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Effective June 1st, 2025, Echo911 will implement a new onboarding process for all Private Business customers seeking dispatch services. This change is part of our continued commitment to set the standard in shared and consolidated dispatch operations for non-governmental entities, including, but not limited to, Private Security, Special or Company Police, ASPCA, Private Rescue, and other privately operated organizations.

New Process for Dispatch Service Eligibility (Non-Governmental Accounts):

1. **Initial Contact:** Complete an informational request form or contact the Echo911 sales team.
2. **Preliminary Assessment:** An Echo911 account manager will assess whether the business is a strong candidate for services.
3. **Account Setup:** Establish a basic company profile in our system.
4. **Quoting:** Receive a formal service quote for review and approval.
5. **Stage 1 Onboarding:** Begin the dispatch onboarding process through our online platform.
6. **Background Investigation:** The designated account administrator or owner must authorize and undergo a comprehensive background screening, which includes:
 - Local and national criminal history check
 - 50-state sex offender registry search
 - Social Security number verification
 - Identity and address history verification
7. **Business Verification:** Echo911 will verify the legitimacy and standing of the business by confirming:
 - Active registration and good standing with the Secretary of State
 - Good standing with the Department of Revenue
 - Any required state licensure (e.g., private investigator, private security, company police)



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- Credit standing via Dun & Bradstreet
- 8. **Contract Execution:** A written billing authorization and dispatch services agreement will be issued for signature.
- 9. **Equipment Deployment:** Upon final approval, Echo911 will ship any required equipment such as radios, body-worn cameras, or related accessories.

Additional Requirements:

All individual users onboarded under the business account for dispatch services will also be screened against the National Sex Offender Registry and Echo911's internal ineligibility list.

Disqualifiers for Dispatch Eligibility:

- **Automatic Disqualification:** Any conviction related to domestic violence or crimes of moral turpitude.
- **Conditional Review:** Felony convictions, pending felony charges, or felony indictments will be evaluated by Echo911 Administration on a case-by-case basis. *(We acknowledge the justice system is not infallible, and some non-violent or outdated charges, such as copyright violations or excessive fishing without a license violations, may not warrant automatic disqualification.)*

The purpose of this policy is to filter out high-risk individuals and companies that could jeopardize the integrity, professionalism, and safety of our dispatch platform.

Company administrators will be required to attest that they have properly vetted all users under their account. They will be held responsible for any misuse of the platform or failure to conduct adequate background checks on their personnel.

In addition, **Echo911 will begin more aggressive enforcement of the General Radio Etiquette, Use, and Policy Handbook for End Users.** This is to ensure all clients adhere to proper radio traffic protocols and uphold the professional standards expected across our network.