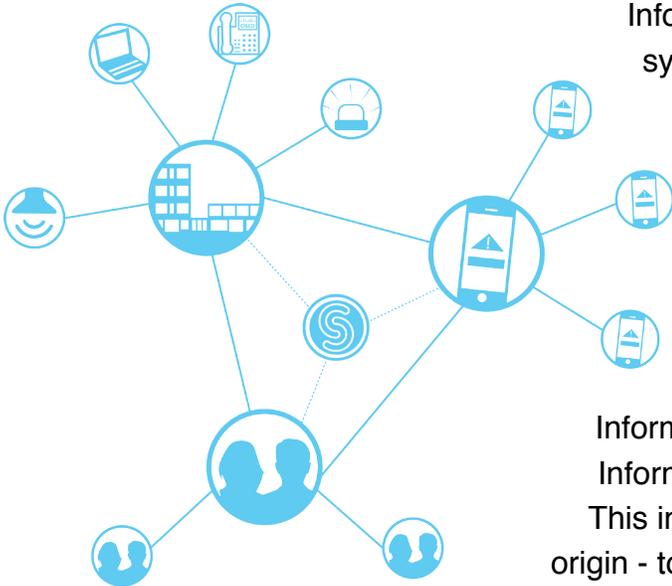


# InformaCast Mobile Service Description



InformaCast Mobile is a mass and emergency notification system that can reach one to thousands of users quickly through any combination of push notifications, SMS messages, phone calls and emails.

InformaCast Mobile also allows recipients to respond to these messages, providing strong situational awareness in emergency situations.

InformaCast Mobile includes a bi-directional integration with InformaCast, Singlewire's on-premises notification platform. This integration allows a single notification - regardless of its origin - to reach both on-premises devices (e.g. Cisco phones, computers, and overhead speakers) and mobile devices.

InformaCast Mobile is delivered as Software as a Service with an annual subscription<sup>1</sup> for a specified number of users. The subscription includes access to phone support. Detailed feature information is available on the reverse side of this document.

## Administrators

Administrators manage the system through the InformaCast Mobile Web Console.

## Message Senders

Message authors and senders can create, update, and delete notifications from within the InformaCast Mobile Web console and the InformaCast Mobile application for iOS and Android.

They can also send notifications and view recipient responses from both the Web console and app.

## Message Recipients

Recipients receive messages via push notifications to iOS and Android phones<sup>2</sup>, SMS text messages, emails, and phone calls. They can respond via these same channels.

Message recipients can also opt in/out, set do-not-disturb status, edit contact information<sup>3</sup>, and manage notification preferences from within the app.

1. The InformaCast Mobile Subscription Agreement can be viewed at <https://www.singlewire.com/mobileagreement.html>

2. Recipients must download the InformaCast Mobile app to receive push notifications

3. For example, email addresses and phone numbers

# InformaCast Mobile Features

Feature	Details
User subscription size	Min: 250 users / max: none
Push notifications	Unlimited
Email	Unlimited
SMS messages	Messages in excess of subscription are subject to additional fees
Calling minutes	Minutes in excess of subscription are subject to additional fees
Recipient responses	Unlimited
Web Console access	Included
iOS app	Included
Android app	Included
REST API	Included
Customer self-service	Included
Initial configuration	Customer's responsibility, assistance available
InformaCast integration	Included, configuration is customer's responsibility, assistance available
Training	Available
Documentation	Included
Automated contact upload	Included
Phone support	Included, details here: <a href="https://www.singlewire.com/support.html">https://www.singlewire.com/support.html</a>
Online training videos	Included
Security groups	Unlimited
Notification lists	Unlimited
Message templates	Unlimited
Confirmation requests	Unlimited
SMS / calling usage charts	Included