

**Connect-CTY™**  
Frequently Asked Questions

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The **Village of South Barrington** is working with **Connect-CTY** to establish a community-wide alerts system that will be able to rapidly provide information to Village residents and businesses regarding the safety and welfare of the community.

**What is the Connect-CTY service?**

The **Connect-CTY** service allows authorized civic leaders to create and rapidly disseminate time-sensitive messages to every telephone number stored in the notification database. With the **Connect-CTY** service, authorized users can send thousands of messages in minutes. Only authorized officials are allowed access to the system.

**How does the service work?**

Authorized officials record a voice message that is then delivered quickly to individual phones in the notification database.

**What types of messages will be sent using the service?**

Any message regarding the safety or welfare of our community would be disseminated using the **Connect-CTY** service.

**Is my telephone number included in the notification database?**

It is our intention and hope that every residence and commercial facility in our community be included in the notification database. For residents and businesses, we initially store one main phone number. Residents and businesses may request to have additional contact information (up to three phone numbers and two email addresses) entered into our database for priority notifications. Additional numbers can be added from the South Barrington website [www.southbarrington.org](http://www.southbarrington.org). (click on the “Sign Up Now” logo to add phone numbers to the data base and include your e-mail address).

**May I use a cell phone as my notification database listing?**

Yes, we can accept cell phones as secondary phone numbers in the database and encourage you to request that your number be included.

**What precautions are being taken to protect personal information?**

**Connect-CTY®** is a service of The NTI Group, Inc. (NTI). NTI takes security and privacy concerns very seriously and does not sell, trade, lease or loan any data about our clients to any third party. From a technical perspective, we utilize multiple physical and virtual layers of firewalls to maintain data security. *NTI* only utilizes secure transmissions with its customers. Data is hosted in state-of-the-art facilities which require photo identification, thumb-print recognition, keyed access, and are manned 24/7 with full-security personnel. All data is encrypted prior to being placed on tape for offsite storage. NTI retains an external, independent security firm to perform annual security audits.

**Will there be a way to positively identify incoming calls which are made by the Village using the system?**

The caller-ID number for calls generated by the **Connect-CTY** service will be the same as the Village Hall phone number: In addition, every message will begin with the same standard announcement: **“Hello, this is \_\_\_\_\_ calling with an important message from the Village of South Barrington”**. The message content will follow this standard introduction.

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**Will the *Connect-CTY* service work if I have a call screening system on my phone?**

There are several varieties of call screening devices which use differing protocols for screening. In general, the system has been found to work with these devices; but, some may require some type of pre-programming to allow our Village's telephone number to pass through. .

**If I am a non-resident home owner, what phone should be listed in the notification database?**

For non-residents or owners who reside outside of our Village, you may provide an additional phone number to be included in our database as a point of contact during certain situations. In general, calls are sent to the primary number only, but we also have the ability to call multiple numbers for each resident or business when requested by the resident or business. Please contact our Village Hall office at 847-381-7510 to provide us with that information.

**If I have provided more than one phone number, when will they be called?**

Should a situation arise that requires us to contact you at multiple phone numbers, we can activate the system to place a simultaneous call to all of your numbers. In most cases, we will be sending calls only to one phone number.

**My primary phone or my second listing is a cell phone with a non-local area code. Will the *Connect-CTY* service call numbers outside the area?**

Yes. The area code does not impact whether or not a call is made.

**How does the *Connect-CTY* system respond to busy signals or no-answer situations?**

For busy signals, the call will be repeated several times in an attempt to reach you. The same is true for No-answer and Call-waiting. If the phone is answered by a message recorder, the message will be left on the answering device. If, after several attempts the call does not successfully go through, the system will stop attempting to call.

**I am receiving Village notification calls at my fax or my secondary phone line. Can I switch to have the system call my primary phone number?**

Yes. Please contact us at 847-381-7510 to change the phone number in our notification database.

**I was not able to listen to the entire call. Is there a way to repeat the message?**

Yes, at the end of the message, simply press the star (\*) key on your telephone to have it repeated in its entirety. This will not work on messages left on your answering machine.

**I answer the phone but the "Hello" message repeats. It then hangs up, calls back, and the same thing happens again. How can I hear the entire message?**

Repeating or looping of messages happens when the system detects excessive noise in the background. This can be caused by loud radio/television volumes, people talking, or busy traffic noise. When you receive the next call, say "hello" once and turn down the volume of your radio/television or press the mute button on your telephone to allow full message delivery.

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