

Please return completed form to fax: 03 8625 0020 or noc@videocontrolroom.com

1. Site details

Date:			
Site Name:		Site Code:	
Address:			
State:		Postcode:	
Site Phone:		Site Fax:	

2. Decision makers

This section contains the contacts who are decision makers for their respective responsibility. The Security Manager contact is mandatory. The other contacts are optional (but recommended) depending on the size of the company.

Security Manager	
Name:	
Direct No:	
Mobile:	
Alt Phone No:	
Email:	
Voice Code:	
IT & Communications Manager	
Name:	
Direct No:	
Mobile:	
Alt Phone No:	
Email:	
Voice Code:	
Billing	
Name:	
Direct No:	
Email:	

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3. After hours call list

In the case of an event (mentioned in coming sections) we are going to contact up to 3 people for response.

	Name	Mobile	Alt No
1			
2			
3			

4. Site hours

For our information, can you please enter what times you expect staff to be on site:

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Earliest staff start							
Latest staff finish							

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Cleaner start							
Cleaner finish							

5. User list

Use this list to fill out the people who are going to be programmed into the system. If you have more staff, please print multiple copies of the following page.

5.1. Voice Codes

In addition to PIN codes, we ask that you consider providing voice code authentication to your staff. We can ask this of staff when making changes to policy, providing access to sites, verifying identify of staff etc.

In some cases, there may be a significant period of time between staff recording their voice code to the situation when they have to recall it. Therefore, we ask that staff make their voice code an answer to one of the following questions. In this way, if they forgot we can ask prompt them with the question they initially answered.

- A. Mother's maiden name
- B. Favourite pet
- C. 1st car
- D. 1st street they lived on

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Voice Code Questions:

- A. Mother's maiden name
- B. Favourite pet
- C. 1st car
- D. 1st street they lived on

If you need more users, please make additional copies of this page.

	User Name	Mobile	PIN	Voice Code Question	Voice Code Answer
1				A/B/C/D	
2				A/B/C/D	
3				A/B/C/D	
4				A/B/C/D	
5				A/B/C/D	
6				A/B/C/D	
7				A/B/C/D	
8				A/B/C/D	
9				A/B/C/D	
10				A/B/C/D	
11				A/B/C/D	
12				A/B/C/D	
13				A/B/C/D	
14				A/B/C/D	
15				A/B/C/D	
16				A/B/C/D	
17				A/B/C/D	
18				A/B/C/D	

6. Late to close monitoring (optional and chargeable)

Late to close monitoring is a service that alerts up to 3 contacts if a site has been left disarmed at a time of your choosing. The alert is sent as an SMS to the contacts detailing the areas left disarmed. You will receive a notification SMS when the system is armed up.

Please note; it is your responsibility to arm your system. VideoControlRoom (VCR) will notify you via SMS when the system is left un-armed at the alert times you nominate below. The contacts can elect to ignore, personally handle or call in and authorise a remote arm. If the contacts know that staff are still on site, we encourage them to call in and notify us. By doing this, we can extend the time before the next check.

6.1. Do you want Late to Close monitoring Yes No (please tick one)

Cost of late to close monitoring: \$8 per week for up to 2 alerts per day.

6.2. Alert times

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1st alert at							
2nd alert at							

If one (1) hour passes after the second alert and the site remains disarmed, and we have not been notified:

- (D) Remote arm the site (Excess charges may apply – see page 9)
- Do nothing
- Arrange for 3x random patrols for the evening or until armed (Charges apply – see page 9)

6.3. Late to close notify list

	Name	Mobile
1		
2		
3		

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7. Guard callouts

Would you like to use an existing company for you guard patrols and alarm responses?

Use my existing guard company

Company name:	
Company phone:	
Reference No:	
Are they a key holder?	

No please use VCR's national manpower contractor (see below) billed at \$80+GST per call out.

VCR uses SNP Security as our standard national alarm response. Guards will not enter any indoor areas without a key holder from your company present. If you would like the guard to enter your YARD on alarm event, tick below to receive a VCR standard secure padlock.

Please send me a VCR padlock to give yard access to guard patrols. Padlock is \$50 + p&h

8. Action plans

This section will outline how you would like us to respond to specific events. Please select one out of each option group. We have marked the "default" action with a (D), which we will select in the event that you do not choose something. There are charges associated with patrol callouts if you choose this option.

8.1. Indoor alarms

This covers all internal detectors such as movement detectors (PIRs) and door sensors (reed switch).

If the alarm is not verifiable with cameras, how many hits do we have to see before taking action?

(D) Action on 1st alarm event

Don't action unless 2 or more events

Once we have received the chosen number of hits, then we are to:

(D) Call first available contact in After Hours list (Section 3). Dispatch a patrol if contacts not available.

Call first available contact in After Hours list (Section 3). If no answer from any contacts do not dispatch a patrol.

Patrol response first between 11:00 pm to 6:00 am.

Patrol response first to all events (Charges apply – see page 9).

If we can verify what caused it, we will action the relevant Action Plan (eg. Benign, Staff, Smoke/Fire etc).

8.2. Outdoor alarms

This is all external detectors such as movement detectors (PIRs), beams and fences.

If the alarm is not verifiable with cameras, how many hits do we have to see before taking action?

- Action on 2 or more unverified hits from single detector
- (D) Action on 3 or more unverified hits from single detector
- Action on 2 or more unverified hits from 2 or more detectors.

Once we have received the chosen number of hits, then we are to:

- (D) Call first available contact in After Hours list (Section 3). Dispatch a patrol if contacts not available.
- Call first available contact in After Hours list (Section 3). If no answer from any contacts do not dispatch a patrol.
- Patrol response first between 11:00 pm to 6:00 am.
- Patrol response first to all events (Charges apply).

8.3. Human threat

If we receive a duress alarm, whether they come from devices such as pendants or switches, we are to:

- (D) Call first available contact in After Hours list (Section 3). Patrol will be dispatched if contacts are not available.
- Call site and if no reply send patrol.
- Patrol response first to all events (Charges apply).

8.4. Major system outage

If your system suffers a major outage such as communication loss or power/battery loss on the alarm panel or DVR and we have not been able to contact any of the A/H, then:

- (D) Organise 3x random patrols for the night (Charges apply – see page 9).
- Do nothing

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8.5. Smoke/Fire

If you have smoke detectors and we receive an alarm from them, we are to:

- (D) Call first available contact in After Hours list (Section 3). Patrol will be dispatched if contacts are not available.
- Call site and if no reply send patrol.
- Patrol response first to all events (Charges apply).

Please keep in mind that the average patrol response time is 30-40 minutes. VCR is not providing a rated fire service. This is a text based alert system requiring human visual verification of fire for 000 response. In addition, video monitored sites are not specifically integrated for remote fire visual verification.

9. Standard operating procedures

This lists the procedures and responses that are not client configurable.

9.1. Intruder

If we verify via video footage that an intruder is on site, we will first give audio blast; "This is security you are under video surveillance, the police have been notified". We then contact police, followed by After Hours contacts in Section 3 and/or guard response.

9.2. Benign

If we verify via video footage that the cause of the alarm is benign such as cat, shade cloth etc we will not contact anybody. If the problem is persistent we will log to videocontrolroom.com. If the cause is providing technical difficulties, we will contact after hours for permission to isolate. (see runaway and nuisance alarms)

9.3. Staff Generated

If we feel that alarms are likely to be generated by staff (i.e. people working on site) we will first phone site. We will verify staff with Voice Code or alternate approved ID check. If the staff member is unverified we will contact after hours for confirmation. If after hours unable to confirm, request their desired response. See 9.9 arming and disarming for alarms generated on arming or disarming where a valid PIN code is entered.

9.4. Runaway alarms

A runaway alarm is anything that causes more than 20 activations in 10 minutes (typically a detector fault). If we receive such alarms we will put the zone on test until the next day. That means we will no longer receive alarms from this zone. This does not prevent any other zones from reporting properly.

9.5. Nuisance video alarms

For video clients where we have more than 5 benign alarms in 30 mins, we will SMS the After Hours list in Section 3. The SMS will advise you of what is causing the problem and that we are putting the zone on test. You may choose to attend site to clear the cause of alarm (i.e. flapping tarp) in which case you may call in to have the isolation removed.

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9.6. Window / Door damage

If client un-contactable in the event of door or window damage we are authorised to arrange shutters and/or Locksmith to secure the premises where the client will be invoiced directly by the Shutter Company or Locksmith.

9.7. Managed access

No managed access will be provided without prior authorisation from After Hours contacts. Please ask sales staff for a separate form covering the management and authorisation of managed access.

9.8. Alarm panel power issues

If we receive an AC loss we will wait for 1 hour before notifying the After Hours contacts (Section 3). The exception is a low battery notification, where we will make contact immediately. We then will follow the instructions in Section 8.4.

9.9. Arming / Disarming

If we receive any alarms within 5 minutes of arming / disarming we will treat them as staff.

If we receive an alarm and subsequently see a disarming within 1 minute we will not contact anybody and treat it as staff caused upon entry.

9.10. Video Monitored site soak test

A site shall not be considered video monitored until it has had a night time walk test. Following this the first week of video monitoring is considered the soak period during which time VideoControlRoom reserves the right to put on test any zone detecting beyond the secured area, or disable yard monitoring if the site is generating a high number of staff alarms. The security manager / installation company will receive notification via e-mail of any such conditions.

10. Client maintenance/service responsibility

Security systems require regular maintenance, as per Australian Standards.

Type	Mandatory maintenance frequency
Video monitored	6 months
Alarm only	13 months

VideoControlRoom, via your nominated service agent, will provide notification where your system requires maintenance in between preventative visits. We reserve the right to put any false alarming zone or system alert on test, should you fail to rectify the issue within 30 days of notification.

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11. Monitoring options

11.1. Alarm only

Plans (per week)	Description	Excess usage
<input type="checkbox"/> \$8 Plan	Alarm monitoring only	n/a
<input type="checkbox"/> \$5 per area	Additional alarm areas	n/a

The plans also offer the following extra services – dependent on alarm panel support.

Billable services	Description	Charge
Remote arming / disarming	Remote connection to system for arm/disarm	\$10
Remote user programming	Dialling in to remotely program users	\$20 p/10 min

11.2. Video & Alarm

Video service plans are great value when compared to a manpower alarm response (\$80 + GST) or a mobile patrol (\$15+ GST) or driving to site to arm a system (petrol + time)

Plans (per week)	Included billable services per week	Excess usage*
<input type="checkbox"/> \$8 Plan	Systems monitoring only – no billable events	n/a
<input type="checkbox"/> \$16 Plan	1	\$5.00
<input type="checkbox"/> \$25 Plan	2	\$5.00
<input type="checkbox"/> \$50 Plan	8	\$5.00
<input type="checkbox"/> \$100 Plan	18 (this is the minimum plan for managed access)	\$5.00
<input type="checkbox"/> \$150 Plan	30	\$5.00
<input type="checkbox"/> \$300 Plan	64	\$5.00
<input type="checkbox"/> \$500 Plan	110	\$5.00

The video plans include any combination of the following billable services:

Billable services	Description
Video alarm response	Respond to alarm events with video where fitted
Video patrols	Video system and site patrol using cameras
Remote arming / disarming	Remote connection to system for arm/disarm
Managed access	Operating of gate using pre authorised access list
User programming	Remote connection to system to update user list

*Excess is charged only if overall monthly usage exceeds monthly allowance. Not calculated weekly.

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All video plans include the following services:

- Alarm monitoring - Alarm panel monitoring for intruder events
- Firmware updates - As released by manufacturers
- Network monitoring - Polling the security comms for failure
- Systems monitoring - Video lost, HDD fail monitoring

All video monitoring packages include 1 video patrol per week as standard.

<input type="checkbox"/> I do not need any additional video patrols	
<input type="checkbox"/> I would like additional video patrols	
How many extra video patrols?	per night / week (circle choice)
Check for the following things: (i.e. Gates shut)	1. <input style="width: 100%;" type="text"/>
	2. <input style="width: 100%;" type="text"/>
	3. <input style="width: 100%;" type="text"/>
	4. <input style="width: 100%;" type="text"/>
	5. <input style="width: 100%;" type="text"/>

11.3. Terms of Trade

Billing: Base plan billing is quarterly in advance, additional charges and manpower services billed monthly in arrears.

Late to Close monitoring: If the site generates more than seven alerts in a 30 day period we reserve the right to adjust the nominated times to better reflect what is happening on your site.

12. Monitoring authorisation

Technician Name:	<input style="width: 100%;" type="text"/>
Expected monitoring commencement date*:	<input style="width: 100%;" type="text"/>
Client Name:	<input style="width: 100%;" type="text"/>
Signature:	<input style="width: 100%; height: 100px;" type="text"/>
Date at signing:	<input style="width: 100%;" type="text"/>

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