

ALPHA CONFIRMATION INSTRUCTIONS

HOW IT WORKS:

- With Alpha confirmation, messages are sent by text messaging to a recipient's alphanumeric pager.
- The person who is receiving the text message is required to call 514-359-5777 or 1-888-359-5777 and enter an ID Confirmation code that appears on the message ticket that was randomly generated by the system. An automated recorded message will guide the caller in proceeding with the confirmation of the message.
- The system is programmed with a predetermined time delay to confirm the reception of the message. If this delay is not respected, an agent from the call center will receive a warning on their screen advising them that the message was not confirmed. Escalation procedures will commence to reach someone by phone according to the clients predetermined instructions.

INSTRUCTIONS AT A GLANCE:

DIAL 514-359-5777 (1-888-359-5777)

- For English, press 2
- Wait for the voice
- Enter the confirmation page ID followed by # key
The system informs you that the message is confirmed