



Twenty First Century
communications

Communications
Solutions.
Relentless
Reliability.



Twenty First Century
communications

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(614) 442-1215
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www.tfcci.com

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If information is the world's most valuable commodity, then your ability to share information with your customers, employees and communities is the lifeblood of your organization. And if time is money, then the cost of delay or downtime isn't just credibility, it's dollars.

At Twenty First Century Communications, we provide reliable communications solutions to hundreds of organizations every day to ensure their continuity of operations and allow them to communicate with the people they serve twenty-four hours a day, seven days a week.

Utilizing the highest-capacity, most reliable network in the industry, we provide customized, remotely run notification and call-handling services that allow organizations to keep in touch with their customers, employees and communities at all times – even in the event of an emergency. And unlike others, we manage both inbound and outbound call volume, so our clients can take calls and make calls without interruption.

We call it relentless reliability. You will, too.



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The
Reliable
Communications
Solution for
**Public
Safety**

There's nothing more important than the safety of your community. That safety is determined largely by the confidence residents place in you to keep them informed when a situation requires their awareness or demands their informed cooperation. Whether you need to issue alerts and warnings, share news and information, or muster your emergency personnel, having a reliable and expedient means to reach a broad or targeted audience is something you simply can't be without.

At Twenty First Century Communications, we understand your challenge and have created a communications solution to meet it that's both fast and relentlessly reliable.

Utilizing the largest and fastest telecommunications platform in North America, we provide unrivaled high-speed, high-volume notification and call-handling capabilities. That incredible capacity, along with our 15 years of proven performance, allows you to share information and receive feedback from your community quickly, directly and reliably at any time.

Whether you need to convey a public service message, quickly poll a population or issue a missing person alert, only Twenty First Century solutions allow you to take calls and make calls simultaneously and without interruption.

Outbound Solutions

Getting an important message to a sizeable audience in a short period of time takes quick coordination and substantial resources, and that's just what Twenty First Century provides. Thanks to our unrivaled capacity and precise geo-coded mapping program, you can pinpoint your audience exactly - whether that's a select group of employees or an entire geographic area - and deliver your message in minutes rather than hours. You'll also have access to multiple simultaneous notification methods that can reach your intended audience by phone, e-mail, fax, pager and PDA, confirm when your message arrived, request a response, and produce comprehensive, real-time reports. All of that communication capability is available to you any time anywhere by phone or secure Internet connection.



Ideal for:

- ▶ Public notification
- ▶ Emergency team mobilization
- ▶ Staff management
- ▶ Employee accountability
- ▶ Public information hotlines
- ▶ Inter-agency coordination
- ▶ Map-based notifications
- ▶ Severe weather warnings
- ▶ Missing person alerts
- ▶ Evacuations
- ▶ Media relations

Inbound Solutions

Having to handle a high volume of inbound calls in a short time – especially in the event of an emergency – can quickly overload your 9-1-1 system and agency call centers. With Twenty First Century’s massive inbound call-handling capacity, you’ll be able to answer every inbound call while keeping your outbound lines open – allowing you to meet your community’s ongoing needs without interruption. That means no caller receives a busy signal, and you can immediately provide information, instruction and peace of mind. You’ll also be able to establish public information hotlines immediately using toll-free numbers. In addition to making your organization more capable and responsive, these considerable communications tools help free your people to focus on the situation’s most pressing needs.

Ours is an expertly engineered service that gives you incredible communications capabilities without the limitations and vulnerabilities of an on-site system or a poorly designed hosted system. You also avoid the cost of managing and maintaining a self-operated system. With Twenty First Century solutions, there’s no hardware or software to purchase or maintain and there’s no need to buy or lease additional phone lines. It’s a fully secure, ready-when-you-are solution that’s off site and off your mind. And since all future system upgrades are available automatically at no additional cost, you get a solution that will never become obsolete.

You can trust even your most critical communications to Twenty First Century because our solutions are completely secure, redundant and reliable. Our system is password-protected and can be configured to require authentication. And in the event that you’ll need to confer with authorities, public officials or emergency teams, a secure conference bridge is always available.

Should you need it, we’ve got world-class support available in the form of a personal client manager and a live, around-the-clock Help Desk. They’ll respond quickly and intelligently to your trouble calls and can even launch your remote notification program if necessary. And don’t worry about an outage on our end. Our systems are continually tested, ably backed up with UPS generators, and co-located at multiple sites across the country. Whatever the situation, we’re always here when you need us.

So when your organization is ready to ensure that your community is well informed, call Twenty First Century Communications. We’ve got the reliable communications solution for you.