

Jerry Ward

From: Deborah DeBoard <Deborah.DeBoard@hyper-reach.com>
Sent: Wednesday, September 25, 2024 3:20 PM
To: Jerry Ward
Subject: Hyper-Reach Contract for Titus County, TX
Attachments: Titus County, TX - HRT Contract - 11.1.24.docx

Jerry,
Per our recent conversation, I have attached a Service Agreement for our Hyper-Reach Emergency Notification System.

This agreement is based on a population of 32,000 which includes the City of Mt. Pleasant. You have the option to send out all notifications for the entire county or you can set up the City as a subaccount and as a subaccount, they would be able to access the system also and send out notifications.
The cost will be \$7,500/yr which include IPAWS and you will have completely "unlimited" usage of the system.

Please contact me directly with any questions you may have.
I appreciate this opportunity to earn your business.

Warm regards,
Deborah

Sr. Sales Consultant/Hyper-Reach
Cell: 585-255-0691
www.hyper-reach.com

Hyper-Reach Technology Services Agreement for Hyper-Reach™ Customers

This agreement is made between Valsoft Corporation Inc. d/b/a Hyper-Reach Technology, 7405 Rte Transcanadienne #100, Saint-Laurent, QC H4T 1Z2, Canada, hereby, "Hyper-Reach Technology" **Hyper-Reach Technology**, and **Titus County, TX**, 100 W 1st Street, Ste 200, Mt. Pleasant, TX 75455. ("Customer").

Whereas Hyper-Reach Technology provides mass emergency notification services ("Services") and will make Services available to Customer under the following terms and conditions:

1) Services

Services are described in Exhibit A – Description of Services. Services shall be available as described in Section 3 below.

2) Cost of Services

Services provided to Customer shall be billed according to the pricing schedule: See Exhibit B - Cost of Services.

3) Service Availability

Services shall be available 24 hours a day, 7 days a week, except for: (i) planned downtime ("Scheduled Downtime") for which Hyper-Reach Technology shall provide a minimum of 8 hours prior notice and shall normally but not necessarily schedule within the interval from 6:00 p.m. Friday to 3:00 a.m. Monday, Eastern Time) or (ii) any unavailability caused by circumstances beyond Hyper-Reach Technology's reasonable control, including without limitation, acts of God, acts of government, floods, fires, earthquakes, civil unrest, acts of terror, strikes or other labor problems, internet service provider failures or delays, or denial of service attacks ("Emergency Downtime"), and (iii) software or other failures which interrupt services. In the case of such failures, Hyper-Reach Technology warrants that it will use its best commercially reasonable efforts to correct such failures as quickly as possible.

4) Limited Warranty; Disclaimers of Warranty; Limitation of Liability

Hyper-Reach Technology represents and warrants that the Services, under normal operation and when used as authorized herein, will perform substantially in accordance with the Description of Services during the Term.

Hyper-Reach Technology's sole obligation and Customer's exclusive remedy for any breach of the above warranty is limited to Hyper-Reach Technology's commercially reasonable efforts to correct the non-conforming Services at no additional charge to Customer. Save as specifically set out herein, Hyper-Reach Technology will not be responsible for any incidental, special or consequential damage sustained or suffered by Customer in any way arising out of or referable to Services provided under this Agreement, so long as such damages were not caused by wrongful misdoing or gross negligence on the part of Hyper-Reach Technology.

Hyper-Reach Service Agreement

EXCEPT AS WARRANTED IN THIS SECTION, HYPER-REACH TECHNOLOGY HEREBY DISCLAIMS

ALL WARRANTIES, CONDITIONS, GUARANTIES AND REPRESENTATIONS RELATING TO THE SERVICES, EXPRESS AND IMPLIED, ORAL OR IN WRITING, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WHETHER OR NOT ARISING THROUGH A COURSE OF DEALING. THE SERVICES ARE NOT GUARANTEED TO BE ERROR-FREE OR UNINTERRUPTED EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, HYPER-REACH TECHNOLOGY MAKES NO WARRANTIES OR REPRESENTATIONS CONCERNING THE COMPATIBILITY OF SOFTWARE OR EQUIPMENT OR ANY RESULTS TO BE ACHIEVED THEREFROM.

EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, SPECIAL INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES OF ANY KIND (INCLUDING, BUT NOT LIMITED TO, LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST REVENUE, COST OF COVER, OR LOST DATA), WHETHER ALLEGED AS A BREACH OF CONTRACT OR TORTIOUS CONDUCT, INCLUDING NEGLIGENCE. IN NO EVENT SHALL HYPER-REACH TECHNOLOGY'S AGGREGATE LIABILITY IN CONNECTION WITH THIS AGREEMENT FOR ALL CLAIMS (WHETHER IN CONTRACT, TORT, INCLUDING NEGLIGENCE, STATUTE OR OTHERWISE) EXCEED THE AMOUNTS PAID TO HYPER-REACH TECHNOLOGY FOR THE SERVICES GIVING RISE TO ANY SUCH CLAIM IN THE TWELVE (12) MONTHS PRECEDING THE DATE OF SUCH CLAIM.

5) Payments

All charges shall be paid to Hyper-Reach Technology within 30-day terms, net from date of invoice. Any overdue invoice shall be subject to a one and one-half percent (1.5%) late charge for each full or part month (on a prorated basis) during which payment is outstanding. Upon request by Customer, Hyper-Reach Technology shall promptly provide written details for any such amounts that are in dispute ("Disputed Amounts"), which such Disputed Amounts shall only be subject to late charges in accordance with the following provision. In the event it is determined any Disputed Amounts are due and payable, Customer shall promptly remit such payment, including late fees from the time in which fees were confirmed in writing and the date in which Hyper-Reach Technology received payment for such fees in full (on a prorated basis). Both parties agree to use commercially reasonable efforts to resolve any Disputed Amounts within thirty (30) business days of Customer first being invoiced.

6) Force Majeure

Any delay in the performance of any duties or obligations of either party will not be considered a breach of this Agreement if such delay is caused by a labor dispute, shortage of materials, fire, earthquake, flood, severe weather, malicious computer or internet virus, worm, attack, hack, or any other event not reasonably foreseeable by, and beyond the control of a party, provided that such party uses commercially reasonable efforts, under the circumstances, to notify the other party of the circumstances causing the delay and to resume performance as soon as possible.

7) Term and Termination

The Services shall be deemed to start on the date the Customer is authorized to "go live" with the Services for production purposes, (the "Start Date"), and shall continue for a minimum of 12 months thereafter (the "Initial Term"), and then indefinitely until terminated in accordance with the provisions hereof (the "Term").

Hyper-Reach Service Agreement

7.1 After the Initial Term and each subsequent term, this Agreement shall automatically renew for an additional period of 12 months ("Renewal Term"). Either party may terminate the Agreement for convenience upon ninety (90) days prior written notice of the Renewal Term, but not before all amounts due are fully paid.

7.2 Either party may suspend or terminate the Services or the Agreement upon a material breach of the Agreement by the other party if such breach is not cured within fifteen (15) days after receipt of written notice.

7.3 In the event that either party becomes insolvent, makes a general assignment for the benefit of creditors, is adjudicated as bankrupt or insolvent, commences a case under applicable bankruptcy laws, or files a petition seeking reorganization, the other party may choose to terminate the Agreement immediately upon written notice.

7.4 If this Agreement is terminated for any reason, (a) within thirty (30) days Customer shall pay Hyper-Reach Technology all fees accrued for the Services prior to the date of termination; (b) Customer's right to access and use the Services shall be revoked and be of no further force or effect; and (c) all provisions in the Agreement, which by their nature are intended to survive termination shall so survive.

8) Default

Upon default of payment, but subject to the provisions for Disputed Amounts in Section 5 above, Hyper-Reach Technology reserves the right to discontinue further Service to Customer. Regardless of the foregoing, Hyper-Reach Technology must provide written notice to Customer of any such failure to make payment and provide Customer not less than 30 days to cure such default. Hyper-Reach Technology is not responsible for any damages to Customer resulting from such suspension, discontinuation or termination of service, so long as the 30-day cure period has been granted to Customer.

9) Confidentiality

Each party expressly acknowledges and understands that it may have access to Confidential Information belonging to the other party.

9.1 "Confidential Information" means all information that (a) derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use, or (b) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy, or (c) is disclosed in a manner whereby the disclosing party reasonably communicated, or the receiving party should reasonably have understood, that the information is considered by the disclosing party to be confidential, whether or not the specific designation "confidential" or any similar designation is used, including, without limitation, all reports, information and data in whatever form, regarding a disclosing party's sales, customers and prospects, usage statistics, product pricing, business plans, suppliers, costs, operations, trade secrets, strategies, know-how, source code, obfuscated code, and object code.

9.2 Notwithstanding the previous sentence, "Confidential Information" does not include any information which (a) at the time of disclosure or thereafter is generally available to and known by the public other than as a result of an improper disclosure directly or indirectly by the receiving party; (b) was or becomes available to the receiving party on a non-confidential basis from a source other than the parties hereto provided that such source is not at the time of disclosure bound by a confidentiality or other nondisclosure agreement with either of the parties hereto or is not otherwise prohibited from transmitting the information to the receiving party by a contractual, legal or fiduciary obligation; or (c) the receiving party can demonstrate is independently acquired or developed by the receiving party

Hyper-Reach Service Agreement

without violating any of the receiving party's obligations under this Agreement.

9.3 Each party as a receiving party agrees that the Confidential Information disclosed to it by the disclosing party (a) will be kept confidential by the receiving party, its affiliates, and their respective directors, officers, employees, agents, consultants, advisers, or other representatives, including legal counsel, accountants and financial advisers ("Representatives") and (b) without limiting the foregoing, will not be disclosed by the receiving party or the receiving party's Representatives to any person except with the specific prior written consent of the disclosing party, or except as expressly otherwise permitted by the terms of this Agreement. Each receiving party further agrees that the receiving party and the receiving party's Representatives will not copy, use or disclose any of the Confidential Information for any reason or purpose other than as expressly authorized herein.

10) Governing Law and Venue

This Agreement shall be governed by, construed, and enforced in accordance with the laws of the State of Florida, without regard to conflict of law principles. Any proceeding, claim, or action arising out of or relating in any way to this Agreement shall be brought in a State or Federal court of competent jurisdiction located in Hillsborough County, Florida. Each of the parties irrevocably submits to the exclusive jurisdiction of said courts in any such proceeding, and waives any objection it may now or hereafter have to venue or to convenience of forum. If any party hereto commences any action against any other party hereto with respect to, or arising from, this Agreement or the interpretation thereof, then the prevailing party in such action shall be entitled to an award of its costs of litigation, including all reasonable attorney's fees.

11) Notice

All notices and communications required or permitted under this Agreement shall be in writing and shall be delivered in person, sent by overnight delivery, or sent via email, with confirmation of receipt, to the addresses and email addresses set forth below, or to any other address, as such party will designate in a written notice to the other party hereto. All notices sent pursuant to the terms of this section will be deemed received if personally delivered, then on the date of delivery, if by overnight delivery or email, on the date of confirmation of receipt.

If to Hyper-Reach Technology:

Attn: Karen Barnes

Email Address: support@hyper-reach.com

Physical Address:

Hyper-Reach Technology

957 Nasa Parkway

Suite 504

Houston, Texas 77058

If to Customer: Titus County, TX

Attn: Mr. Jerry Ward

Email Address: jward@co.titus.tx.us

Physical Address: **100 W 1st Street, Ste 200, Mt. Pleasant, TX 75455**

Hyper-Reach Service Agreement

12) Relationship of the Parties

Nothing contained herein will be deemed to create a partnership, joint venture, agency or employment relationship between the parties hereto. Neither party is authorized to enter into any contract or commitments on behalf of the other, or assume any obligation for, or otherwise bind the other party financially or otherwise, nor will it represent that it has such authority. Each party is acting hereunder as an independent contractor.

13) Taxes

Client shall pay all applicable sales, use and value added taxes (local, state, county, federal or national).

14) Assignment

Except as expressly stated otherwise in this Agreement, neither party may assign, delegate, sublicense or otherwise transfer any rights or duties under this Agreement without the prior written consent of the other party, such consent not to be unreasonably withheld, conditioned or delayed. Notwithstanding the above, either party may assign this Agreement to (i) an entity that purchases all or substantially all of the assets or a distinct business line (or operating unit) of such party, a third party that such party will be merged into pursuant to a merger, or a third party in connection with a corporate reorganization; or (ii) a parent, affiliate or subsidiary of such party whereby such parent, affiliate or subsidiary is at least in 50% (fifty percent) common interest with one another. Any assignment shall be proceeded by notice of the assignment provided to the other party at least 5 days prior to the consummation of the applicable transaction. Any attempted assignment, delegation, sublicense or other transfer by either party in violation of this Agreement shall have no force or effect.

15) Waiver

None of the terms of this Agreement will be deemed to be waived or modified except by an expressed Agreement in writing signed by both parties. The failure of a party hereto in enforcing any of its rights under this Agreement will not be deemed a continuing waiver or modification by such party of any of its rights under this Agreement.

16) Severability

If any provision of this Agreement is for any reason declared to be invalid, the validity of the remaining provisions will not be affected thereby.

17) Entire Agreement

This Agreement constitutes the entire agreement between parties. No alteration or amendment shall be effective unless in writing and executed by both parties. In particular, no oral statement or representation made by either party or any representation shall be effective unless reduced to writing and incorporated into this Agreement.

18) Counterparts

This Agreement may be executed in multiple counterparts, each of which shall be deemed to be an original of this Agreement; and all of which when taken together, shall be deemed to constitute one and the same instrument.

Hyper-Reach Service Agreement

The parties further agree to be bound by a facsimile or an electronic scanned copy of their respective signatures.

IN WITNESS WHEREOF this Agreement has been executed by the parties as of the day and date first written above.

Hyper-Reach Technology

Hyper-Reach Technology Customer

I have authority to bind the corporation

Signature _____
I have authority to bind the corporation

Print Name

Print Name

Title

Title

Date

Date

Exhibit A - Description of Services

1) Service

Provide access to Hyper-Reach notification system, which enables the Client to instantly send messages via multiple channels to any number of recipients. Hyper-Reach service will commence on the activation date indicated below, or two (2) weeks after the signing of this agreement and receiving set up data. The system will be available to the Client 24 hours a day, seven (7) days a week from and after that date.

2) Deliverables

- Access to Hyper-Reach website for account creation and management, contact list management, and reviewing reports.
- Access to the Hyper-Reach IVR system to initiate campaigns, record messages and review reports.
- Access to the Hyper-Reach Launch App via iOS or Android device

3) Performance

The system can make up to seven (7) attempts (if necessary) to contact each recipient. The system is currently scaled to deliver over 100,000 messages per hour, and over 100,000 SMS (text) per hour.

Hyper-Reach Service Agreement

Exhibit B – Cost of Services

Services provided to Client shall be billed according to the following:

Service	Cost	Description
Standard Notification System	Included with Package Pricing	Includes web access, maintenance, security, upgrades, and web training.
On-Site Training (1/2 day) (OPTIONAL)	\$600 (plus travel)	Up to 4 hours of in-person training.
	Package Pricing	
Emergency Mass Notification 1 yr Contract	\$7,500 per year	Package Includes: <ul style="list-style-type: none"> ● Hyper-Reach ● Community Signup ● IPAWS alerts ● Automated Weather Alerts (based on community signup) ● Accu-Reach Targeting Tool ● Web Training ● Marketing Support - Unlimited usage

Hyper-Reach Service Agreement

Estimated Activation Date: 11/1/2024

hyper-reach 
the power of instant communication

by  **asher
group**

Proposal for

**Emergency Mass Notification Services
for**

Titus County, TX

May 14, 2024

Deborah O. DeBoard
Sr. Sales Consultant

Toll-Free: 877-912-7437 x103
Mobile: 585-255-0691
Email: deborah@hyper-reach.com
Web: www.hyper-reach.com

OUR COMMITMENT:

We never compromise our standards. Determined to remain the easiest-to-use full-featured emergency mass notification service, we are committed to treating our customers with speed, intelligence, and courtesy.

hyper-reach 
the power of instant communication

Hyper-Reach® was developed as an EMERGENCY mass notification system to give public safety, emergency communicators and public leaders the power to create and send critical messages quickly and easily. We offer intuitive web and mobile interfaces, a full range of delivery methods and immediate feedback and reporting.



- **Hyper-Enrollment™** gets you the highest enrollment compared to other ENS providers.
- **Image-Reach™**: Maximize your messages' impact with pictures and video.
- **RecordTime™**: Record your voice messages on your PC, mobile device for maximum speed.
- **IPAWS/WEA**: Reach even unregistered mobile phones, as well as EAS and other IPAWS outlets.
- **Mobile Apps**: free apps for receiving alerts and for sending alerts.
- **Hyper-Reach Mapping**: The fastest, easiest mapping tool anywhere!
- **Premium SMS Text**: Send longer texts, more reliably with fewer potential points of failure
- **Message Templates**: Speed up your notification process without forgetting important details.
- **Automated Weather Alerts**: Immediate, customized alerts using National Weather Service data.
- **Perfect Answer**: Makes your message sound more natural, for maximum delivery.
- **Language Support**: Send your message in almost any language – automatically.
- **Two-way Communication**: Ask for and get answers to your messages.
- Easily manage internal contacts and lists with **Dynamic List Management**.
- **Local Caller ID**: Your alerts come from a local number; your calls are identified with Caller ID Name.
- **Instant Conference**: Immediate Team Conference Calls.
- **Status Callbacks**: Citizens can call back for the latest message sent to their phone.

- **Tiered Login:** Privileges to manage multiple users, custom user roles and sub-accounts.
- **EventReach™:** set up your own codes quickly and easily for topic- or event-specific alerts.
- **AlertSmart™:** Send alerts to **smart speakers**, such as **Amazon Alexa**.
- **Extensive Marketing Support:** We'll help with strategy, messaging, design – videos, flyers, etc.

Hyper-Reach continually reviews and improves our product offering to give you the best, fastest and most reliable system possible.

Multiple Channels for Notification

Launch notification campaigns easily from our web interface, Smartphone app or IVR

Primary channels allow optional 2-way communication.

- Get an ETA for arrival time for First Responders.
- Schedule a meeting and have recipients RSVP yes or no.
- Ask recipients to confirm receipt of your message.



- Primary Delivery Channels:**
- Landline
 - Cell phone
 - Email
 - TDD/TYY
 - SMS Text

- Additional Channels:**
- Facebook
 - Twitter
 - RSS Feeds
 - IPAWS
 - Mobile App
 - Digital Signage
 - Pager
 - Internet
 - Website
- Unique to Hyper-Reach:**
- Alexa-enabled Devices
 - Browser Pop-up Alerts
 - Next Door

Other channels can be added to the primary channels to allow you to reach a greater number of people, faster, when a response is not required!

Alert the public of emergency situations requiring them to stay in, evacuate, keep on the lookout or avoid the area.

Easily attach files, photos or videos to your alert with one click and a drag and drop of a file. Files added to your messages will be included in the message as a link for the recipient to open.

Examples:

- Meeting – add a meeting agenda
- Missing person – add a photo
- Escaped convict or other All-Points Bulletin or BOLO – add a photo or police sketch

You'll lend more impact to your alerts and reach more people!

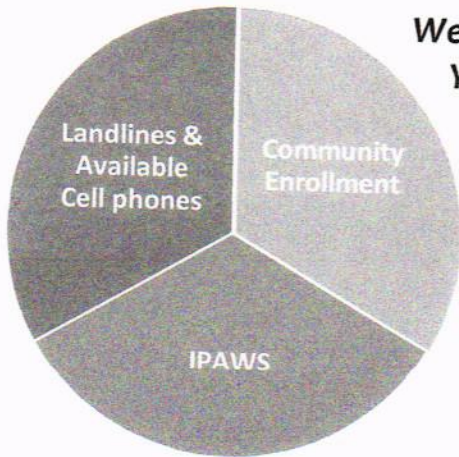
Internal Notifications

Building your database for internal notifications is easy, and managing it is even easier. You can upload your existing database and add or delete additional contacts easily.

Our Dynamic Lists feature allows you to assign multiple attributes of your choosing to internal contacts, so you can set up your lists ahead of time, and then when new contacts with these attributes are added to the database, they will automatically be included in the appropriate lists next time the lists are used. You can also create precisely targeted lists on the fly as needed when a combination of attributes are required.

Public Notifications

Reaching the public with emergency notifications is critical so we help you build the most complete, accurate database possible.



We provide Landlines and available Cell Phones get you started. You provide local GIS Mapping for highest accuracy.

We provide seamless integration with IPAWS and Google Maps.

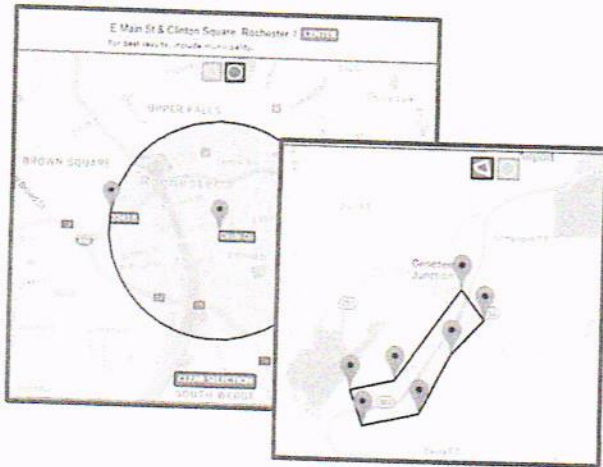


Highest Rates of Community Enrollment.

Reporting & Management

Hyper-Reach's Campaign Manager tracks all the details and results of your notification campaigns so you can follow along as alerts are going out and watch for results and responses. It also preserves a historical record of all your notifications with all the details. Even years down the road you can go back and review them. You'll have a record of who sent what, when, where they sent it from, to whom, and more.

Since users cannot edit or delete these records, they can also serve as documentation when you need it.



Hyper-Reach's Mapping Tool makes it easy to quickly select exactly who you need to notify for each situation.

You can also select target areas without the mapping tool - by GPS coordinates, municipality, streets, sides of streets or specific addresses, including the option to exclude addresses if needed.

Because we hold ourselves to a 95+% geo-coding match rate to the landline and other data, we effectively add streets that other sources (Google, ESRI, etc) may not have. The result is not only more accuracy, but the ability to reach more people than other Emergency Notification system providers.

IPAWS (Integrated Public Alert and Warning System) allows authorized agencies to notify every cell phone within a mapped area about impending emergencies. No enrollment is required. Hyper-Reach is integrated with the IPAWS system, and we don't charge you extra to use it. You can even send IPAWS alerts (including your monthly tests!) from our mobile app quickly and easily from wherever you are.

Including IPAWS as a method of delivery for important emergency alerts when there is imminent threat to life or property gives you the best chance of quickly reaching all the people you need to reach, whether they are home or out, whether they are local or just traveling through, and whether or not they have enrolled for alerts, while the alert is active. Combined with all the other options Hyper-Reach provides, there is no more comprehensive plan for notifying everyone you need to reach.

Hyper-Reach is the best value for your investment

1. **Ease of use:** Our clients and prospects tell us that our system is the easiest to use.
2. **Customer Support:** We are known for our responsiveness. Live phone support, 24/7.
3. **Special Needs:** Allow at-risk citizens to identify themselves as requiring assistance in an evacuation
4. **Contacts/ Dynamic List Management** - makes contact/list management easy, automated updates
5. **Hyper-Enrollment** – you'll reach more of your community with Hyper-Reach
6. **Innovation:** We incorporate emerging technology e.g. AlertSmart™, NextDoor integration
7. **Premium SMS Texting** avoids email gateways, allows for faster and more reliable delivery, virtually no character limit for texts
8. **Launch App:** Launch alerts from anywhere - includes Message Templates and IPAWS (LIVE or TEST)

Proposed Services and Pricing:

Hyper-Reach Emergency Mass Notification

Population: ~~7,300~~

32,000

Full Hosted – Completely Unlimited

Includes:

~~\$5,450/yr~~

Diff

7,500.00

2050.00

- **Unlimited usage** – pertains to users, contacts, lists, saved messages, alert campaigns, notifications, access, et cetera
- **Web, phone, and mobile app access** to your account
- **Account set-up, Maintenance, Security and Upgrades**
- **Automated Weather Alerts from NOAA (National Weather Service)** as selected
- **Mapping** for public alerts, **Integration** of landlines and available mobile numbers (all provided by Hyper-Reach) with your local GIS mapping data & our mapping tool for highest accuracy and coverage
- **Extensive Marketing Support** to help engage and enroll more citizens
- **More ways to sign up** – web form, QR Code, IVR phone signup, text, Alexa, mobile app and more
- **Customer Support available 24/7**
- **Robust reporting** for ongoing and completed campaigns, drill down to individual responses
- **IPAWS** (Integrated Public Alert & Warning System) integration
- **Integrated services** to extend your reach - send alerts to Facebook, Twitter, NextDoor, Browsers, IPAWS, your web site, etc.
- **Child accounts** to share with other depts and agencies within your jurisdiction as you choose
- **Live interactive Web Training** for you and your users
- **Pricing locked in** for term of contract, pay annually, **NO SURPRISE CHARGES!**

NOTE: This Pricing will be in effect for 60 days

GSA Contract Holder GS-35F- 072CA

Optional Services:

Inbound Information Hotline: \$800/yr

- We'll provide a local phone number for your hotline
- Your recorded message can be updated anytime, remotely in near-real time
- Citizens, or staff, can call and listen to your recorded information.
- Hotline can handle thousands of calls simultaneously - no busy signals
- Allows you to divert time-consuming inbound calls by providing this line when all callers really need is the latest update
- Stand-alone service, or separate add-on for Hyper-Reach ENS customers
- Easy to get started, easy to use. Quick roll-out – available to you for use within days
- Flat annual cost - no set-up or usage fees

MYSOS FAMILY PANIC BUTTON APP:

Through its partnership with MySOS Family, Hyper-Reach brings the SOS Alert Service app. MySOS Family sends alerts quickly to a list of preferred emergency contacts. Alerts can be triggered by simply tapping a button or calling for help to your smart speaker. The MySOS Family alert system then simultaneously calls and texts the people in the emergency network, immediately alerting them to the need for assistance.

Your users can send alerts to on-site security, administrators, and even personal contacts to alert these people that they need help. Once a contact indicates they will provide assistance, all other contacts are notified so there's a clear indication of who will help.

- **Create Your List of Emergency Contacts:** On-site security, administrators, even friends and family. Anyone deemed appropriate to respond to an emergency.
- **Send alerts by SMS, voice and email:** All emergency SOS contacts are instantly and simultaneously alerted by calls, texts, emails, and in-app notifications.
- **Customize how your contacts are reached:** Users can rank contacts to alert one person after another, or one cluster of people after another. For example, security staff at the users' worksite can be set to instantaneous alerts while those add family and friends can be included for later alerts. 855-2NOTIFY 855-266-8439 www.hyper-reach.com hr_info@hyper-reach.com GET HELP WITH A SINGLE CLICK.
- **Automatically sends location:** The SMS Alert includes a link to either a Google map link of the user's location or a recorded message with the sender's location.
- **Include a photo or personal message:** If users have sufficient time, they can include a recorded message or picture to help explain the emergency situation.
- **Integrated 911 dialing:** Add 911 calling from the phone to get police, fire or other official first responders from the same device/app.
- **Voice accessible:** Visually impaired and others can use voice commands to send SOS alerts.

COST: \$20 per person/year with a minimum fee of \$1,500 (unlimited usage)