

# Testimonials

## Camanche Volunteer Fire Dept., Iowa

Camanche Fire Department, Clinton County, Iowa has about 30 'on call' Volunteer Firefighters and EMTs. We used to purchase the Firebar conferencing service from our local phone company for contacting our volunteers. Because of upgrades to their network (i.e., fiber to home networking) the phone company decided not to offer this service anymore. Luckily



we found XOP Networks Firebar Emergency Conferencing service through a web search. We switched to XOP's service and have been using it on daily basis. The service is functionally equivalent to what we used to have before. It can call our volunteers at their previous landline numbers and in addition also on their cell phones. This increases the probability of reaching the right volunteer significantly. Other thing I like about the XOP service is access to their server's web portal. Earlier whenever I needed to add a person to the group or edit his/her phone number, I had to make a written request to the phone company. The company could take up to a week to implement the change. Now I have direct access to the XOP web portal. I can login over the Internet at any time and make the change myself.

- Dave Schutte, Fire Chief

# Background

- ◆ In rural US, small communities are served by Volunteer Fire Departments. Typically 20-30 volunteer Firemen and Emergency Medical Technicians (EMTs) are associated with each such department. When responding to an emergency situation, the Fire Chief calls the volunteer Firemen and EMTs based on their availability and skill set.
- ◆ The process of communicating with multiple volunteer Firemen and EMTs can be speeded up by the use of Dial out Audio Conferencing service. Once initiated, the conferencing service calls all the volunteers automatically and puts them in an audio conference with the Fire Chief.
- ◆ To support this need, the local phone company offers a service, known as Firebar Conferencing Service. As part of this service, the phone company places an additional phone line at each volunteer's house. This phone line is rung when the volunteer fireman needs to be contacted. Upon off-hook, the volunteer is placed in a conference with the calling party - usually the Fire Chief.
- ◆ As most people carry cell phones these days it is important to reach the voluntary Firemen and EMTs on their cell phones as well besides their landline phones.
- ◆ XOP Networks' provides a **Nationwide Firebar Emergency Conferencing Service** that is functionally equivalent to the current service and in addition also works with cell phones. Besides phone calls, it can also send SMS text messages to inform the volunteer Firemen and EMTs.



## Firebar Emergency Conferencing Service for Fire Chiefs

**Reach Your  
Voluntary Firemen  
Anywhere,  
Anytime, Anyway**

- ◆ Fast
- ◆ Easy to Use
- ◆ Reliable
- ◆ Web based
- ◆ Cost effective

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**FIREBAR  
EMERGENCY  
CONFERENCING SERVICE  
FOR  
FIRE CHIEFS**



**Health Emergency**

I am 75 years old and I am a resident of Camanche, Iowa. I have severe Arthritis in my knees. One day while walking in the neighborhood, I tripped and fell down and could not get up. It felt like that I may have broken a bone. Luckily I was carrying my cell phone. So I called 911. The 911 lady asked me a few questions about where I was etc., and then said help is on its way. To my amazement, within a few minutes I heard the fire truck siren. The truck pulled up and two Fireman and a Paramedic came and took me to the Camanche hospital. I had heard that Camanche city had a good Fire department but I was really impressed by how fast they came to help me.

- John Gunther, Resident, Camanche

# How Does It Work ?



*A person in distress calls 911. The 911 Dispatch person learns the issue at hand and then calls (or speed dials) the number for the XOP Networks Firebar conference bridge.*



*Based on the incoming Caller-ID the Firebar Bridge calls all members of the associated Volunteer Firefighter group, including the Fire Chief. Upon off-hook, it places them in a conference with the dispatcher.*



*Once in conference, the dispatcher describes the problem at hand. Based on information received, the Fire Chief directs the Firemen and EMTs as necessary.*

**Fast** – Allows a Fire Chief to quickly communicate with Voluntary Firemen and EMTs.

**Easy to use** – The system ‘remembers’ multiple phone numbers belonging to Voluntary Firemen and EMTs. Once triggered it automatically dials them at their multiple phone numbers (office, home, cell etc.). Upon off-hook they are placed in an audio conference with the initiator. No need to look up phone numbers at the time of your emergency.

**Portable** - Multiple 911 dispatchers can be authorized to trigger the Firebar conference. A dispatcher can use any phone (cell or landline) for the trigger. No need to stay put at the dispatch center for initiating emergency calls.

**Administration Portal** - You can change the group members or edit their numbers via a simple web portal. No need to depend on your local phone company to make the changes.

**Cost** - The service is priced very cost effectively compared to current solutions. Please see your XOP Networks’ Sales Representative for details.

