

Please read: Important information for all residents.

The Town has contracted services with an emergency contact system (**Connect-CTY**TM).

Please read the attached frequently asked questions for more information on this important service.

Connect-CTYTM Frequently Asked Questions

1. **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.

2. **How does the service work?**

Authorized officials record a voice message that is then delivered quickly to individual phones and/or email addresses in the notification database.

3. **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.

Examples would include severe weather warnings and updates, hazardous traffic or road conditions inside the town or affecting local routes, and any other situation that could impact the safety, property, or welfare of our citizens.

4. **Does the **Connect-CTY** service replace other systems that have been used to provide time-sensitive information to residents?**

This system is a significant enhancement to existing means of communication and is supplemental to, not a replacement for, the systems we have used in the past.

Connect-CTY™

Frequently Asked Questions

5. **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 businesses, we only store one main phone number. For residents, we may store up to three numbers that belong to you in the database. Additionally, you may request to have two email addresses entered into our database for priority notifications.

6. **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.

7. **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. No confidential information is ever transmitted between *NTI* and its customers using e-mail or FTP, but rather always utilizes either a VPN tunnel or SSL. 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 also retains an external, independent security firm to perform annual security audits.

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

The caller-ID number for calls generated by the **Connect-CTY** service will be the same as the Town Emergency Center number: 978-468-4421. In addition, every message will begin with the same standard announcement: **“Hello, this is (name of authorized individual) calling with an important message from the Town of Hamilton”**. The message content will follow this standard introduction.

9. **Will there be a way to positively identify incoming emails which are sent by the town using the system?**

Yes. The email address that the system will use is notifications@hamiltonma.gov please be sure to add this address to your safe list with your email provider. You will not be able to reply to this email address.

10. **Will there be a way to positively identify incoming text messages which are sent by the town to cell phones using the system?**

Yes. The text number that will appear is 23177.

11. **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 town's telephone number to pass through. We may conduct periodic tests to assure that messages are being delivered to numbers in the notification database.

Frequently Asked Questions

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

For non-residents or owners who reside out of our town/city, you may provide an additional phone number to be included in our database to 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 supply your contact information via the Town Website www.hamiltonma.gov. Look for the following icon on the home page:

13. 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 the primary phone number.

14. 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.

15. 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.

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

Yes. Please supply your contact information via the Town Website www.hamiltonma.gov.

17. 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 playback, simply press the star (*) key on your telephone to have it repeated in its entirety.

18. 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.

19. What happens when I move out of Town?

Connect-CTY updates resident land line telephone numbers listed in various white pages to their database automatically once a month. You must remove your secondary phone numbers and email addresses via the Town website. Look for the following icon on the home page:

20. What if my phone number is unlisted?

Connect-CTY updates resident land line telephone numbers listed in various white pages to their database automatically once a month. If your number is unlisted they will not populate it to the database. You must add your phone number and or email addresses via the Town website.

Connect-CTY™

Frequently Asked Questions

Please look for the following icon on the left hand side of the Town website's home page
www.hamiltonma.gov:



Please click on the icon above to enter your data.

TOWN OF HAMILTON

Welcome to the **Connect-CTY**® website for the TOWN OF HAMILTON. Please enter your contact information here so local leadership may contact you with important messages in the public interest.

<p>I AM A RESIDENT of the TOWN OF HAMILTON and I would like to register my name and phone number(s).</p> <p>Add My Contact Info</p> <hr/> <p>I have already registered my contact info, and I would like to edit or delete my contact info.</p> <p>Edit or Delete My Info</p>	<p>MY BUSINESS ADDRESS is in the TOWN OF HAMILTON and I would like to register a contact name and phone number(s) for my business.</p> <p>Add My Business Info</p> <hr/> <p>I have already registered a contact for my business, and I would like to edit or delete that contact info.</p> <p>Edit or Delete My Info</p>
---	--

© 2006-2009 Blackboard Connect Inc. All Rights Reserved Worldwide.

English | 中文 | 한국어 | Português | Русский | Español | Tagalog | Tiếng Việt