



Custom
Procedures



ICS Trained
Agents



Reliable
Infrastructure



24/7
Response

Telelink saves lives, money and time. Our 24/7 Response Centre has been in operation for over 50 years. We deliver critical incident communications and management services for our customers. No matter the situation, Telelink ensures the call is answered and your internal procedure is followed.

✓ Best practice procedural templates can be customized to address the needs of your organization. Telelink's role can range from patching a caller to the right on-call person, to activation and coordination of your Incident Response Team and dispatch first responders.

✓ Call recordings, email and text message summaries, on-call scheduling, and incident debrief reporting provide you with complete documentation of your calls and incidents.

✓ Telelink's Response Centre, located in St. John's, NL, has back-up diesel generators, multiple redundant telco lines, a climate-controlled server room, and thorough business continuity and disaster recovery procedures. If your systems go down, we've got your back!





Saving Lives, Money & Time

Telelink is located in St. John's, Newfoundland on Canada's most Eastern point. Thanks to Newfoundland's rugged, remote, and harsh environment, we know a thing or two about protecting employee safety. Telelink offers an alternative approach to organizations seeking to monitor the well-being of their employees in real-time.



Weatherford **ch2m** **WORK SAFE BC**

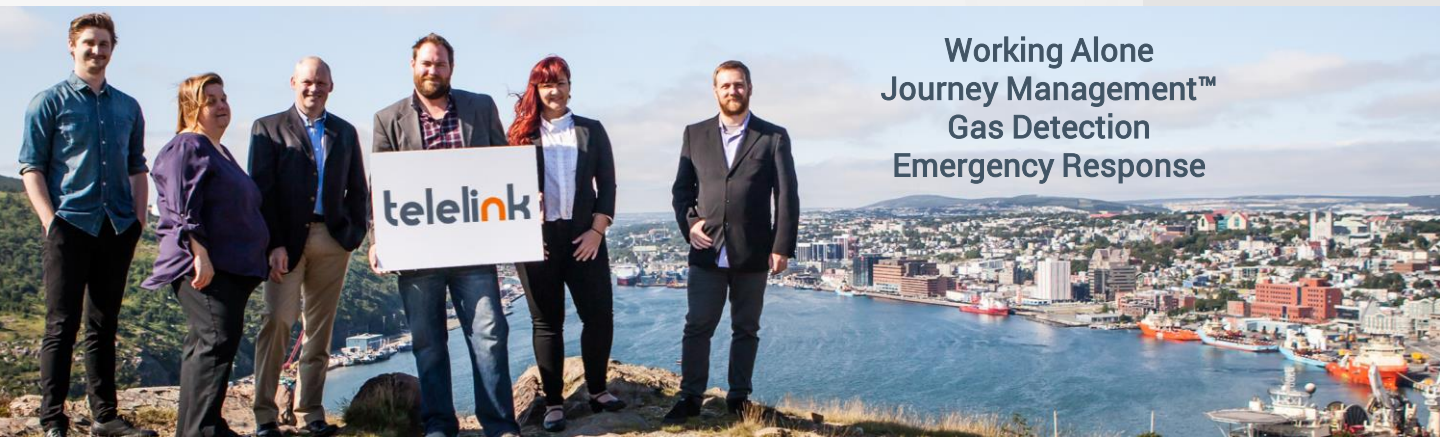
Our business model's foundation lies in our network of safety hardware and software providers, all connected to a central monitoring platform that is manned by Telelink's ISO 9001:2015 certified 24/7 Response Centre. Our customers can mix and match devices, software and procedures without the hassle of managing multiple vendors and portals.

+400
Customers

ISO
9001:2015
Certified

100%
Women Owned

+50 Years
In business



Working Alone
Journey Management™
Gas Detection
Emergency Response



	Starter	Enhanced	Enterprise
Monthly Subscription	\$250.00	\$500.00	\$1,000.00
Emergency/SOS minutes included	25	100	250
Overage per minute fee	\$5.00	\$4.00	\$3.00
Average time to answer*	6 seconds	6 seconds	6 seconds
Payment method	Credit card	Credit card	Credit card/EFT/Cheque
Routine customer support turnaround time	24 Hours	24 Hours	24 Hours
Account setup	\$100.00/Hr	\$100.00/Hr	\$100.00/Hr
IVR	Multiple levels/branches	Multiple levels/branches	Multiple levels/branches
Dispatching	5 Contacts/Calls/Emails/Texts	15 Contacts/Calls/Emails/Texts	Unlimited
Direct access to all North American PSAPs	✓	✓	✓
Toll-free & local DID	✓	✓	✓
Online customer portal	✓	✓	✓
Event recording & data storage	✓	✓	✓
Live translation services**		✓	✓
Use of 3rd party software			✓
1st Priority Customer Service			✓
	Sign up today!	Sign up today!	Sign up today!

*Average time to answer calculated on a monthly basis.

**Additional per minute fees apply and vary based on language.

Case Study: Ardent Global

“Telelink’s services have greatly assisted us triage and dispatch emergency calls to on-duty responders, keep voice and written recordings of all calls received, and conduct specialized preparedness drills and exercises. These key elements are critical in our ability to quickly and efficiently respond to any maritime incident around the world [...]. View case study [HERE](#).

