



## VOICE BROADCAST SYSTEM – Frequently Asked Questions

### **What is a Voice Broadcast System?**

This service allows authorized Departments to create and rapidly disseminate time-sensitive messages to every telephone number stored in the notification database. Only authorized officials are allowed access to the system.



### **How does the service work?**

Authorized officials record a voice message that is then delivered to individual phone numbers in the notification database.

### **What types of messages will be sent using the service?**

Any message regarding the safety or welfare of our community would be distributed using this service. Examples could include water main breaks, severe weather warnings and updates, hazardous traffic or road conditions inside the town or affecting local routes, and any other situation that could impact the safety, property, or welfare of our residents.



### **What precautions are being taken to protect personal information?**

The Harwich Water Department and Harwich Emergency Management Unit take security and privacy concerns very seriously and do not sell, trade, lease or loan any data about our clients to any third party. From a technical perspective, we utilize multiple physical and virtual layers of firewalls to maintain data security. We only utilize secure transmissions with its customers. Confidential information is never transmitted.

### **How will I know the incoming call is from the Harwich Water Department or the Emergency Management Unit?**

Messages will begin by stating the identity of either the **Harwich Water Department** or the **Harwich Department of Emergency Management**. The message content will follow this standard introduction.

### **Is my telephone number included in the notification database?**

It is our intention and hope that every residence and commercial facility in our community be included in the notification database. We request and use one primary phone number for this Voice Broadcast System. Other phone numbers will be collected for account information but not used for the notification system.



### **May I use a cell phone as my notification database listing?**

Yes, we accept cell phone numbers in the database.

### **Will the Voice Broadcast System work if I have a call screening system on my phone?**

There are several varieties of call screening devices which use differing protocols for screening. In general, the system has been found to work with these devices; but, some may require some type of pre-programming to allow our Department telephone number to pass through.

### **If I provided more than one phone number, will both numbers be called?**

At this time we will only be using the primary phone number provided to us. If you have multiple contact numbers, we recommended listing your cell phone number as your primary phone number.

### **Will the Voice Broadcast System call numbers outside the area?**

Yes. The area code does not impact whether or not a call is made.



### **Why is correspondence only going to the Harwich Water Department?**

The Voice Broadcast System and associated databases are located at the Water Department. Therefore, the Water Department manages the system.

If you would like to add or verify that your number is in the database, please call the Harwich Water Department at 508 432-0304.