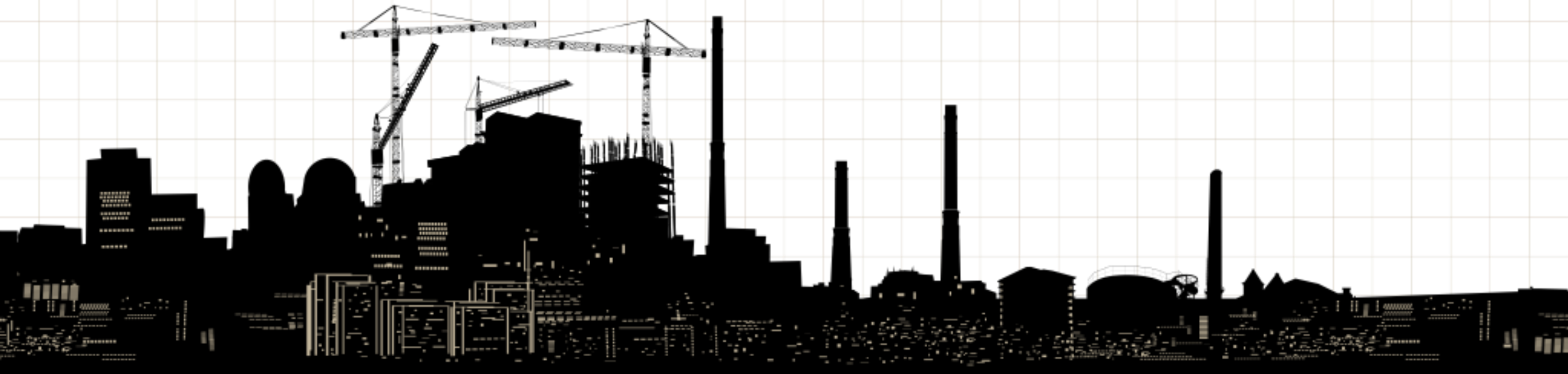




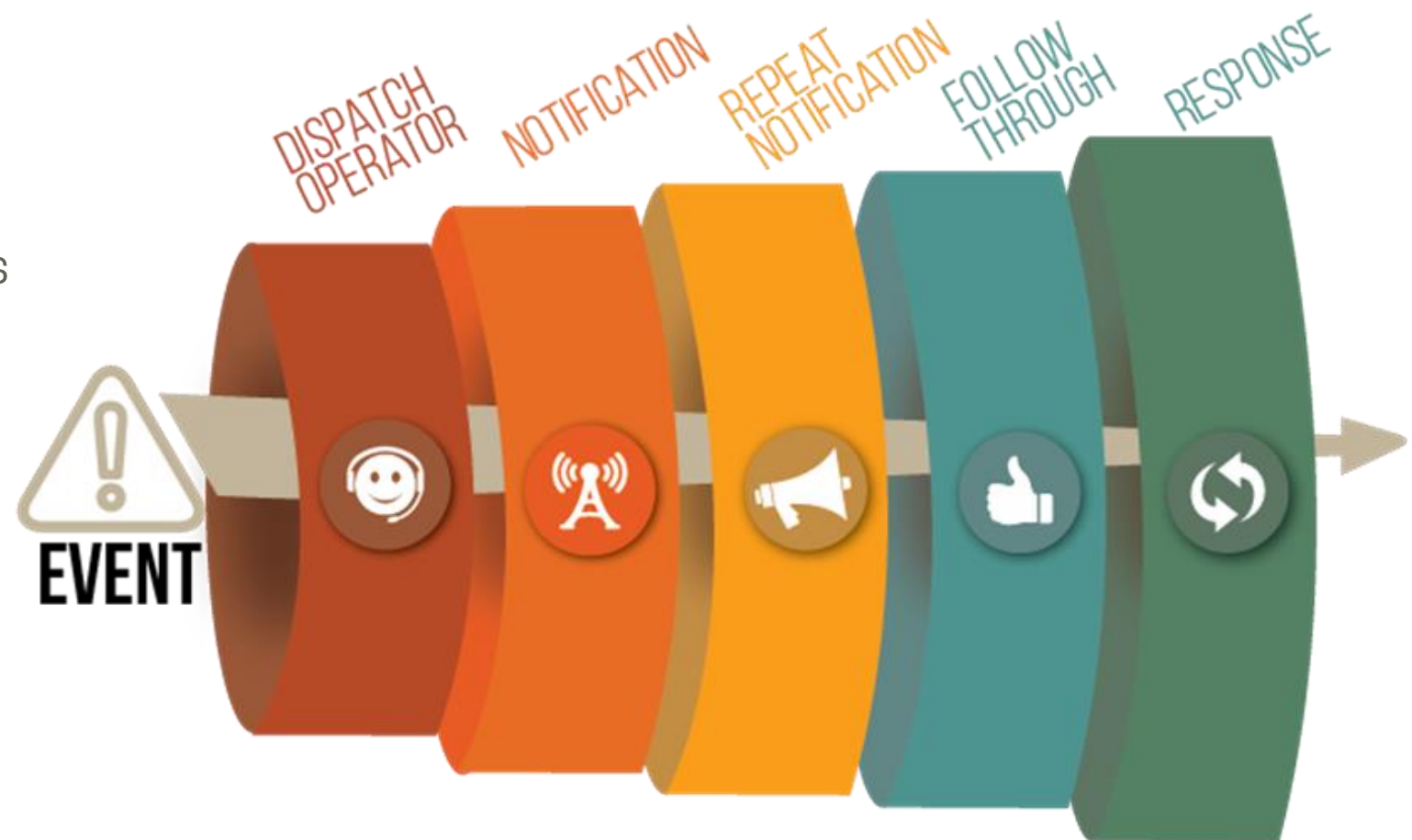
ALL CALL NOTICES & CUSTOMER PROCEDURES



ALL CALL SYSTEM FUNCTIONALITY

THE ALL CALL SYSTEM UTILIZES PHONE, EMAIL SERVERS, AND TEXT MESSAGES TO NOTIFY ALL CUSTOMER CONTACTS ENTERED IN CPOWER'S LOAD RESPONSE PROGRAM(S).

The All Call system is activated by our load response dispatch operators during an event or test. CPower may also utilize the All Call system to send informational messages and market notices.



ALL CALL SYSTEM FUNCTIONALITY

Currently there are three ways you can receive a dispatch instruction.



Automated voice message via work phone, cell phone, or both.
- Phone extensions are permitted but not recommended



Email messages



TXT Messages (Smart phones only, ex. iPhone, DROID). Phone must be qualified in order to receive TXT messages. Contact your regional Customer Service for details

ALL CALL SYSTEM DISPATCH NOTICES

The current phone number that will be displayed on your called ID is *410-346-5907*. That is the direct phone number to our 24x7 dispatch service desk, run by CPower

Event notifications may come from either of the following email addresses:

'CPowerDispatch@dccnotify.com' or *'CPowerDispatch@dccbackup.com'* Please make sure these email addresses are white listed on your email servers to ensure they are not caught up in SPAM or junk mail.

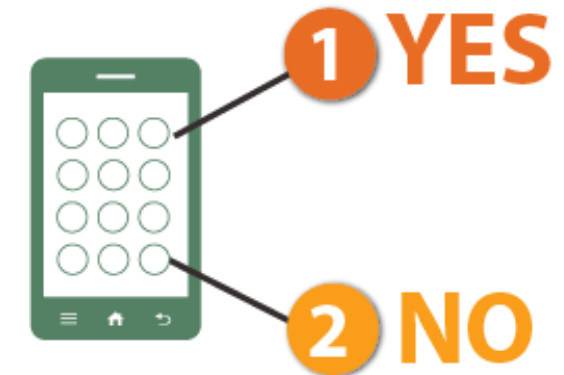


ALL CALL SYSTEM FUNCTIONALITY, CONT...

The All Call system will make up to 2 attempts to each contact set up in our dispatching system.

Once notices have been dispatched there are 3 ways you can acknowledge receipt of the notification.

1. After the initial greeting, the voice message will ask you to select any numeric key to listen to the message. The entire message will need to be listened to. Once the message has finished, the voice will ask, “Did you understand?” Press 1 for yes or press 2 for no. Pressing 1 will end the notifications to that particular contact resulting in an acknowledgment. Pressing 2 will merely repeat the message again.
2. If you have email capability set up you can simply reply to the email message, type “yes” into the body of the email, and send the email back. We must receive email acknowledgments back within 2 hours of sending dispatch notices. After that time the system closes down and we will not register an acknowledgment.
3. If you have TXT messaging enabled, similar to the email response above you can simply respond “yes” to the text. We must receive TXT acknowledgments back within 2 hours of sending dispatch notices. After that time the system closes down and we will not register an acknowledgment.
 - a) Any of the responses above will stop the All Call system from sending repeat notices to that specific contact.



ALL CALL SYSTEM

FREQUENTLY ASKED QUESTIONS

IF ONE PERSON IN MY COMPANY RESPONDS TO THE NOTIFICATION DOES IT STOP CALLING ALL CONTACTS?

A. No. Each assigned contact will need to confirm receipt or the system will try that particular contact a second time.

HOW LONG AFTER RECEIVING THE EMAIL NOTICE CAN I CONFIRM RECEIPT?

A. Our notification system remains open for 2 hours after sending a dispatch. After 2 hours sending the “yes” reply to the email will *not* be recorded.

WHAT IF I AM ON VACATION?

A. The system does not know if you are out or not. It will make up to 2 attempts at each contact method. After 2 times, the system will stop trying to make contact.

WILL THE ALL CALL SYSTEM LEAVE A MESSAGE?

A. Yes. If a numeric key isn't pressed after the initial greeting the system assumes it's a voicemail, and will leave a voice message.

WHAT IF I AM NO LONGER A COMPANY CONTACT?

A. If you are no longer a contact or leaving the company, please contact the Customer Service Hotline 866-CPOWER1, option 2, and we will coordinate the removal of your name from the call list.

CAN I REVIEW MY CONTACTS AND/OR UPDATE MY CONTACTS BY MYSELF?

A. Yes. If you have access to our CPower App you are able to review contacts that are set up for notification. Currently you are unable to edit your contacts. For more information contact your regional Account Representative to assist you.



ALL CALL SYSTEM

FREQUENTLY ASKED QUESTIONS

HOW DO I ACKNOWLEDGE A PHONE CALL, EMAIL, OR TXT MESSAGE?

- A. Phone: After the full message has been spoken, it will ask “Did you understand? Press 1 for yes or 2 for no.” Pressing 1 will acknowledge the phone message. Pressing 2 will repeat the message. E-Mail & TXT: You can simply reply to the original email/TXT sent by the All Call system, type “yes” into the body of the email or reply to the TXT, and send it back.

WHY DO I HAVE TO ACKNOWLEDGE THE NOTIFICATIONS?

- A. This is the only way CPower can ensure that the message was received by the participant. We keep close metrics on how many contacts we notify and who acknowledged. We follow up with participants that didn't respond to the message to make sure we are calling the proper contacts for an event.

HOW MANY NOTICES WILL I GET IF I DO NOT RESPOND?

- A. It really depends on how many contact methods you have set up. For example, if you have your work phone, cell phone, TXT and email as methods of contact, the system will try each of them up to 2 times for a total of up to 8 attempts (4 types x 2 attempts each = 8 attempts)

WHAT IS THE PHONE NUMBER THAT I WILL RECEIVE ON MY CALLER ID?

- A. The current phone number that will be displayed on your caller ID is 410-346-5907. That is the direct phone number to our 24x7 dispatch service desk, run by CPower.

WHAT EMAIL ADDRESSES WILL MY NOTIFICATIONS COME FROM?

- A. Currently we have a primary and backup services. Event notifications may come from either of the following email addresses: 'CPowerDispatch@dccnotify.com' or 'CPowerDispatch@dccbackup.com'. Please make sure these email addresses are white listed on your email servers to ensure they are not caught up in SPAM or Junk mail.

