

TELUS Alert and Assist

Lone Worker Safety

Protect your greatest asset – your employees.
The TELUS Alert and Assist suite of solutions helps your business be proactive about lone worker safety.



Select the right solution for your business



Any Voice Enabled Phone



Any TELUS compatible phone



Any TELUS compatible BlackBerry® & Alert Pendant



Dedicated Standalone Device

ALERT AND ASSIST IVR	ALERT AND ASSIST LITE	ALERT AND ASSIST INTEGRATED	ALERT AND ASSIST DEDICATED
Mobile workers can phone a central Interactive Voice Response (IVR) system to: start a shift, set a check-in interval, check-in, generate an alert, or end a shift	Locate mobile workers to confirm their whereabouts	With the push of a button, a mobile worker in distress can send an alert that he/she requires assistance	
Works with any voice enabled phone, including CDMA, HSPA, Mike, landline or satellite phones	Works with a wide range of PCS devices and smartphones	Messages are automatically sent to a list of contacts who can locate the employee and dispatch help immediately	
Combine IVR with Lite, Integrated or Dedicated to add location awareness	No additional hardware required	TELUS Alert and Assist Integrated uses a Bluetooth pendant paired with a compatible BlackBerry® smartphone	TELUS Alert and Assist Dedicated uses a standalone device

24/7 Monitoring Centre	You have the option to outsource the responsibility for employee monitoring. Trained personnel will manage alerts, and assist employees in distress.
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TELUS Alert and Assist is compatible with the SPOT Satellite GPS Messenger.

Using satellite technology SPOT can send alerts from virtually anywhere, even when outside of TELUS network coverage. For more details contact: info@alertandassist.com.

Features and benefits†

Gain peace of mind with TELUS Alert and Assist solutions and help improve the safety of your mobile workers by always knowing where they are. Our solutions also help your business comply with Federal and Provincial health and safety legislation.

Mobile worker tracking

- Immediately access the current location of your mobile workers from any Web-enabled computer.
- In an emergency, mobile workers can send an alert message with the touch of a button, providing their current location to one or more pre-defined contacts.†

Check-ins

Workers can set customized check-in schedules with proactive reminders. If a check-in is missed, an alert is triggered.

Reporting

View historical location data, worker login/logout, triggered alerts, check-in schedules and much more.

No-motion alerts

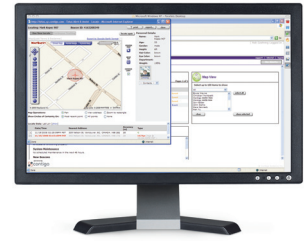
Alert notifications triggered for man-down situations.

Interactive voice response (IVR)

Workers can send alerts, start/end shifts, set check-in schedule and much more from any phone. The system automatically dials workers and supervisors when a check in is missed using flexible scheduling options.

24/7 monitoring (optional)

Choose to have your mobile workers' status monitored by a third party Monitoring Centre. This professional and dedicated monitoring service will call contacts or dispatch emergency response personnel as required.



TELUS Alert and Assist software

Ideal for the field

TELUS Alert and Assist is ideal for:

- Health care
- Real estate
- Construction
- Social services
- Sales
- Maintenance
- Repair

TELUS Alert and Assist Solutions

SOLUTION	IVR		LITE	INTEGRATED		DEDICATED		
	Price per Month			Price per Month	Price per Month	Price per Month	Price per Month	Price per Month
Price per Month	\$5	\$30*	\$15	\$25	\$30	\$30	\$35	\$55
Price per Call	Pay per call: 35¢	Unlimited	N/A	N/A		N/A		
Contract Length	None		None	None		None	3-year	
Device/Smartphone Required	Any 3G+, CDMA, Mike, landline or satellite phone/device		Select 3G+ and CDMA devices and smartphones	BlackBerry: 8130, 8230, 8330, 8530, 8830 or 9630		None		
Additional Hardware Required	None		None	Alert and Assist Integrated pendant		Alert and Assist Dedicated device		
Cost of Additional Hardware	N/A		N/A	\$99		\$499	\$0	
Monitoring Centre	N/A		\$10 per month per user	\$10 per month per user		\$10 per month per user		
FEATURES								
On-Demand Lookups	No		Yes	Yes		Yes		
Send Alerts	Yes		No	Yes		Yes		
Tracking: 15, 30, 60 Minutes	No		No	No	Yes	No	Yes	
Tracking: High Frequency	No		Yes (every 1 minute)	Yes (every 15 seconds)		Yes (every 15 seconds)		
No-Motion Alert	No		No	Yes		No		
Set Check-ins	Yes		No	Yes		No		
Geo-Fencing	No		No	No	Yes	No	Yes	
Low-Battery Notification	No		No	Yes		Yes		
Reporting	Yes		Yes	Yes		Yes		

* When TELUS Alert and Assist IVR is bundled with TELUS Alert and Assist Lite, a \$5 per month bundled price discount is applied. Therefore, the resulting Lite + IVR Pay per Use is \$15 per month and Lite + IVR Unlimited is \$40 per month.

† All features and benefits are not applicable across all TELUS Alert and Assist solutions.

Only available in TELUS wireless coverage areas in Canada within range of a wireless handset if the product and handset have enough power to operate. See telusmobility.com for coverage maps. Client is responsible for monitoring of the service and for alert response. Not for use in high-availability applications or high-risk operations.

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DO MORE WITH TELUS SOLUTIONS.

For more information on how TELUS Alert and Assist solutions can protect your workers, contact your TELUS sales representative, local business dealer or visit telus.com/alertandassist