

Proactive Customer Communications For Utilities

Technology to Connect People to Information



As a utility you're operating not only as a business, but also as a public trust. Maintaining that trust depends on your ability to offer your customers safe, reliable resources and timely service.

Your customers place their confidence in you to keep them informed when a situation requires their awareness or demand their informed cooperation. Proactive customer communication is a key and a reliable outbound notification system, gives you the confidence and peace of mind to quickly communicate critical customer information.

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TFCC Alert is a fully hosted, high speed, high volume outbound notification system that lets you send time-sensitive information to thousands of people anytime, anywhere on any device. TFCC Alert is built on the key benefits our clients insist on: multiple applications, performance and reliability, speed and scalability.

Ease of Use

TFCC Alert's task-based workflow and one-page quick launch make creating and sending notifications stress-free. Select the type of message you'd like to send and TFCC Alert will present only the options needed for that particular message type, all on one page.

Multi-Modal

With TFCC Alert you can send targeted messages to select groups or geographic areas by landline, cell phone, VoIP phone, PDA, pager, text, email, fax and TTY/TDD machines. TFCC Alert also integrates with Twitter, giving you greater reach with fewer steps.

Availability

TFCC Alert can be accessed and messages can be activated from any Internet-enabled location, including your cell phone. If you can't access the web, a call to TFCC's 24/7/365 Help Desk will get the message out for you. The system is always available and ready for use, from the operations center, from the field or anywhere in between.

Inbound Messaging

With TFCC Alert you can set up inbound, interactive voice response (IVR) programs to handle high volumes of incoming calls that may be the result of an outbound notification. It is an easy way for organizations to provide employees, customers and the media with clarification and follow-up instructions during and after an incident and leaves personnel free to continue operations and support response efforts.

Performance, Reliability, Speed

TFCC Alert runs on the largest and fastest calling platform in North America. Our platform is co-located with major long-distance telecom carriers' POP sites, and is redundant and geographically dispersed throughout the U.S. protecting client communications against single points of failure. TFCC delivers your calls in matter of minutes rather than hours and has the capacity to deliver hundreds of thousands of calls per hour. Performance reliability is assured through a proprietary system of alarms, automated self-tests, and manual tests.

Communications for Utilities

Outage Notifications

- Unexpected outage explanation
- Planned outages
- Rolling blackouts
- Restoration verification
- Critical care customer calls

Billing Messages

- Payment reminders
- Billing errors
- Seasonal rate changes
- Payment assistance program information

Service Messages

- Meter replacement
- Meter reading
- Curtailment requests

Internal Communications

- Staffing & workforce management
- Business continuity
- Employee accountability

Additional Features:

Unlimited Users: TFCC Alert allows for an unlimited number of users. It also includes a flexible array of user profiles with different permissions, access and visibility restrictions so that your notification system precisely matches your needs. The system also allows for limitless security groups and provides clients with the ability to self-manage their groups.

Social Media Integration: TFCC Alert can publish your message on your social media site page.

Reporting: Once a notification campaign begins, real-time Summary and Detailed Reports are displayed on the screen and self-refresh every 60 seconds throughout the duration of the notification campaign. Reports of individual or multiple notification campaigns can be downloaded.

Cost Efficient: TFCC Alert is a fully hosted system and all enhancements and upgrades to the system are provided to our clients at no additional cost.

Free On-Going Training: Follow-up training is provided via webcast at no cost as frequently as needed. TFCC also provides an online tutorial application or Learning Management System (LMS) for use at your convenience.

24/7/365 Immediate, Live Support: We provide a toll-free 24/7/365 live Help Desk staffed with onsite TFCC technical support specialists.

Dedicated Client Relationship Manager:

Our clients have a personal Client Manager as their first point of contact and liaison to the full complement of TFCC's client support resources.

Online Resource Center: All TFCC Alert clients have access to best practices, guidelines, templates, training exercises just to name a few.



About Twenty First Century Communications

Twenty First Century Communications is a nationally recognized leader in the critical communications industry, with a 20-year track record of delivering relentless reliability and exceptional customer service. Backed by the largest telecommunications network in North America, our web-based system requires no hardware, no software, and no additional phone lines. Hundreds of utility, government, corporate, education and healthcare organizations count on TFCC to relieve their call centers, respond to a crisis, protect people, mobilize first responders, and much more.

WHAT WE DO We provide reliable inbound and outbound communication solutions that help you quickly send and receive information to the right people at the right time, using any communication device.

ABOUT US We've spent more than two decades building time-sensitive telecommunications solutions – using innovative technology, smart planning, and experts close at hand. But we're best known for our speed, reliability and unsurpassed service. Why? It provides our clients with one simple thing: peace of mind.

OUR TECHNOLOGY We have built our proprietary technology from the ground up. It's the best way to ensure accuracy, reliability, and performance.

OUR PEOPLE It's our people who make us stand out. We hire experts, empower them to make decisions at any hour, and ensure they feel valued for the great work they do.

OUR EXPERIENCE Our system comes with the benefit of two decades of telecom expertise, industry knowledge, dedicated research and development, and our commitment to the mission-critical organizations we serve.

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