

Changing communications methods.



With the nearly universal prevalence of cell phones and PDAs, people are changing the way they communicate in all aspects of their lives. SMS is already among the most heavily used of all electronic communication methods and the usage increases every day.

With ever-increasing service level expectations, utilities must now adapt to customer preferences for on-demand information. This means offering choices in how, when and where they receive service status and restoration information, updates and other important messages from their utility.

TFCC now offers our clients an automated Text Messaging option that's yet another feature for our industry-standard High Volume Call Answering (HVCA) system.

UTILITIES

Status updates help your customers plan their lives.

With TFCC's Text Messaging service the benefits are clear:

- Provide greater convenience to customers who prefer electronic modes of communication
- Utilize electronic method of contact that is available even if service is out, and is usually successful even when phone networks are down
- Leverage current HVCA system and existing interfaces with CIS, OMS, etc.
- Utility client does not need to acquire its own SMS short code
- Requires few development of IT resources from client

Features include:

- 24/7 technical support
- Personal Client Manager
- No hardware to buy
- No software licenses
- No additional phone lines to install
- Designed to fit your organization

Utility Communication Solution

Inbound or outbound. High-volume or highly specialized. These communication solutions help you quickly share information, streamline operations and provide top notch customer service. Each component is engineered to work together, functioning as a completely integrated utility communication solution.



TFCC has been a leading provider to utilities for over two decades.

Visit tfcci.com/products/outage-text or call **800.382.8356** to get details and get in touch.