

APPLICATION TO WAIVE UNWANTED ALARM FEE

Information Sheet

If you believe that you have been charged for an unwanted alarm that could not reasonably have been avoided, you can apply to the NTFRS for consideration of a waiver of the unwanted alarm charge.

The NTFRS has a waiver provision built into its charging process.

Waiver Requirements

- An application to waive must be lodged with the NTFRS **within 30 days** of the invoice date.
- The “Explanation for request to waive Unwanted Alarm fee” should detail the justification for the waiver and **what has been done to ensure that unwanted alarms will not reoccur**. If the alarm occurred due to an equipment fault, provide evidence with this submission. Use an additional sheet if required.
- Attach a copy of the **NTFRS invoice/s and evidence** of actions taken to remedy further unwanted alarm/s (eg invoice from fire system maintenance company).
- A **Statutory Declaration** declaring that all information provided in relation to the request to waive an unwanted alarm fee is true and correct must accompany the application.
- Forward all documentation by email to fire.safety@nt.gov.au
- Do not pay this invoice until you are notified of the outcome of the waive application.
- The application will be assessed and you will be contacted with the decision via the email address provided on the waiver form. (If email is not available, please indicate on the form and provide an alternative contact).
- If you require assistance in implementing strategies to minimise unwanted alarm activations please refer to the NTFRS website or talk to your fire system maintenance provider.