

**Connect-CTY™**  
Frequently Asked Questions

**What is the *Connect-CTY* service?** The *Connect-CTY* service allows the City of Forest Hill to create and rapidly publicize time-sensitive messages to every telephone number stored in our database. With the *Connect-CTY* service, the City of Forest Hill can send thousands of messages in minutes. Only authorized officials of the City are allowed access to the system.

**How does the service work?**

A City official records a voice message, in English and in Spanish that is then delivered quickly to individual phones in our database.

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

Any message regarding the safety or welfare of our community, city office closings or city sponsored events and town hall meetings would be broadcast 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 within the city limits of the City of Forest Hill have at least one phone number in the notification database. You may request to have a secondary number be listed in our database for priority calling.

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

Yes, we can accept cell phones as primary or 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?**

The City of Forest Hill takes security and privacy concerns very seriously and does not sell, trade, lease or loan any data about our citizens or businesses to any third party. From a technical perspective, we utilize multiple physical and virtual layers of firewalls to maintain data security. *Connect-CTY* only utilizes secure transmissions.

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

The caller-ID number for calls generated by the **Connect-CTY** service will be the same as the City of Forest Hill's number: **817-568-3000**. In addition, every message will begin with the same standard announcement: ***"Hello, this is the City of Forest Hill calling with important message."*** The message content will follow this standard introduction.

**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 pre-programming to allow the City of Forest Hill's telephone number to pass through. We may conduct periodic tests to assure messages are being delivered to numbers in the notification database.

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

For non-residents or owners who reside outside of the City of Forest Hill, you may provide an additional or alternate 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.

**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.

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**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 City of Forest Hill 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 **(817) 568-3000** to change the phone number.

**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.

**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.