

## **The BrightArrow Promise**

I am Raymond Bily, CEO and Founder of BrightArrow Technologies. For over 20 years, BrightArrow has developed and supported urgent and emergency notification solutions for many of the most demanding and discriminating clients around the world. We deliver one the most complete feature sets available, giving maximum functionality with minimum expended effort. Behind our service is an infrastructure that is time tested and rock-solid, performing as designed throughout the COVID-19 pandemic – the most critical and demanding period our industry has experienced.

Unlike other notification system vendors, BrightArrow has not been bought and sold or merged with other companies; we have chosen to remain independent. This means that the BrightArrow team has institutional knowledge of its software platform and underlying technology, enabling quick responses to your requests, and providing a faster turnaround and satisfying support experience.

From the moment that you contact us for pricing or feature information to the time your system is fully implemented, or as you request ongoing support, we make the following promise:

**FAIR AND TRANSPARENT PRICING:** We believe that a fully featured and integrated Mass Notification Solution should be cost effective without sacrificing reliability or functionality. Our price is fair and all inclusive, including service, implementation, 24x7 support and training. All pricing will be explained up front and there will be no hidden or surprise costs.

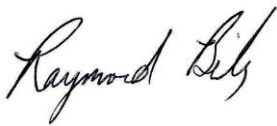
**PROMPT / RESPONSIVE:** We will respond to your requests as fast as possible. We offer our clients 24x7 technical support by contacting **GetTechSupport@BrightArrow.com** or calling 425-558-2100. Generally, a response, either by a phone call or email will arrive within hours, with urgent requests much more quickly. Our friendly, experienced, and well-trained staff will take the time to fully understand your request and provide you with a solution that meets your needs. When you interact with our company you should feel like your emergency is our emergency.

**SECURITY:** Your data is secure with BrightArrow. Our infrastructure is protected by 256-bit software and hardware firewall. The only one that uses your data is you! Only a very few employees have access to client data and are all bound by strict Non-Disclosure / Confidentiality agreements.

**PROFESSIONAL:** We work to high professional standards, and we are committed to continuous improvement. You are our customer; your needs are always our top priority.

This is our Promise!

If for some reason you do not feel like we have lived up to this promise, please contact me directly at **rbily@brightarrow.com**.



Raymond Bily  
CEO and Founder  
BrightArrow Technologies, Inc.