

Schedule 3.1 – Alarm Monitoring & Electronic Recording Services

AGREEMENT NUMBER:	
PROJECT REFERENCE:	

	Selected Options	Included
1	Human voice notification.	
2	SMS notification	
3	Email notification	
4	Data recording on offsite mirrored servers	
5	Weekly CSV file email	

1.0 Alarm monitoring & Electronic Recording Service

- 1.1 From the commencement date of this Agreement for an initial period of the minimum term and thereafter, the Company will remotely monitor, log and record at 5 minute intervals the sensor values of Customer's Monitored Equipment located at Customer's sites that were listed during the system installation or are otherwise agreed in writing to be included under this Agreement, for abnormal operating conditions above or below pre-agreed alarm set-point and delay values, providing a response (telephone and/or email and/or SMS) 24 hours a day, 7 days a week.
- 1.2 The Company will notify Customer's monitored sites and designated contacts (key holders) of an abnormal operating condition in accordance with the documented KPIs and SLs (service levels), 24 hours a day, 7 days a week.
- 1.3 The Company has no responsibility for the processing of received alarm notification other than their re-transmission to the ultimate destinations specified by Customer.
- 1.4 Electronic records for Customer sites will be made available to Customer through a secure website to enable Customer and, or Customer's authorised personnel to view, export and, or print graphs and electronic records through the Internet using a standard web browser.
- 1.5 The Company will electronically monitor record and retain all Alarm Monitoring Service-related incoming and outgoing voice telephone calls for audit purposes.

2.0 Service Process

Attended Alarm Notification Procedure:

- 2.1 On receipt of an automated alarm activation from a Customer site at the Company's remote call centre, an incident audit record is automatically created on Customer's secure website.
- 2.2 On receipt of an alarm, a notification process is initiated beginning with the first Customer contact listed in the Customer's key holder list.
- 2.3 If the call is answered, the specific details of the alarm incident is verbally passed to Customer's contact for appropriate action, at which point, the alarm notification process is completed. **It is thereafter the Customer's sole responsibility to take appropriate action to resolve the incident.**
- 2.4 To provide time for Customer to process an alarm and take necessary action without receiving nuisance repeat phone calls, any subsequent repeat alarm notifications received within 10 minutes from the initial notification will not be actioned by the call centre operator.
This 10-minute guard time may be adjusted following receipt of a written request from Customer to do so.
- 2.5 After the successful completion of a call, **if requested**, a confirmation email and, or SMS will be automatically sent to contact email address/addresses provided by Customer.
- 2.6 If there is no answer to the first call after 6 rings then the call will be discontinued, and a new call will be made to the next Customer contact on the key holder list. The process continues through the key holder contact list until a contact answers the call.
- 2.7 If a call is answered with an automated call recording message the Company's call centre operator will leave a message that contact was attempted before moving on to attempt a call to the next Customer contact on the key holder list.
- 2.8 If no answer is received from any Customer contact in the key holder list then the incident audit record will be marked as '**no response**' and the incident will be completed. **No further call attempts will be made to contact Customer.**
- 2.9 On completion of the incident call process an alarm notification email will be automatically sent to contact email address/addresses provided by Customer.
- 2.10 At this point no further action will be taken and the incident will be closed.
- 2.11 The call process activity for every alarm event will be displayed in Customer's incident audit record on the appropriate page of Customer's secure website.

Unattended Notification Procedure – Email, SMS

- 2.12 On receipt of an automated alarm activation from a Customer site at the Company's remote call centre, an incident audit record is automatically created on Customer's secure website.
- 2.13 On receipt of an alarm, an email and, or SMS notification process will be initiated and sent to the designated Customer contacts.
- 2.14 The specific details of the alarm incident are contained within the alarm notification to the Customer for appropriate action, at which point, the alarm notification process is completed. **It is thereafter the Customer's sole responsibility to take appropriate action to resolve the incident.**
- 2.15 To provide time for Customer to process an alarm and take necessary action without receiving nuisance repeat notifications, any subsequent repeat alarm notifications received within 10 minutes from the initial notification will not be actioned by the call centre operator.
- This 10-minute guard time may be adjusted following receipt of a written request to do so from Customer.
- 2.16 Upon completion of item 2.14 no further action will be taken, and the incident will be closed.
- 2.17 The call process activity for every alarm event will be displayed in Customer's incident audit record on the appropriate page of Customer's secure website.

Loss of service notification procedure:

- 2.18 Following receipt of an automated communications failure alarm activation at the remote alarm-monitoring centre, Customer will be notified via the notification process (2.1 – 2.18).
- 2.19 On being notified of a loss of service Customer will invoke their local on-site manual monitoring procedure in accordance with their standard SOP (Standard Operating Procedure) until further notice.
- 2.20 Once the communications link has been re-established Customer will be notified of resumption of the remote monitoring service via the notification process (2.1- 2.18).

Electronic Records

- 2.21 Electronic records will be displayed on Customer's secure website for a period of up to **36 months** with the oldest month being archived when the current month's recordings are completed. Archived electronic records will be securely stored on mirrored servers in two geographical locations for up to 30 years.

On termination of the Agreement the Company will maintain the storage of and access to Customer's historical electronic records for six months, during this period at the request of the Customer the data can be extracted by the Company and forwarded to the Customer. At the end of the six-month period the Customer's stored data will be deleted by the Company.

Should the Customer wish the Company to maintain the storage and access of the Customer's historical records, then this can be arranged based upon an agreed fee.

On customer request, the Company will store historical electronic records beyond 30 years for an agreed additional fee.

- 2.22 As a service option, non-controlled copies of all historical records may be automatically emailed to the Customer each week in an Excel spread (CSV) format free of charge.

Customers who decline the option of free of charge weekly CSV files and subsequently request historical data will be charged at the prevailing hourly rate (1 year's data takes up to 1 day of labour to recover from the server and write to media).

3.0 Service Levels

3.1 THE COMPANY

- Respond to and action alarm notifications 24/7-365.
- Continuously record monitored equipment sensor values at 5-minute intervals.
- Publish Customer electronic records via a secure private website 24/7-365.
- Store electronic records in 2 geographical locations for up to 30 years.
- Record inbound & outbound telephone voice communications and retain records for up to 6 months.
- Notify Customer of service and, or communications outages and restoration.
- Notify Customer of monitoring system hardware failures.

THE CUSTOMER

- Provide and keep current the contact (key holder) list.
- Manage the contact (key holder) list through the web application provided.
- Manage short, and long-term, alarm isolations through the secure web pages provided.
- Take responsibility for actioning all alarm incident notifications from the Company.
- Where applicable complete and sign off web-based alarm incident audit records.
- Immediately notify the Company of changes to Monitored Equipment (relocation, retirement, change of use, etc.).

- Notify the Company immediately of any planned replacement of monitored equipment.
- Inform personnel that all Alarm Monitoring Service telephone calls are recorded for audit purposes.

4.0 Key Performance Indicators

- Initiate alarm notification process within 5 minutes of receipt of alarm notification 24/7-365. **
- 99.999% Contiguous historical Monitored Equipment records.
- The Company's network availability 99.999% (Ability to pass IP traffic from the Company network to the Internet).
- The Company server up time 99.99% (Database, Data logging, Alarm reception and web servers).
- Notification of service failure within 60 minutes of fault identification 24/7-365.
- Notification of service restoration within 30 minutes 24/7-365.
- Monitoring service support response time – 1 working day.
- Escalation and, or resolution of technical support issues within 2 normal business days.
- Telephone recording deleted after 6 months.
- Historical records displayed on website for up to 36 months.
- Electronic records stored for up to 30 years.

**** A call will be initiated within 5 minutes from alarm reception to making the first call on a contact (key holder) list considering a full 60 second call cycle. This is based on the first contact on the customer key holder list answering within 60 seconds of the call being received by the contact 24 hours a day.**