



## Frequently Asked Questions

### **How much does the service cost?**

The price of the service for each street address you register in the system is determined by the local hosting **WeatherCall@Home** partner. Visit your local host media partner's website and click on their **WeatherCall@Home** link to begin the registration process.

### **May a subscriber register more than one street address?**

Yes, but there is an additional fee per location. By registering additional locations, subscribers may extend **WeatherCall@Home** protection to their office, elderly parent or your child's school.

### **May a subscriber register a location in another city?**

Yes, a location in any of the lower 48 states of the United States may be registered.

### **How quickly will subscribers be called?**

The system will begin notifying within one(1) minute of receiving the alert from the National Weather Service (NWS).

### **How often will subscribers be called?**

A subscriber will be called whenever the NWS issues a tornado warning that includes that registered street address. If the option is selected, we will also call for severe thunderstorm warnings. There is no cap or limit on the number of times WeatherCall will call you. It is based solely on how frequently NWS issues warnings which include your specific location. Warning calls could be made anytime of the day or night.

### **What if a phone is busy?**

If a phone is busy, the system will call again one minute later. The system will make three (3) attempts to reach each number.

### **What if a phone is not answered?**

If a phone is not answered, the system will call again one minute later. The system will make three (3) attempts to reach each number. The system will leave a message on a voice messaging system where available.

### **What phone number will show up on Caller ID?**

All alerts come from phone number (866)-479-9906. In most cases, this number will appear on the **Caller ID**. In rare cases "Out of Area" or another message may appear. The best way to determine how the **Caller ID** will display on your phone is to send yourself a test phone call using the option in your account. You should store this incoming number and name it **WeatherCall** so that you know it is a weather alert from our service.

### **How do subscribers setup SMS text messaging to their mobile phone?**

**WeatherCall@Home** will send SMS text messaging to a mobile phone using the email address provided by the mobile phone carrier for the device. Subscribers will need to provide their mobile phone # and select their carrier from the drop-down menu. Each record is allowed a total combination of 3 email or SMS text messages.

### **Will WeatherCall notify a pager?**

Yes, the service will use email to notify a pager. Subscribers will need to contact the paging carrier for the email address of the pager and then log into their **WeatherCall@Home** account and register the pager's email address. This entry will count as one of the 3 email addresses allowed.

**How are flash flood alerts delivered?**

Flash flood alerts are delivered only via email and/or SMS text messaging; they are not delivered by phone.

**Is a subscriber's private information safe?**

YES. Credit card information used to purchase the service is not stored. Your name, address, phone numbers, and email/SMS text message addresses are maintained on the **WeatherCall@Home** service as they are needed to determine your location and method of contact for alerts. **WeatherCall@Home** maintains its servers at a very secure facility. Our privacy policy may be reviewed at **Privacy Policy Link**. We do not share, rent, or otherwise distribute your private information to other organizations; your information is only used to provide the **WeatherCall@Home** service.