



## Terms and Conditions of ECCF NPC Buzzer App

By signing up for the ECCF NPC app, you and any designated beneficiaries agree to adhere to the following rules, procedures, and requirements. Your security is a priority for ECCF NPC.

### 1. Responsibilities of ECCF NPC

- Provide services to active, registered users of the app.
- Upon activation of the SOS (emergency) button, SECTOR 1 CONTROL ROOM will contact you via the cell number linked to your account to determine the nature of your request.
- If your life is in danger or you do not respond, SECTOR 1 CONTROL ROOM will dispatch a response unit to your location, and, if necessary, contact the South African Police Service (SAPS).
- In cases requiring medical attention, a medical emergency unit will be dispatched to your location.
- Provide assistance in compliance with regulations governing security companies.
- Once SAPS or medical emergency personnel arrive, SECTOR 1 CONTROL ROOM will transfer responsibility to them.

### 2. Limitations of Sector 1 Control Room

- Services are only available within Kempton Park and its designated service area.
- SECTOR 1 CONTROL ROOM will not intervene in domestic disputes, altercations, or bar fights.
- Medical treatment will not be provided; this is the responsibility of qualified medical personnel.
- Assistance with vehicle issues, such as flat batteries or tyres, is not included.
- SECTOR 1 CONTROL ROOM will not provide fuel, food, or alcohol.
- Transport services for users are not available.
- High-speed pursuits and involvement in riots, protests, or strikes are outside the scope of our services.

### 3. User Responsibilities

- Activate the SOS button only in genuine emergencies when your life is at risk, or you require immediate medical assistance.
- Clearly communicate your emergency to the SECTOR 1 CONTROL ROOM operator to facilitate prompt and appropriate assistance.
- Ensure that your phone's location services are enabled.
- Make timely monthly payments to maintain access to the service.

#### **4. User Prohibitions**

- Do not use the SOS button unless there is a legitimate emergency.
- Abuse of the service or mistreatment of SECTOR 1 CONTROL ROOM personnel is not tolerated.
- Do not test response times, as this may divert resources from actual emergencies.

#### **5. Limitations of Sector 1 Control Room Control**

- SECTOR 1 CONTROL ROOM cannot control:
  - Cell phone network reliability.
  - Functionality of the Buzzer app.
  - Traffic conditions.
  - Weather-related issues.
  - Access to campus or private properties.
  - Response times of medical or emergency units.
  - Availability of medical emergency services.
  - Any other factors outside ECCF NPC's control that may impact service.

#### **6. ECCF NPC's Liability**

- ECCF NPC is not liable for the costs of medical treatment, ambulance services, air evacuation, or other emergency services.
- ECCF NPC will not be responsible for any injuries, damages, or losses incurred by you or any other party as a result of using the app. You agree not to seek compensation from ECCF NPC for such incidents.
- ECCF NPC is not liable for any factors beyond its control.

#### **7. Contract Duration**

- The contract commences upon the first successful debit order payment and continues monthly thereafter for a period of 12 months. Following this term, the contract will automatically transition to a month-to-month basis until terminated by you with one month's notice.
- The service may be suspended without notice if the monthly payment is not received. It is your responsibility to ensure payments are made to reactivate the service.
- ECCF NPC reserves the right to remove you from the app after three instances of service abuse, without refunding any previously paid fees.

#### **8. Payment Agreement**

- You authorize ECCF NPC to deduct the monthly fee from the bank account provided in the app on the first day of each month.
- Fees may increase by up to 10% after the initial 12-month period.
- A charge of R500 will be applied for each false emergency request and will be collected with your next debit order.

#### **9. Dispute Resolution**

- In the event of a dispute that cannot be resolved directly, the matter will be referred to the South African Institute of Dispute Resolution (SAIDSA) for arbitration. Their decision will be final.

## 10. Complete Agreement

- This document constitutes the entire agreement between you and ECCF NPC regarding the service. No verbal or written statements outside of this agreement will alter its terms.

## 10. Contact Us

- Should you require to get in contact with us, please contact us:

### Call us:

Control Room (Kieran McCauley)    [kieran@eccf.co.za](mailto:kieran@eccf.co.za)    +27 68 645 6324

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### Mail us:

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