



Peace of Mind: Your Most Common Questions Answered

ONE

Are the names of our contacts ever sold, rented or shared with anyone else?

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

TWO

Are we required to sign a contract?

We provide a service agreement listing what you can expect from OnSolve, but it is not a contract. This means if you grow you can upgrade at anytime.

THREE

Do we need to install a phone line, hardware or software?

OnSolve 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!

FOUR

Whose voice will our contacts 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. Most 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).

FIVE

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. Contacts can always call our toll-free number (877-698-3261) to listen to a message if they missed it for any reason.

SIX

How long has One Call Now been in business?

One Call Now is one of OnSolve's market-leading critical communications products. We enable groups and organizations of all sizes and types to quickly, securely and reliably distribute critical information to large numbers of people on virtually any device and network. OnSolve sends over two billion notifications annually and has provided more than 60 years of proven support to both the public and private sectors. We deliver critical event management solutions that give our customers the

ability to proactively keep everyone informed, instill confidence, foster teamwork, mitigate disruptions, improve operational outcomes, protect assets, and save lives.

SEVEN

What about training and support?

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

EIGHT

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.

NINE

Will an 800 number appear on the caller ID's of our contacts?

You can choose which phone numbers you want contacts to see when a call is coming from you using the One Call Now system. This helps your contacts know that it is your organization 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.

TEN

Is an app available?

Yes. The One Call Now App is available for iOS and Android. To download, go to the App Store or Google Play and search for "One Call Now."

