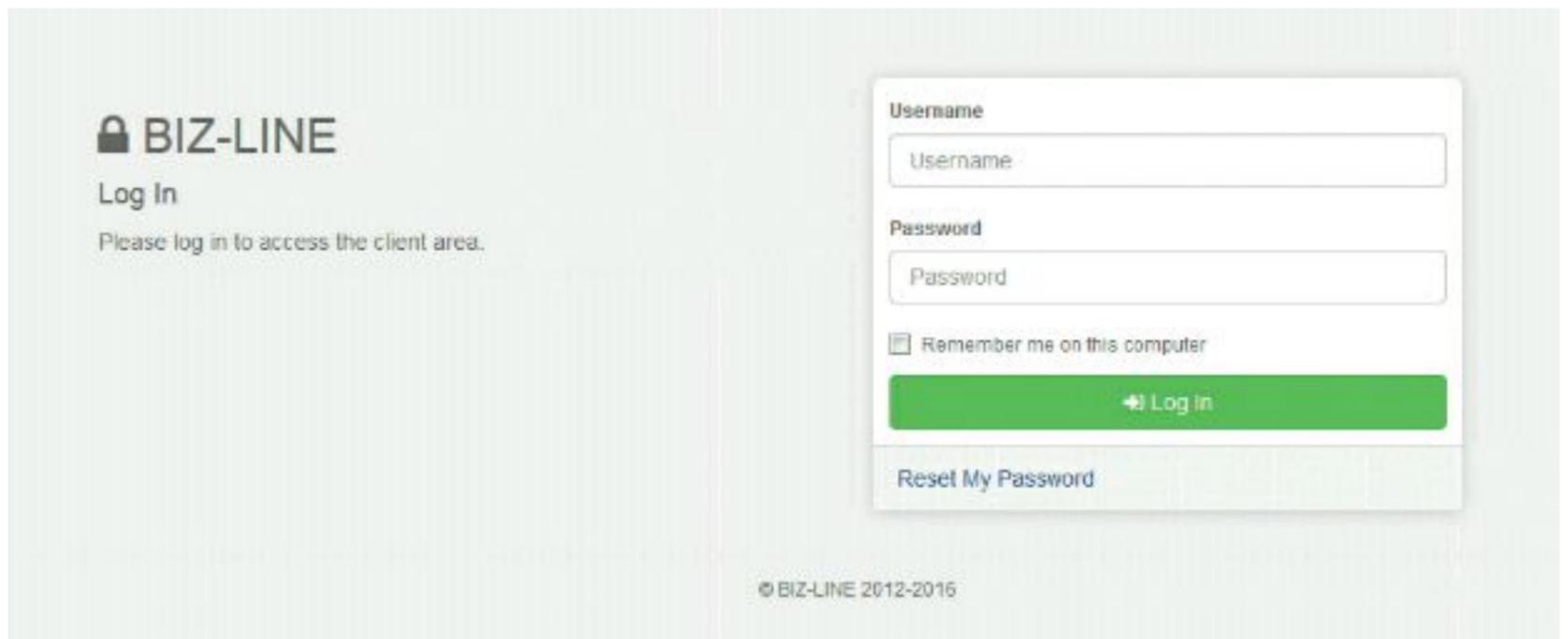


Broadcast Dialer is a universal customer service tool that offers numerous different types of automated calling services that adapt to your unique business needs. Broadcast Dialer may be used to inform your customers of upcoming promotions, remind them of past due payments, re-confirm their bookings or reservations, and much more. Broadcast Dialer campaigns may be informative in nature or interactive, allowing the customer to select a callback option, to speak to a live representative or to leave a voice message. The tool gives you full control of all of the campaign's parameters including pre-recorded messages, calling hours, call recurrence, call flow and more.

It only takes a few minutes to update Biz-Line Broadcast Dialer. Follow the steps below to launch your campaign!

1. Access our Online Portal at <https://myaccount.biz-line.ca/client/login/>



2. Sign in to your account using your Username (your e-mail address) and Password that you received in your welcome email. If you forgot the password, you can reset it using the Reset My Password option. Just click on the link and follow the instructions you receive in the email.

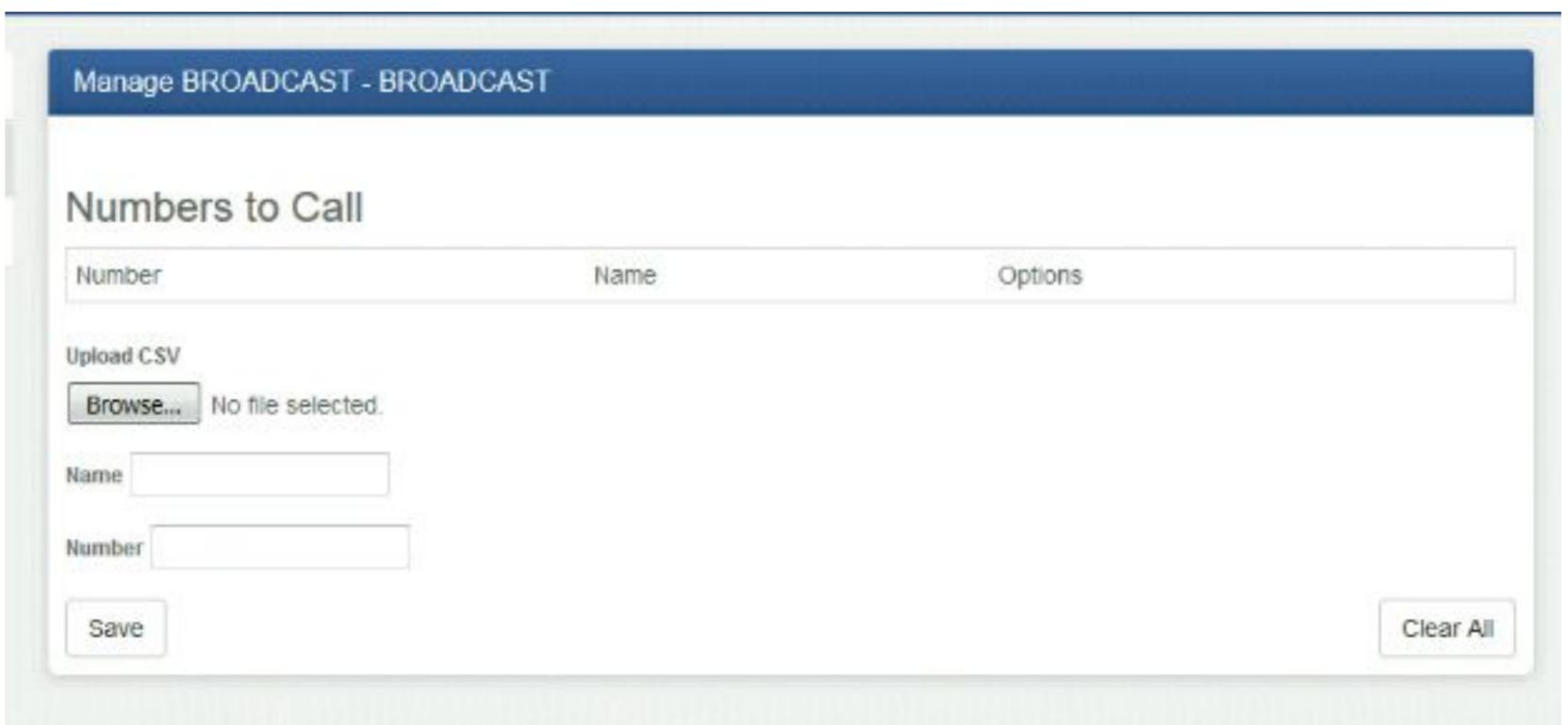
3. Once you are logged in, go to Services --> Broadcast Dialer. Select Manage.

| Services | | | | | |
|---|-----------|----------------------|--------------|--------------|------------------------|
| Active 3 Pending 0 Suspended 0 Canceled 0 | | | | | |
| Package | Label | Term | Date Created | Date Renews | Options |
| REMINDER | REMINDER | 1 Month @ \$0.00 CAD | Mar 07, 2016 | Apr 01, 2016 | ⚙️ Manage |
| BROADCAST | BROADCAST | 1 Month @ \$0.00 CAD | Mar 07, 2016 | Apr 01, 2016 | ⚙️ Manage |
| BRONZE | 10012370 | 1 Month @ \$0.00 CAD | Mar 07, 2016 | Apr 01, 2016 | ⚙️ Manage |

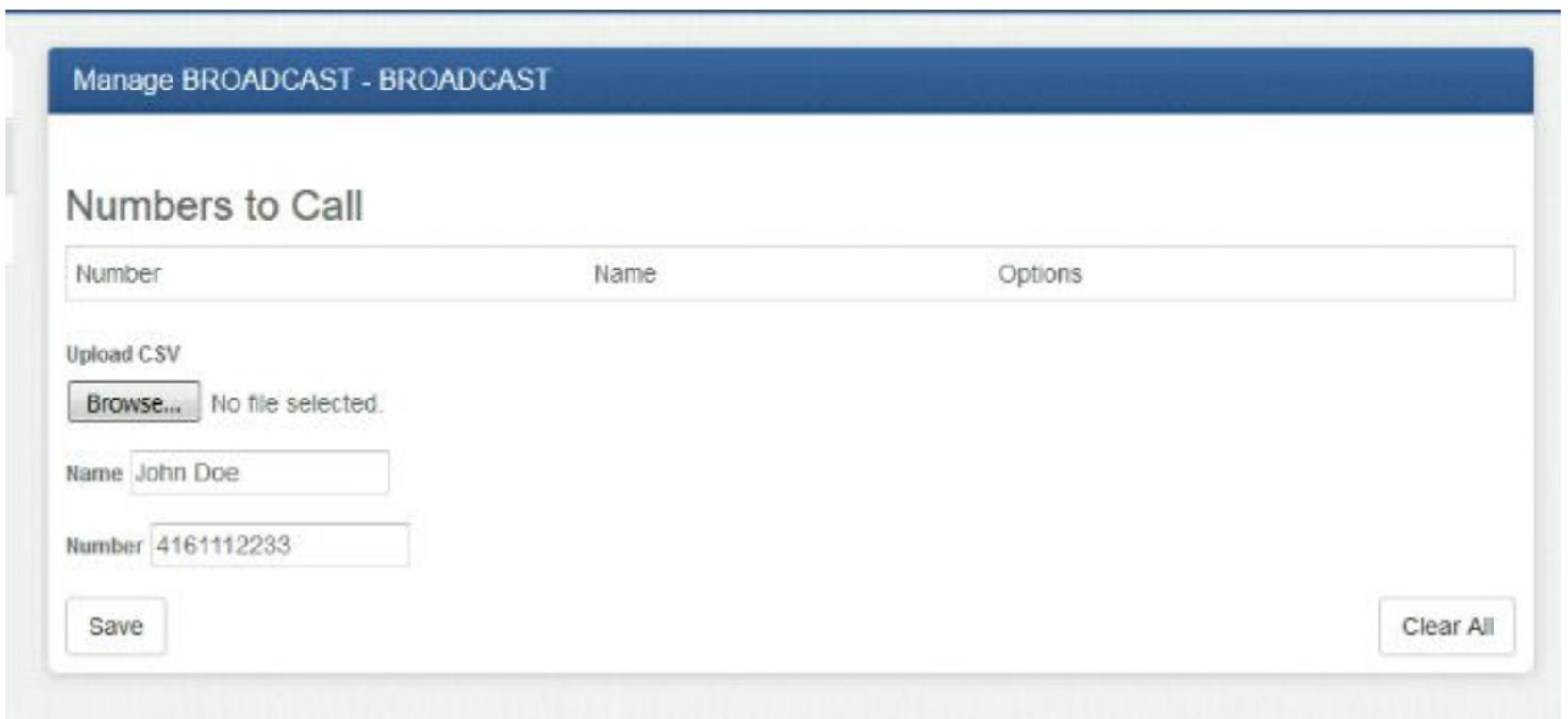
4. On the left, you will see several options. Click Numbers to Call.



5. Here, you will be able to add and remove numbers to be called and edit your call list.



6. You may add phone numbers manually by entering the recipient name and phone number directly into the form.



Press Save to add the number to your calling list.

The screenshot shows a web interface titled "Manage BROADCAST - BROADCAST". Under the heading "Numbers to Call", there is a table with the following data:

| Number | Name | Options |
|------------|----------|--------------|
| 4161112233 | John Doe | Edit, Delete |

Below the table, there is an "Upload CSV" section with a "Browse..." button and the text "No file selected.". There are also input fields for "Name" and "Number". At the bottom left is a "Save" button, and at the bottom right is a "Clear All" button.

Every number on your list has a Delete button on the right, which removes the entry from the list. If you select Clear All, it will remove all entries on the list.

This screenshot is identical to the one above, but with two red circles highlighting specific elements. One circle is around the "Delete" button in the "Options" column of the table. The other circle is around the "Clear All" button at the bottom right of the interface.

7. You may also import a list of numbers by uploading a CSV file.

Manage BROADCAST - BROADCAST

Numbers to Call

| Number | Name | Options |
|--------|------|---------|
|--------|------|---------|

Upload CSV

No file selected

Name

Number

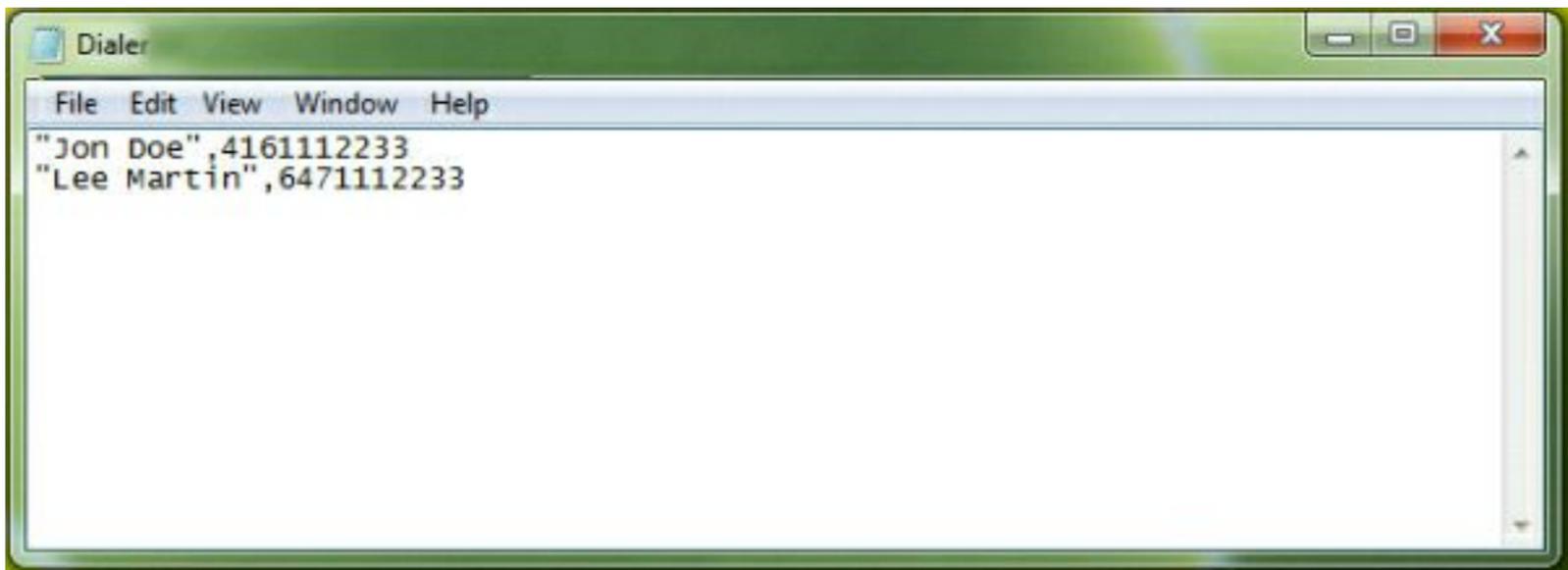
It needs to be formatted in the following way:

"Name", Number (Names should be enclosed by " " and fields separated by a comma)

For example:

"Jon Doe",4161112233

"Lee Martin",6471112233



Manage BROADCAST - BROADCAST

Numbers to Call

| Number | Name | Options |
|---|------|--|
| Upload CSV <input type="button" value="Browse..."/> Dialer.txt | | |
| Name <input type="text"/> | | |
| Number <input type="text"/> | | |
| <input type="button" value="Save"/> | | <input type="button" value="Clear All"/> |

When the list is ready to be uploaded, click on Browse to select the file and press Save. Your calling list will be updated accordingly. You may update the list any time. All changes will take effect immediately.

The data was successfully updated. x

Manage BROADCAST - BROADCAST

Numbers to Call

| Number | Name | Options |
|------------|------------|--------------|
| 4161112233 | John Doe | Edit, Delete |
| 6471112233 | Lee Martin | Edit, Delete |

Upload CSV
 No file selected.

Name

Number

Please note that the pre-recorded audio files, the campaign time period, frequency, recurrence, the outgoing Caller ID and other parameters need to be set up by a Biz-Line representative when adding the service. We can specify days of the week for the campaign (for example, Monday to Friday), the daily start and end time (for example, from 9 a.m. to 5 p.m.), the number of calling attempts required (for example, 3 times until a live person is reached) and call flow (options offered to the call recipient, such as connecting to an agent or leaving a voicemail message).