

Service Level Agreement CCTV Detector Activated Remote Monitoring Systems

Account No: (to be advised on connection)

Account Name:

Activations

The image/s from the camera/s associated with the detector/s in alarm are viewed on receipt of the activation and further action taken as deemed appropriate by the operator handling the alarm/s.

Warning Messages

Where sites have audio challenge facility, warning messages will be issued where appropriate. Unless advised by the customer our standard warning message will be used ***“This is Security. You have entered a restricted area. Please leave the area immediately or the Police will be contacted”*** If you wish the warning to be incident or site specific please let us have your instruction in writing on the attached additional information page in your Keyholder pack.

Key Holders

In the event of suspected criminal activity keyholders will be contacted in the order listed on the key holder form you submitted. The first keyholder contacted has the responsibility for attending or arranging for another key holder to attend. In the event of no response when attempting to contact keyholder one, we will endeavour to ring keyholder two and three for up to 30 seconds, up to a maximum of 3 attempts.

The customer is to ensure that at least 2 key holders and a maximum of 3 key holders are provided who can attend the premises within 20 minutes of contact from VRC.

If no key holder is contactable then police can not be contacted unless it is confirmed that criminal activity is taking place. The police can not be called as a substitute key holder.

VRC reserves the right to refuse monitoring if the customer does not provide at least 2 key holders as indicated above.

Police

VRC cannot guarantee a police response but in the event of Police attendance being required the circumstances will be explained to them. If VRC do dispatch the Police then key holder attendance is mandatory.

It is the customer's responsibility to provide the local police telephone number to VRC.

Changes to Records

All changes to site details e.g. keyholders, telephone numbers, actions required, etc must be advised promptly to VRC in writing, on headed paper. Changes will only be made during normal office hours (Monday to Friday 09:00 to 16:00) via email or fax.

No changes will be accepted to any system details outside the above hours for security reasons.

Communication with VRC

When the customer contacts VRC they must quote the Account Name and Account No. (as above). In addition the appropriate password must also be used. VRC will refer anyone who cannot identify themselves to a keyholder. The customer must advise VRC when entering and leaving the site outside of normal working hours. Should this not happen and the police are summoned then no responsibility will be taken by VRC for lost working hours.

Should you be dissatisfied with any of the services provided by VRC please e-mail details to complaints@vrcuk.co.uk

Telephone Lines

Telephone lines are not monitored by VRC. VRC recommend that customers take out a **Total Care** fault repair service agreement which can be provided by BT for their telephone lines. In addition VRC are also able to provide a solution for all ADSL connection line monitoring.

Details can be found in the **Other Services** section of this document.

Arming/Disarming

In accordance with BS5979 arming/disarming of systems is to be done by the customer on site via an alarm control panel or other manual form of arming at the site.

Excessive Activations

Excessive activations cause higher telephone costs for the customer and are distracting for the operator in VRC. The customer must take all reasonable steps to prevent false activations. Where a system is activating excessively (more than 20 activations from a single detector in one hour) our operator may suspend the detector(s) in question for a period of one hour. After the hour has passed the offending detector(s) will be re-activated. If the detector(s) continue to cause excessive false alarms they will be deactivated and the keyholder will be advised of such suspension and a fault report will be forwarded to the relevant party. The detector will remain deactivated until written confirmation that the fault has been rectified is received at VRC. The customer must maintain any vegetation / loose materials to a level that does not cause excessive activations. VRC recommends that customers regularly review the site to eliminate possible causes of excessive activations and to ensure that detector's range and camera's vision are unimpeded. VRC will not accept any responsibility for missed activations due to poor housekeeping or suspended equipment on site.

7 Day Test

All new systems will be placed on a mandatory soak test for 7 days prior to acceptance for monitoring. During this time only the key holders will be contacted, police will not be contacted during this period. VRC reserve the right at the end of the period not to accept the connection if the system has failed the soak tests and is considered to be unsuitable or unsatisfactory for monitoring.

Maintenance Contract

Throughout the duration of the monitoring contract a maintenance agreement for the system with a third party approved service company is required (a copy service agreement must be sent to VRC to confirm this is in place). Whenever a fault is reported to you, your service company must be advised to ensure remedial action occurs.

Customer preventative maintenance

All customers are advised that they should regularly contact VRC during normal working hours and carry out a full walk test and audio test of the site. This not only confirms that the whole system is working but also alerts and discourages potential intruders.

Lighting

It is the customer's responsibility to ensure that lighting is adequate
VRC will notify the customer should the lighting become unfit for the purpose of providing sufficient lighting to monitor the premises.

Reports

All standard / bespoke reports and their associated cost are shown on our other services section

Video Images

Alarm video images are retained for a maximum of 31 days

Recording of Telephone Calls

All telephone lines to and from the VRC are recorded and the recordings retained for 3 months.

Data Protection

It is the customer's responsibility to register the CCTV system with the Data Protection Registrar. (The Information Commissioners Office can be contacted on 01625 545740).

Other Services

VRC offer the following additional services:

Manned Keyholding Service	To be advised on application
Barrier Lift/Gate Control	To be advised on application
Camera Patrol A Minimum of 4 patrols carried out by VRC	To be advised on application
Staff Escort Service	To be advised on application
Lone Worker Monitoring	To be advised on application
IP Line and Equipment Monitoring	To be advised on application
VRC acts as First Keyholder for Intruder Alarm activations	To be advised on application
Live Monitoring Based on Multiples of 4 Cameras	To be advised on application
Event Log e-Report	To be advised on application
Police/Insurance DVD Evidence	To be advised on application
Lighting Reports Basic Report Picture Report	To be advised on application To be advised on application

Any queries with regard to monitoring of the system should be directed to VRC on:

Tel: 0844 5532 180
 Fax: 01454 855 699
 Email: info@vrcuk.com

Video Receiving Centre Ltd
 Vision House
 The Alpha Centre
 Armstrong Way
 Yate, Bristol
 BS37 5NG

The Company's Contractual Terms & Conditions take precedence over this document at all times.