

## **1300 Smoke Alarms**

### **After-Hours Terms and Conditions**

1. Our Standard Service inclusions are offered for subscribed and fully paid properties Monday to Friday between 8am and 5pm in Queensland and New South Wales.
2. Our After-Hours Emergency Service is for Smoke Alarms only, where an enrolled property is:
  - subscribed and fully paid under any 1300 annual paid subscription; and
  - located within an 80km radius of the general post office in Brisbane if we are required to physically attend.
3. Our After Hour Emergency Service can be accessed via:
  - [www.1300smokealarms.com.au/tenant](http://www.1300smokealarms.com.au/tenant) or 1300 766 532. A mobile phone number will be provided for assistance. Conditions apply.
4. The Online Service is available 24-7 and contains helpful videos, tips and user manuals to assist tenants in disarming the alarm/s via the website.
5. After hours emergency phone support is available Weekdays 5.00pm to 11pm and Weekends 7am to 11pm. This phone support may not be available on public holidays, christmas day or other occasions where there is peak load due to a weather event or a natural disaster or where telecommunication issues exist or any issue that are beyond the control of 1300. Tenants may be required to leave a message, explaining the issues and must wait for up to an hour for a response. We require you to also lodge a tenant online request through our online form with full details and pictures.
6. 1300 will not be liable for (and you release 1300 from all claims in respect of) any costs (including third party call out fees or new alarms) incurred by the agent/tenant as a result of or in connection with the agent/tenant being unable to access or utilise the After-Hours Emergency service for any reason.
7. If a tenant calls a third party to attend to a beeping alarm because they are unable to contact 1300 after hours support through the online or telephone support, the maximum compensation payable to a third party by 1300 is \$99 plus GST. No further monies will be payable by 1300 and it is the responsibility of the tenant/agent to pay the additional costs if the third-party bill exceeds this amount.
8. The compensation amount will only be paid if the tenant has made every reasonable attempt to contact 1300 by completing the online contact form with details and pictures and by calling the after-hours mobile phone and leaving a message and text

message during the operational hours of the after-hours service. If this process is not followed then 1300 will not be liable to pay any compensation to the tenant/agent and the full amount of the third-party bill will be the full responsibility of the tenant/agent.

9. An emergency call out fee maybe payable (\$175 plus GST) if we have to attend a property for any of the following reasons between the hours of 5pm to 11pm

Weekdays and 7am to 11pm Weekends:

- If the tenant has not viewed the online support material and made no attempt to disarm, disable or silence the beeping alarm causing us to physically attend the property; and
- If the tenant has been contacted by a 1300 technician and has not followed reasonable requested to assist in disarming, disabling or silencing the beeping smoke alarm/s causing us to physically attend the property; or
- If the faulty/beeping alarms have been installed by a third party even if there is an annual subscription; or
- It has been determined that the alarms have been modified in any way by the tenants causing us to physically attend the property to make the property safe.

10. Without limiting any other provision of this Agreement, we may replace a Smoke Alarm/s in the Enrolled Property with a different brand of Smoke Alarm/s as part of the After-Hours Emergency Service. 1300 is not liable (and you release 1300 from any Liability suffered or incurred) in respect of any difference in the costs of the Smoke Alarm/s installed compared to the cost of a Smoke Alarm/s that may have been available but for the emergency circumstances even if under warranty by a third party. No agent approval will be sort.

11. All paid properties are eligible to be enrolled in the after-hours emergency service.

Please check first with 1300 to ensure you are indeed eligible

12. 1300 may change or modify this service at its full discretion1300.