



Government  
of South Australia

## SOUTH AUSTRALIAN METROPOLITAN FIRE SERVICE

SP165



METROPOLITAN  
**FIRE**  
SERVICE  
SOUTH AUSTRALIA

# APPLICATION TO WAIVE PRIVATELY MONITORED FIRE ALARM UNWANTED ALARM CHARGE

Completed form and supporting documentation must be received by MFS with 30 days of invoice date:

**Attention: Incident Records  
Communications Department  
SA Metropolitan Fire Service  
GPO Box 98  
ADELAIDE SA 5001**

**Phone: 8204 3693  
Email: [SAMFSIncidentRecords@sa.gov.au](mailto:SAMFSIncidentRecords@sa.gov.au)**

Privately Monitored Fire Alarm Account Holder to complete this section			
Company Name: (if applicable)			
Customer Contact:			
Customer Address:			
Customer Telephone:			
Customer Email:			
MFS Invoice Detail		Invoice No:	
Customer No:		Invoice Date:	
Incident No:		Incident No:	
Explanation for request to waive Privately Monitored Fire Alarm Unwanted Alarm charge (attach additional sheets if required):			
Signature:			
MFS to complete this section			
Date Received:			
MFS Comments:			
Approved / Declined <i>(strike out where applicable)</i>		Signature of Authorised Delegate:	
Date:			
Database updated <input type="checkbox"/>	Customer notified <input type="checkbox"/>		
If approved, forward to SAFECOM Finance Department			
Finance Department Use Only			
Date Received:		Signature of Authorised Delegate:	
Credit Note Number:			



## APPLICATION TO WAIVE PRIVATELY MONITORED FIRE ALARM UNWANTED ALARM CHARGE

### Information Sheet

This information sheet refers to SP165 “Application to Waive Privately Monitored Fire Alarm Unwanted Alarm Charge”

If you believe that you have been charged for an unwanted alarm activation that is unfair or beyond your control, you can apply to the MFS for consideration of a waiver of the unwanted alarm charge.

The MFS has a waiver provision built into its charging process:

- It has been MFS general practise that a new connection is given a grace period of three months to allow for idiosyncrasies to be sorted before charges occur.
- In the event of an actual fire, no false alarm charge is incurred.
- Some false alarm charges apply if there is more than one alarm operation within a 60 day cycle. Refer to MFS Codes for Alarm Charging

#### Waiver Requirements

- **Application to waive must be lodged with the MFS within 30 days of invoice date.**
- Download and complete the Application to Waive Privately Monitored Fire Alarm Unwanted Alarm Charge form from the MFS Web Site.
- The “Explanation for request to waive Privately Monitored Fire Alarm Unwanted Alarm Charge” should detail the justification for the waiving and what has been done to ensure that avoidable alarms will not reoccur. Use an additional sheet if required.
- Attach a copy of the MFS invoice/s and evidence of the actions taken to remedy further avoidable alarms (e.g. Invoice from alarm maintenance company).
- Forward all documentation to:  
Attention: Incident Records  
Communications Department  
SA Metropolitan Fire Service  
GPO Box 98  
ADELAIDE SA 5001

Or email: [SAMFSIncidentRecords@sa.gov.au](mailto:SAMFSIncidentRecords@sa.gov.au)

- The Application will be assessed and you will be contacted with the MFS decision via email address provided on the waiver form. (If email not available please indicate on the Waiver Form)
- If you require assistance in implementing strategies to minimise avoidable activations please refer to the [MFS Website](#) or talk to your Privately Monitored Alarm Service Provider.