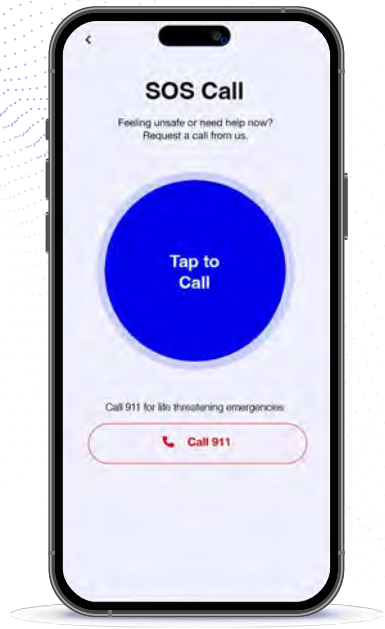
SiriusXM CONNECT

SOS CALL

One tap to a live safety agent for emergency support

SOS Call is a managed emergency monitoring service that receives SOS alerts from your app or device, connects the user to a live agent, and escalates alerts to emergency services when needed. With a single tap, users can quickly connect to a safety agent ready to assist. SOS Call provides support for the space between “I’m fine” and “I need 911.” From brief moments of unease, to serious situations when you need emergency assistance, we’re available 24/7/365.

For users facing an unfamiliar, uncomfortable, or potentially dangerous situation, SOS Call provides immediate access to a real person who can assess what’s happening, provide reassurance, and help determine the right next step. For businesses, it creates a meaningful way to embed emergency support into the customer experience, strengthen duty-of-care offerings, and build the trust and loyalty that support long-term retention.



24/7 access to a live safety agent

Real Humans With Real Experiences To Support People in Safety Concerns

FOR THE USER

- Available 24/7/365
- One tap connects to a live safety agent
- Agent triages the situation and coordinates with local emergency services
- Agent stays on the line until help arrives — not a callback or bot

FOR YOUR BUSINESS

- Provide human support for your end-users in uncomfortable situations
- Reduces severity by catching incidents earlier
- Creates a documented first-response record

Why This Matters: In an emergency or uncertain situation, users may need help quickly but may not know who to call or how to get the right support. SOS Call closes this gap by giving users a direct connection to a live safety agent with a single tap. The agent can assess the situation, provide reassurance, and coordinate with local emergency services when needed, helping users get the appropriate assistance faster.

THE USER EXPERIENCE

1. User is in distress
2. Opens the app and taps the SOS button
3. Safety agent answers in an average of 2.3 seconds
4. Communicate brief triage questions and confirms location
5. Coordinates with local emergency services
6. Stays on the line until situation is resolved
7. Incident is logged; summary available in the app

BENEFITS

- 24/7/365 coverage
- Standardized emergency response procedures
- Escalation to PSAP when required
- Support to authorized emergency services inquiries

OUTCOMES

- Reduce time-to-help in critical situations
- Improve safety perception and trust for end users
- Offload emergency operations from internal teams
- Provide enterprise-grade response

INTEGRATION

Mobile SDK

- Easily embedded into mobile native apps
- White glove onboarding engagement
- Pilot readiness for scaled rollout

ANALYTICS

- Total SOS calls initiated
- Call resolution rate
- Support ticket volume related to SOS
- Average time-to-connect (agent answer speed)

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