



# Frequently Asked questions from people receiving calls from PENN Alert?

Please review this information with all individuals who will receive a PENN Alert.

## 1. What is a PENN Alert?

A PENN Alert is a voice and text notification. This service is provided by the organization sending this note. A PENN Alert will inform you of incidents or updates involving emergency or time saving notifications relevant to you and this organization.

## 2. How is my personal data used?

All personal data is secure and safe. Personal data is never shared, rented, or sold to anyone. Personal data is only used to carry out the missions PENN Alert was hired to do.

## 3. What will my caller ID show when I receive a call?

The phone number used in the Account Set Up and in some markets the Name of the organization sponsoring the service.

## 4. When I receive an email what will show up on my in email box?

The sender will be the name of the organization from the account set up and the Subject will always be PENN Alert.

## 5. Will I always receive an email with all the filters I use?

While we can not guarantee that our emails will clear your filtering, we send each message out one at a time to prevent them being labeled as spam. Some email services will put the message in a Bulk folder.

## 6. Can I reply to a Penn Alert email message?

If you must have further correspondence with the sender you must use your personal email system to ensure the sender receives the message.

## 7. What do I do when I receive a PENN Alert phone message live?

You will be instructed to press the number one button to receive your PENN Alert Notification. This will tell us that you received the call live. Then you must speak (say "hello"), the system is voice activated and will recognize that there is a live person on the line when you speak a word or two. Your message will now be delivered. If you press the one button and do not speak the system will treat this as a no answer and call back.

## 8. What will happen if my number is busy, or no one answers?

- A. Each Busy and No answer phone number will be tried up to four times, each call in five minute intervals.
- B. The person making the deployment will decide if the conditions require additional attempts to those whose line was busy or there was a no answer.

## 9. What will happen when my Answering Machine or Voice Mail Answers the call?

PENN Alert recognizes the steady flow of words from your greeting message measured against a timing program as an answering machine or voice mail service. Since there are thousands of various designs of answering machines / voice mail services, on a very few systems, including Cincinnati Bells, a few words announcing a PENN Alert notification might be left on the message. The majority of answering machines will not register any message or words except the message. Because of this timing issue we repeat the intro two times. Depending on your system, you may hear any part of either intro or no intro, just the message. This is because the time to transmit calls and transfer to voice mail services varies by service.

## 10. What should I know about playing my voice mail message from my answering machine or voice mail service?

As mentioned in number 9 above, there might be a few words of the introduction: "Press 1 to receive your notification," before your message. **It is important to remember you are listening to a taped message.** Pressing 1 will have no effect on receiving your message signaling us you received it as a live answer, (it is already on the voice mail tape), but pressing 1 could affect your voice mail system. On some systems, pressing 1 will stop the message and repeat the message up to the point the 1 button was pushed. The net effect is you will keep repeating the intro and never hear the message on the tape. When playing a **PENN Alert message from your answering machine or voice mail service, after the intro or message starts, do not press any buttons until the message is completed.**

## 11. What if I have more than one phone number in my records for an individual call list?

- A. The person making the deployment will choose which numbers to call in the deployment: main phone, cell phone, and in some case a third number. Depending on the time and urgency of the call they will choose one or a combination of these numbers.
- B. Once a live signal is sent to our system from one of the numbers called the other number(s) for that person will be canceled from this deployment dialing. Since our capacity makes a large number of calls simultaneously to several phone numbers of the same person, you might receive a call on each number. If the calls are not sent out simultaneously and one of the numbers of that person is signaled a live receipt, the other number(s) will be cancelled for that person on this single deployment.