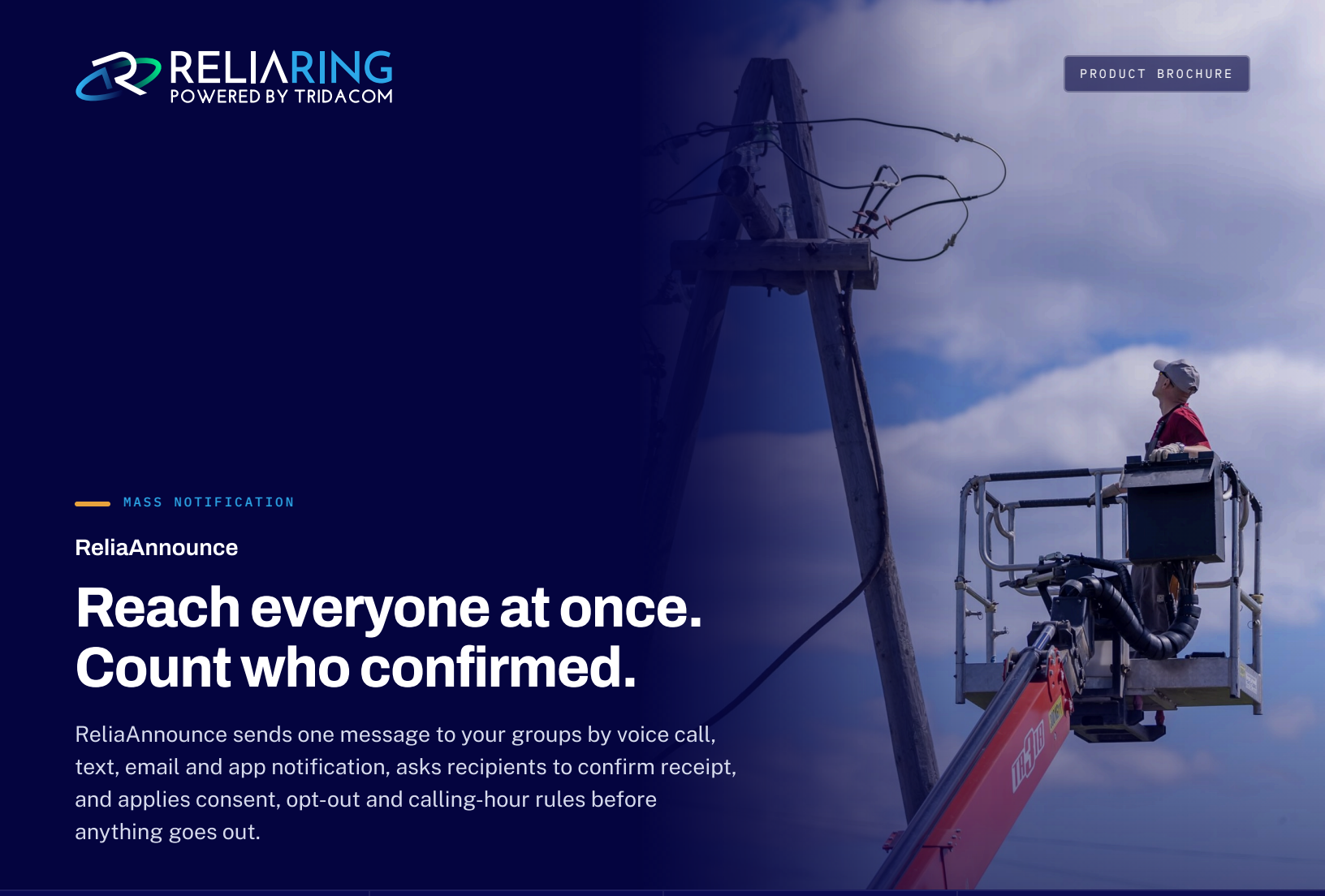
RELIARING
POWERED BY TRIDACOM

PRODUCT BROCHURE



MASS NOTIFICATION

ReliaAnnounce

Reach everyone at once. Count who confirmed.

ReliaAnnounce sends one message to your groups by voice call, text, email and app notification, asks recipients to confirm receipt, and applies consent, opt-out and calling-hour rules before anything goes out.

4	Press 1	1 credit	21:30
Channels in one send	Confirms receipt on a call	Per email recipient	Canadian weekday calling cut-off

THE PROBLEM

The phone tree fails at 4 a.m.

A water main breaks before the morning shift and a supervisor has 180 people to reach. The call list is an old spreadsheet, three people phone the same person, and afterwards nobody can say who was actually told.

WHAT RELIARING DOES ABOUT IT

One send, four channels, one report.

Pick your groups, type the message or choose a saved one, and tick the channels. Each recipient is checked for opt-outs, consent and local calling hours, then the message goes out. Recipients confirm by pressing 1 on the call, replying 1 by text, or clicking Confirm receipt in the email. The report lists who has not confirmed, and one button sends again to only those people.

Retire the phone tree

One admin reaches every group by call, text, email and app in a single send, now or at a scheduled time.

Proof beyond "sent"

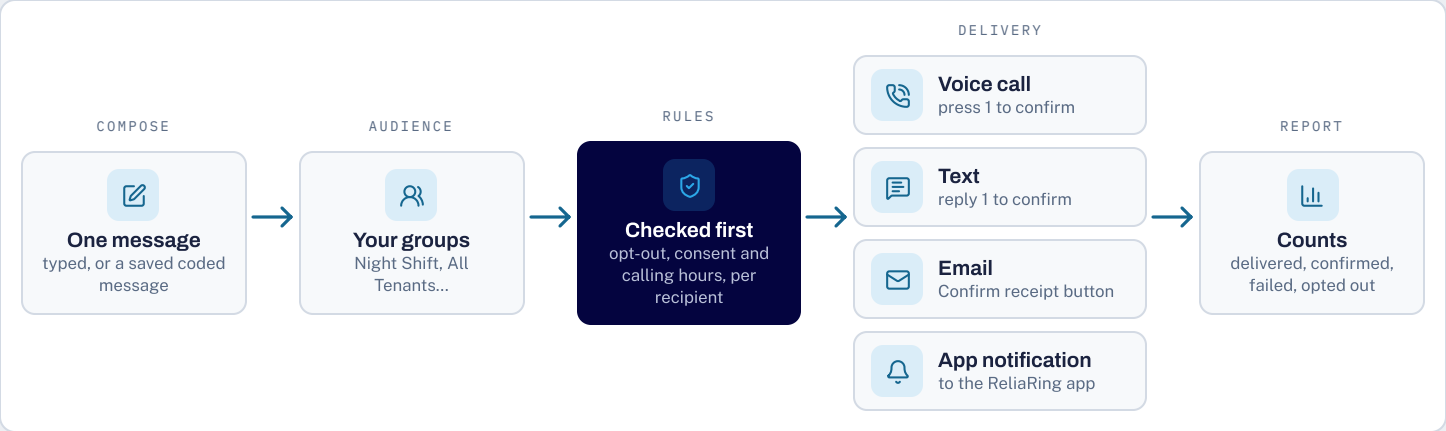
Recipients confirm by keypress, text reply or email button; the report lists who has not, ready to send again.

Rules applied for you

Opt-outs, consent and legal calling hours are checked for each recipient before every message, and each decision is logged.

HOW IT WORKS

One message out, confirmations back



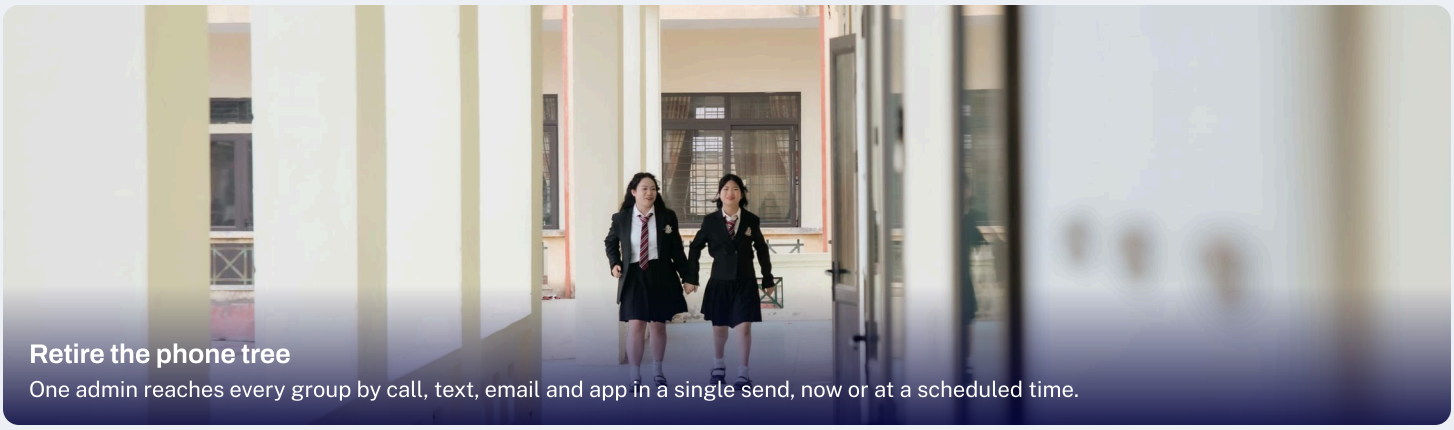
01
Load your people
Import a spreadsheet or add contacts by hand, each with voice, SMS and email addresses.

02
Build groups
Create audiences such as Night Shift or All Tenants, each with its own numeric code.

03
Compose
Choose groups, message, purpose and channels. The audience panel shows who will receive it and what it costs.

04
Send or schedule
Go now or set a time. A send over your credits asks you to approve the overage first.

05
Read the report
See who received it and who has not confirmed, then send again to only those people.



CAPABILITIES

What ReliaAnnounce does

Voice calls
Reads your message or plays your recording, in English or French. Unanswered calls use no credits.

Text messages
SMS to Canadian mobiles from your own local number, with delivery receipts and STOP handling.

Email
Branded email with your logo and colour, plus a Confirm receipt button.

App notifications
Reaches colleagues signed in to the ReliaRing app, with a Confirm button in their inbox.

Groups and coded messages
Named audiences and saved messages, each with a short numeric code, ready to reuse.

Receipt acknowledgement
Press 1 on a call, reply 1 by text, or click the email button.

Re-send to non-responders
Lists who has not confirmed and sends again to only those people.

Send, schedule, pause
Send now, schedule, save a draft, pause and resume, or cancel mid-send.

Quiet hours
On by default: calls and texts wait for legal calling hours in each recipient's local time.

Emergency override
Pre-authorised by an admin, then confirmed on each send with a recorded attestation.

Opt-out handling
STOP, HELP and START recognised in English and French; pressing 9 opts out of calls.

Contact import
Load contacts and consent from CSV or Excel, up to 5,000 rows a file.

WHO USES IT

Where it earns its keep

Property manager

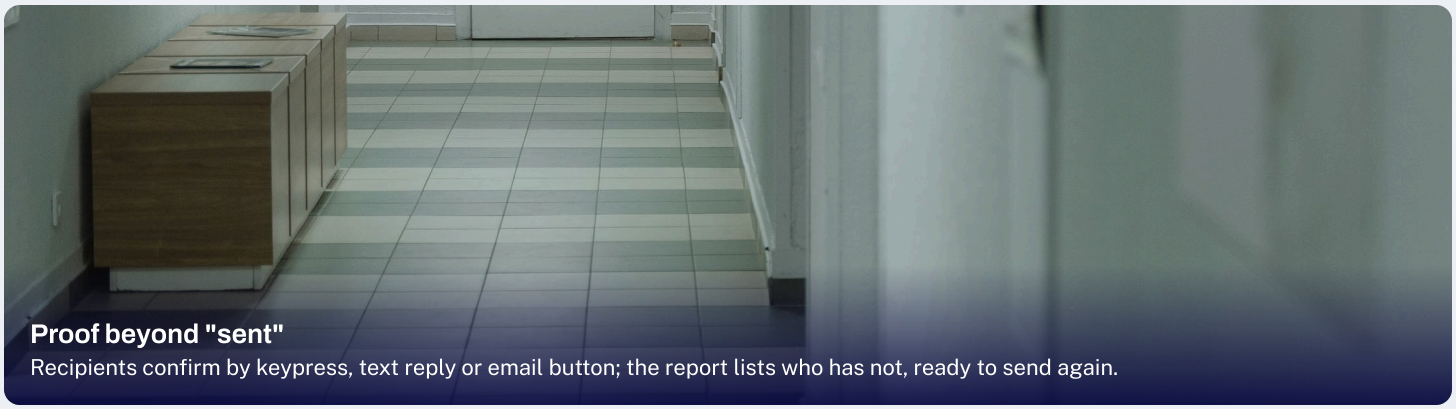
A water shut-off notice goes to every tenant in the Tower B group by text and email, scheduled for 10 a.m. the day before.

Manufacturing plant

A 4 a.m. shutdown goes to Morning Shift by call and text, using the quiet-hours override the plant authorised in advance. The supervisor checks the confirmed count.

Care home

An open evening shift is offered to the Casual Staff group by text, with a call that asks each person to press 1 to confirm they heard it.



Proof beyond "sent"

Recipients confirm by keypress, text reply or email button; the report lists who has not, ready to send again.

WHY RELIARING

The better choice, in specifics

01 **Compliance runs before sending**

Every recipient passes a consent, opt-out and calling-hours check, and the decision is logged whether the message went or not.

02 **Credits you can calculate**

Fixed, published weights for each channel and one flat overage rate, so a month can be worked out on paper.

03 **Every feature on every plan**

Plans differ in contact allowance and included credits only. Nothing is held back for a higher tier.

04 **Built for Canadian rules**

CRTC calling hours, CASL consent and French opt-out keywords are handled alongside the US equivalents, on a service hosted in Canada.

SPECIFICATIONS

The technical summary

Hosting	Cloud service in Canada Central and Canada East
Channels	Voice call, SMS, email, ReliaRing app notification
Voice message	Text-to-speech or your own recording; English or French
Acknowledgement	Press 1 on a call; reply 1 by text; email or app button
Calling hours, Canada	09:00–21:30 weekdays, 10:00–18:00 weekends, recipient's local time
Recipients	Canada; calls and email also reach US contacts
Texting	To Canadian numbers, from a Canadian local sending number
Contact import	CSV, XLSX or XLS; up to 5 MB and 5,000 rows a file
Opt-out	STOP by text in English or French; press 9 on a call

GOOD TO KNOW

Safeguards and honest limits

- Each send decision, allowed or blocked, is logged with recipient, channel, purpose, reason and the consent evaluated at that moment.
- Consent is an append-only ledger. A STOP reply or pressing 9 suppresses that address until the recipient opts back in.
- Only account admins can send, change the emergency policy or buy numbers. Overrides stay off until an admin enables them.
- ReliaAnnounce is a business notification tool. It is not a certified public alerting system and does not replace 911 or regulated emergency alerting.

WORKS WITH

Works on its own; no phone system needed. Sending numbers are searched and bought in the portal, and email goes out under your brand name, logo and colour.

PLANS · PER ACCOUNT / MONTH

Published prices, month to month

Starter
For small teams and single sites

$27 CAD/mo
$19 USD

- 750 credits each month
- Sized for 250 contacts
- Voice, SMS, email and app
- Acknowledgement and delivery reports
- First standard local sending number included

MOST POPULAR

Team
For growing organisations

$83 CAD/mo
$59 USD

- 2,400 credits each month
- Sized for 1,000 contacts
- Voice, SMS, email and app
- Acknowledgement and delivery reports
- First standard local sending number included

Business
For multi-site operations

$179 CAD/mo
$129 USD

- 5,500 credits each month
- Sized for 2,500 contacts
- Voice, SMS, email and app
- Acknowledgement and delivery reports
- First standard local sending number included

Pro
For large member and staff bases

$489 CAD/mo
$349 USD

- 15,000 credits each month
- Sized for 10,000 contacts
- Voice, SMS, email and app
- Acknowledgement and delivery reports
- First standard local sending number included

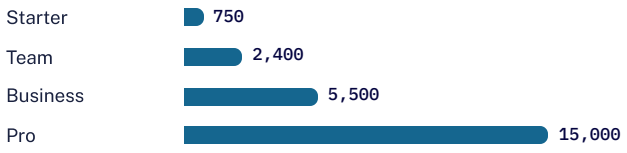
Enterprise
Custom volume

Custom

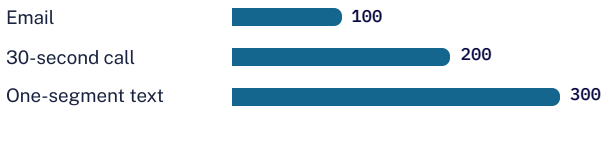
- Custom credit pool
- Custom contact volume
- Quoted by our sales team
- Same features as every plan

WHAT DIFFERS BY PLAN	STARTER	TEAM	BUSINESS	PRO	ENTERPRISE
Contact allowance	250	1,000	2,500	10,000	Custom
Credits included per month	750	2,400	5,500	15,000	Custom
Extra credits, each (CAD)	$0.035	$0.035	$0.035	$0.035	$0.035
Voice, SMS, email, app, acknowledgement, re-send, coded messages, emergency override	●	●	●	●	●

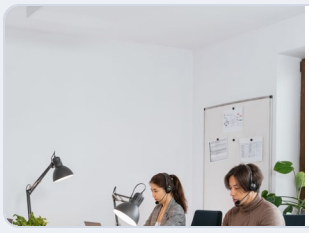
Included credits per month
Shared across voice, SMS, email and app



What one send costs in credits
To 100 recipients, from the published weights



- Credits: 1 per email or app notification, 3 per SMS segment, 2 per 30 seconds of connected call.
- Free for 14 days with 100 credits and no overage; billing starts when the trial ends, and we email you 3 days before with the amount and how to cancel.
- Your first standard local sending number has no setup or monthly fee; a premium area code pays the difference. Monthly billing, or annual at 20% off.
- Extra credits are $0.035 CAD ($0.025 USD) each on every plan. Any send over your credits asks for approval first.
- New contacts beyond a plan's contact allowance are refused; existing contacts stay and can still be reached.



BEFORE YOU DECIDE

Talk it through with a person

Our team answers by phone and email, Monday to Friday, 6 a.m. to 6 p.m. Mountain Time. Ask how ReliaAnnounce would fit your setup, or for a walkthrough of the portal.

1-888-491-RING · help@reliaring.com

One list, one send, and a count of who confirmed.

SCAN FOR PLANS AND SIGNUP

Learn more
reliaring.com/announce

Talk to a person
1-888-491-RING

Email
help@reliaring.com

ReliaRing is a brand of Tridacom IT Solutions Inc. Prices are in Canadian dollars unless marked USD, exclude applicable taxes, are current as of November 2026 and may change. Service is available to businesses in Canada. Read the HTML edition