clients that are utilizing Enhanced CAD Relay will also have that information appear within the app. Users have the ability to control their own On/Off settings to manage their own experience.. Access to administrative features and mass messaging to the members of your account is also contained within the app. You maintain control over who is allowed to send mass messages to your members. We have numerous features packed into the app which include:

**Response:** When an alert for an incident arrives, you will see Response buttons directly on the alert screen. This feature allows you to see at a glance which members are actually en route and which members are unable to respond. Members are currently able to indicate one of three response choices:

- En route to Station
- En route to Scene
- Unable to Respond

**Availability:** This feature allows you to see at a glance the general Availability of each of your members at the current point in time. This gives you an idea of who would be available to respond if an incident was to occur right now.

To help you keep this info as “fresh” as possible, you can assign one or more of your members the permission to “Request Availability” for your agency. When a request is made, everyone will receive a notification on their device asking them to update their current status. Additionally, a person’s chosen status automatically “expires” after a set period of time, so that their Availability shows as “Unknown”, because they have likely forgotten to update themselves recently. The default value is 5 days, but you can change it if you prefer something different.

**PreAlert:** Get notified 90% faster than before with Pre-Alert! This is included for all of our clients.

**NEW 2020** - Version 4.0 eDispatches app which is a complete redesign of our mobile app including new features!

**NEW 2020** - Visual Response: Users that are using app version 4.0 or greater will have the ability to see personnel moving on the map towards the station or scene once a response selection has been made. In order to protect privacy, this info is only displayed during the call window, after which, people and their location disappear from the map.

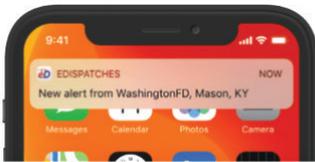
**NEW 2020** - In App Messaging - Priority messaging and Priority Blast notifications will be available in app.



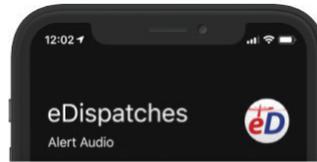
**Voice Notification** (Direct phone call): Works for any phone, even a landline! Our system makes an ordinary phone call to your members and when they answer, the recording of your dispatch message will play. If your member doesn't answer, we will automatically leave the full recording as a voicemail message.



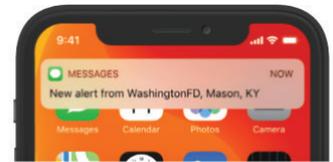
**Text Notification:** We will send your members a text message that contains the name of the tone and the time of the alert. The text message also includes a web link that can be tapped to play the recording as well as a phone number and "dial-in" code. A user with a very basic cell phone can then call the phone number and enter the dial-in code to hear the dispatch recording. CAD messages may also be selected to come via text message.



**App Alerts**



**Voice Alerts**



**Text Alerts**

Your personnel will receive the dispatch via one or more notification methods which can be configured on a person-by-person basis.

	Text Message	Voice (Direct Phone Call)	Android / iOS App
Smart Phone	●	●	●
Basic Cell	●	●	
Landline		●	
Alpha Numeric Pager	●		

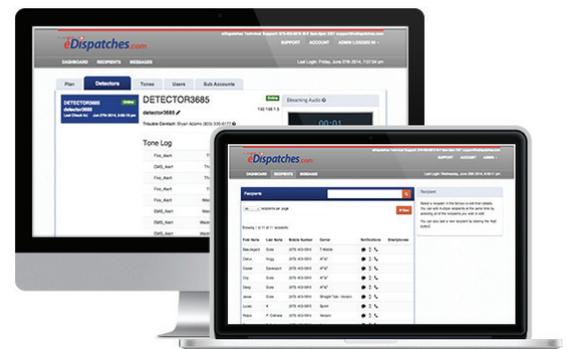
## Display Boards



Our Availability & Response feature is full viewable by all mobile app users, however, sometimes you just want to see that info on a big screen! Introducing eDispatches Display boards. Administrators are able to obtain a web address from the portal and display Availability and Response information on any screen. We have no limit on how many display points a client wishes to use. Display this info around a station, in dispatch or even on a personal computer. This feature allows for various options which includes playing or displaying your current alerts. Best of all, this feature is included in ALL plans for no additional charge.

## Administrative Website

Our online customer portal and available tutorials are packed with features that include an account dashboard, mass messaging to the department, live radio streaming and equipment status. We also provide the ability to create “sub accounts” for customers who prefer to keep individual companies or organizations administratively separated. The website also provides account/billing information and easy access to our technical support portal.



## Mass Messaging – Priority Text

All eDispatches plans include unlimited text-based mass messaging. You can authorize specific individuals to send out their own unique announcements through our web portal or via our app! Every account has an “everyone” group and administrators can make specific groups of recipients, as well (think “Officers”, “EMT’s”, “Firefighters”, etc.). If your message needs to go to very specific members, you can select individual people to receive that message. This feature is valuable for that training night reminder, a rig out of service or any other message you want to communicate to your staff. These messages are sent as a standard SMS text message.

## **Large Account – Sub-Accounts**

For large jurisdictions or numerous agencies under one account, eDispatches provides the ability for the account administrator to create “sub-accounts” to keep different agencies separated administratively. For example: You are responsible for numerous fire agencies but don’t have the time to manage all of the people. You can create sub-accounts at your discretion and assign each fire chief to maintain their own recipient lists/settings. As the “Account Administrator”, you retain the ability to provide tiered credentials for access so you can give each Chief as much or as little access to the global settings as you wish. It is also possible to allow people to simply have mass messaging rights without the ability to alter recipient settings.

## **Our Monitoring Systems**

Our equipment completes numerous status checks on itself and checks-in with our servers at least once every 10 minutes. If these checks fail, we automatically notify the Account Administrator (and other recipients, if you so desire) that the equipment is offline. The most common cause of these failures is a temporary loss of power or Internet service. In those cases, the equipment will automatically recover when power or Internet is restored and you will receive another notification letting you know that the equipment is back online. In the event that the issue is something other than power or Internet, our fully staffed support department is available to assist you with resolving any other problem you may be encountering. eDispatches operates a vast network of servers strategically located in hardened data centers throughout the USA. Our server infrastructure is designed to ensure that you continue to receive alerts even in the event of the catastrophic loss of multiple servers in the network. We have developed this network over a period of more than 16 years and it is incredibly capable and most importantly, reliable. Please note that you remain responsible for your own local power and Internet connections.

## **Reliability**

eDispatches recognizes the need for reliable coverage. Since many primary radio systems suffer from limitations due to terrain, outdated equipment or issues related to the narrowband mandate, a secondary method of notification is typically desired. With eDispatches, you will receive your dispatch anywhere you have wireless service. Although the eDispatches system is incredibly reliable, we offer our services as a secondary notification system because there are certain variables that are beyond our control. Local power, internet and cellular carriers are all required to complete the notification process. Neither we nor you have any control over these utilities, therefore it is prudent that eDispatches be considered a secondary system. All clients are encouraged to continue to use their primary notification systems. eDispatches is not responsible for fees from your cell carrier that are related to text message or data usage.

Pricing Packages begin on the following page.

Plan	Included Recipients	Notifications	Price
Firefighter	15	UNLIMITED	\$49.00/month
Lieutenant	25	UNLIMITED	\$79.00/month
Captain	50	UNLIMITED	\$129.00/month
Deputy Chief	100	UNLIMITED	\$179.00/month
Chief	200	UNLIMITED	\$233.00/month
Chief 2	250	UNLIMITED	\$288.00/month
Chief 3	300	UNLIMITED	\$388.00/month
Chief 4	400	UNLIMITED	\$588.00/month
Chief 5	500	UNLIMITED	\$788.00/month
Chief 6	600	UNLIMITED	\$988.00/month
Chief 7	700	UNLIMITED	\$1,188.00/month
Custom Plan	701 +	UNLIMITED	Please Call

*\*\*A 5-person add-on is available for \$15.00/month if you are just over a package. This may be applied numerous times.*

- Multi-department accounts may have an added charge for numerous tones - please call for clarification
- A one-time activation fee of \$199 for our USA clients is assessed on the first invoice. Canadian clients are encouraged to inquire about their present activation fee while the exchange rate remains poor. Options do exist to ease the burden of the poor exchange rate. This fee covers activation on one radio frequency (not tone pairs). Additional radio frequencies may need additional equipment/ detectors.
- Added detector fee is a one-time activation fee of \$279.00 each
- Priority Blast is \$10.00/month

We encourage you to call our sales staff with any questions. Almost all questions can be answered in a short phone call - you'll find that we're very friendly and extremely easy to work with over the phone. If you feel you have a unique circumstance please contact us as we most-likely have a solution that fits your needs. If we don't, we can often point you in the right direction because we have many contacts in the industry and we know your time is important. Thank you for investigating and considering eDispatches, where you "Never Miss a Call!"

The eDispatches staff is ready to bring your department to trial! Please contact us at:  
(973) 453-5810 -or- sales@edispatches.com