

# Bushfire Alert

## Critical Information Summary

### Information about the Service

#### The Service

Bushfire Alert is a community based alerting system that empowers local communities to issue alerts to members of their community.

When an emergency occurs a member of the community dials their unique alert number and leaves a message about the event, then confirms the message is to be sent.

Once confirmed the system then broadcasts the voice message by calling landline and mobile telephones, and sends a text version by email and SMS.

Members can select their own preferences on how they wish to receive alerts.

The community can select preferences on how they want the system to operate for their own particular needs.

Being a community based system, it requires at least one person to be the Advocate for the group.

The Advocate has access to a secure browser based interactive interface where they can manage preferences for the group, preference for members, usage reports and be the central voice for the community.

Please contact our help desk for any information about the Bushfire Alert service.

#### Bundling

This service is not conditional on any bundling arrangements.

#### Minimum Term

The service is pre-paid for a once off flat fee of \$18 per telephone number for a 12 month period.

### Information about Pricing

The service is pre-paid for a once off flat fee of \$18 per telephone number for a 12 month period.

Each Bushfire Alert community is issued with a unique telephone number which may be either a 1300 number, or a local access number such as 02 for NSW, 03 for Victoria, 07 for Queensland etc. When a member dials the alert number they are charged by their telecommunication carrier at the rates as determined by their carrier.

Subscribers require a valid email address and credit card to subscribe to the service.

#### Minimum Monthly Charge

\$18 per telephone number for a 12 month period.

#### What's Included

All outbound alerts to land line and mobile telephones, SMS and email for the subscribed 12 month period.

The Advocate has access to a secure browser based interactive interface where they can manage preferences for the group, preference for members, and access usage reports which are presented in near real time.

#### What's Not Included

Subscribers require a valid email address and credit card to subscribe to the service.

Each community requires enough members, as determined by the community, to make the system worthwhile for the community.

Abuse of service as specified on our terms and conditions at <http://telcoedge.com.au/terms-and-conditions>

Usage outside of Australia. Please enquire with our helpdesk about international usage:

Phone: 1300 20 88 20, or Email: [sales@TelcoEdge.com.au](mailto:sales@TelcoEdge.com.au)

#### Cancellation

7 days' notice.

No cancellation fee applies.

Any pre-paid annual fee that may be remaining at time of cancellation is not refunded.

### Other Information

#### International Use

Please enquire with our helpdesk about international usage:

Phone: 1300 20 88 20, or Email: [sales@TelcoEdge.com.au](mailto:sales@TelcoEdge.com.au)

#### Full Terms and Conditions

Product and pricing information is correct at time of printing. This critical information is a summary only.

Our full terms and conditions on which we provide our products and services are provided at <http://telcoedge.com.au/terms-and-conditions>

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### **Billing**

Subscribers require a valid email address and credit card to subscribe to the service.

Subscribers are issued with a receipt invoice to their nominated email address.

The service is pre-paid for a once off flat fee of \$18 per telephone number for a 12 month period.

A community may pay a lump sum on behalf of all members of the community, where this has been agreed in advance with TelcoEdge.

### **Contact Details**

If you have any questions regarding your service please contact us on

Phone: 1300 20 88 20 between 8:00am and 5:00pm ACT and ACDT Monday to Friday, or

Email: [sales@TelcoEdge.com.au](mailto:sales@TelcoEdge.com.au)

If we are unable to resolve your issue to your satisfaction please visit our Dispute Resolution policy provided at <http://telcoedge.com.au/policies>

If you are still not satisfied with the steps TelcoEdge has taken to resolve your issue you may contact the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints as a last resort and only after you have already attempted to resolve your issue with TelcoEdge. You can visit the TIO at [www.tio.com.au](http://www.tio.com.au) or call them on 1800 062 058.

## **Thank you for Choosing TelcoEdge**

If you have any questions regarding your service please contact us on

Phone: 1300 20 88 20

Email: [sales@TelcoEdge.com.au](mailto:sales@TelcoEdge.com.au)