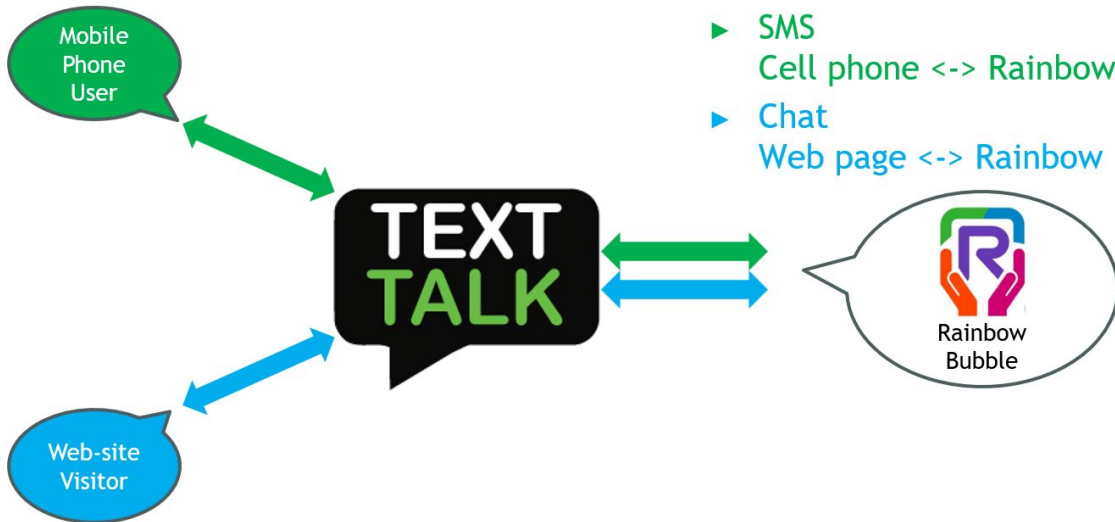




# Text Talk Chat Messaging Service

Text Talk is a two-way SMS and web chat messaging application that enables mobile users and website visitors to engage in two-way chats with a business or organization via ALE's Rainbow.

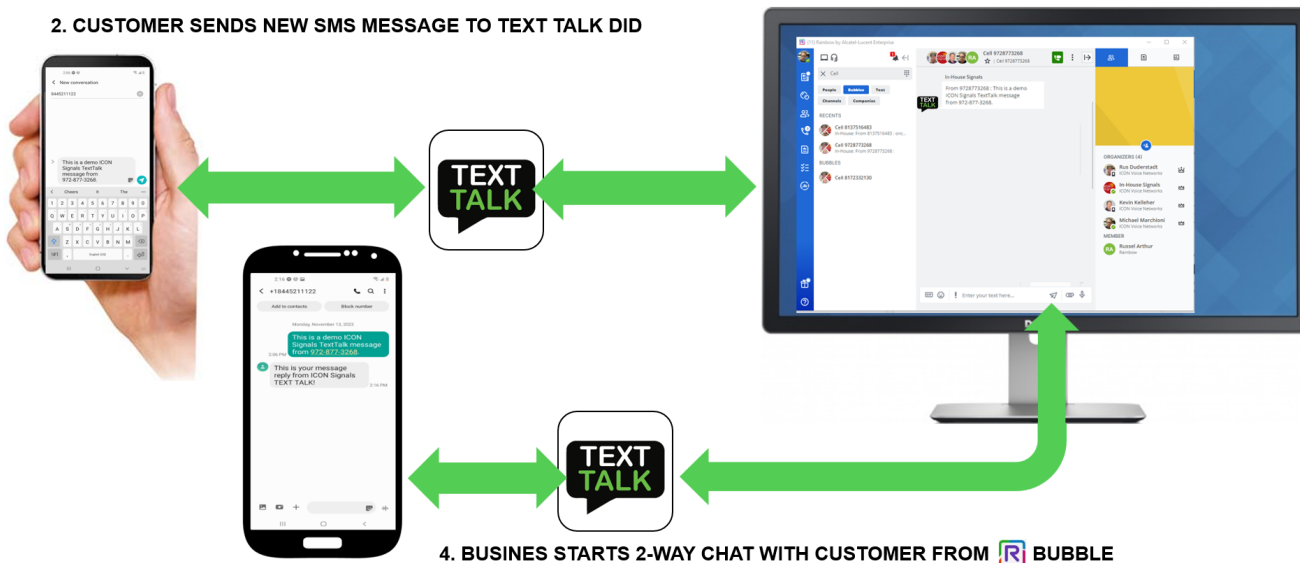


## Text Talk SMS Messaging

1. BUSINESS PUBLISHES TEXT TALK DID NUMBER TO CUSTOMERS

2. CUSTOMER SENDS NEW SMS MESSAGE TO TEXT TALK DID

3. MESSAGE IS POSTED TO RAINBOW BUBBLE MONITORED BY BUSINESS RAINBOW USERS

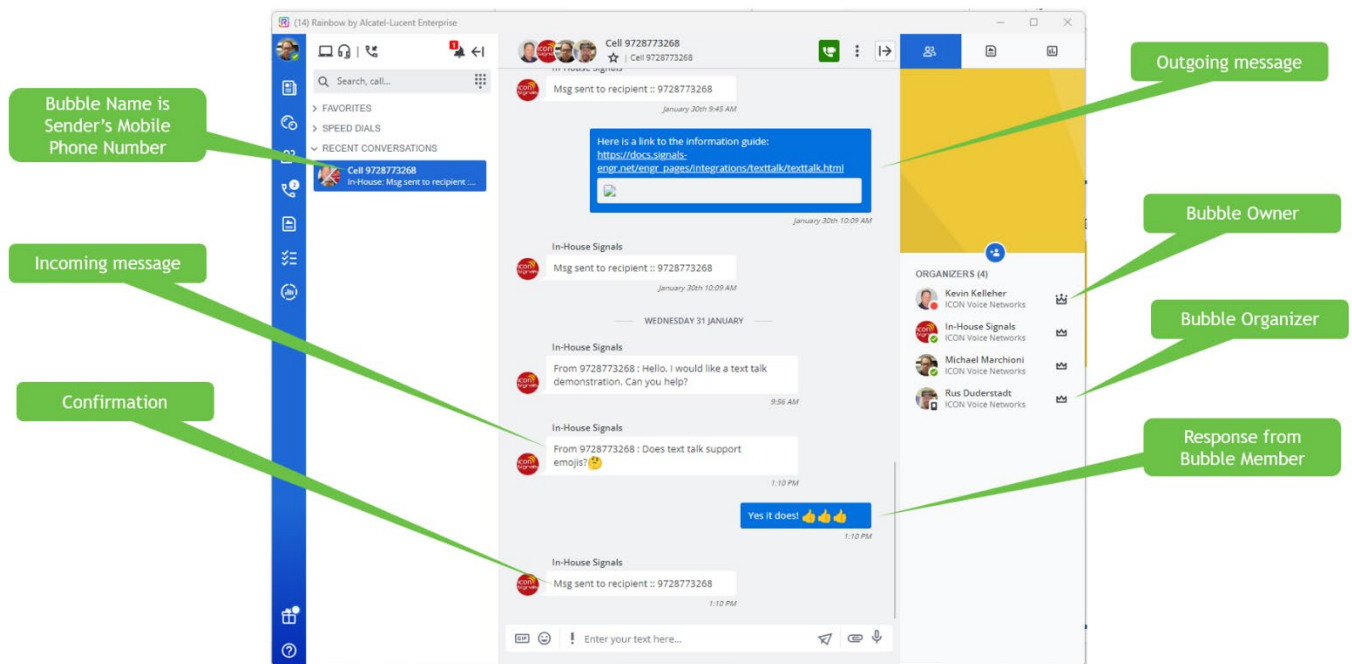


## Text Talk Supports SMS Messaging and Web-site Chat Messaging.

Chat messages are handled similar to SMS messaging with the difference being a web-page chat messaging interface is used to initiate the initial message to the Rainbow bubble.

### How Text Talk Works:

1. When a new message is received, Text Talk sends the message to a Rainbow bubble.
2. Staff are automatically subscribed to the bubble and all members see the new message and can respond to the mobile phone user or web chat user.
3. Messages can contain alphanumeric characters, hyperlinks and emojis.



Rainbow Bubble Features

## About ICON Cloud Solutions

ICON specializes in cloud and customer-premises based voice, video, alert and unified communications platforms.



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