

## WeatherCall FAQ's

### **How often are subscribers called?**

A subscriber is called whenever the National Weather Service issues a tornado warning that includes that registered street address. Severe thunderstorm and flash flood warnings are optional for subscribers. Warning calls could be made anytime of the day or night.

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

The system will begin notifying within 1 minute of receiving the alert from NWS. However, if several thousand people need to be notified it could be as long 5 minutes before everyone is called.

### **It has been raining hard at my house for minutes, with loud thunder. The lightning has lit up the sky like daylight. It is quite frightening. Why didn't we get a call?**

WeatherCall is designed to call you when the weather is dangerous, not just scary. The National Weather Service (NWS) is who makes this determination. For a storm to be considered SEVERE, any one or both of the following must be occurring: Winds of 58 miles per hour or higher, and ¾ to 1" diameter hail.

### **We have had a storm that had been going on for several minutes with thunder, lightning, heavy rain, gusty winds and hail. Why did it take so long for the warning call to come?**

In a matter of minutes, a storm can expand from just being heavy, into a damaging storm with larger hail and stronger damaging winds. NWS constantly surveys the ever changing atmospheric conditions. When they determine that the storm has reached this intense level, a severe thunderstorm warning will be issued. WeatherCall's computers will not initiate a warning call until NWS makes this determination. It is our mission to relay official warnings from the National Weather Service as quickly and accurately as possible.

### **The storm seemed to be so close to us. Why didn't we get a call?**

NWS is constantly monitoring the direction of movement, speed, and size of severe thunderstorms. When they draw the box which determines the actual warning area, you may be close to the area, but unless you are in the actual PATH of the storm, you won't be impacted by it. Because you are not in harm's way, you do not need to be warned. NWS always includes a reasonable "buffer zone" around the actual storm cell to account

for small changes in size and direction which may occur. For more information regarding how NWS determines warning area, visit <http://www.noaaneews.noaa.gov/stories2007/s2776.htm>

**What if my phone is busy?**

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

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

If a phone is not answered, the system will attempt to call again, one minute later. The system will make 3 attempts to reach each number.

**What does the service cost?**

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

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

Credit card information used to purchase the service is stored on a very secure system operated by Ebay. Your name, address and phone numbers are maintained on the **WeatherCall** service as they are needed to determine your location and method of contact for alerts. **WeatherCall** maintains its servers at very secure facilities. Our privacy policy may be reviewed at [Privacy Policy](#). We do not share or rent or otherwise distribute your private information to another organization. Your information is only used to provide the **WeatherCall** service.

**Will WeatherCall notify a pager?**

Yes, using email. Subscribers will need to contact the paging carrier for the email address of the pager, then login to **WeatherCall** account and register the pager's email address.

**How do I set up SMS Text Messaging to my mobile phone?**

**WeatherCall** will send SMS Text Messaging Alerts to a mobile phone by using the email address provided by the mobile phone carrier. Subscribers will need to contact their mobile carrier for the specific email address for their mobile phone.

**May subscribers register more than one street address?**

Yes, but there is an additional fee of \$9.95 per location. By registering additional locations, subscribers may extend the **WeatherCall** protection to their office, elderly parent or your child's school.

**May subscribers a location in another city?**

Yes, **WeatherCall** is operational through out the lower 48 states of the United States.