



CONTRACT FOR REMOTE MONITORING SERVICE

Multi Alarm Zrt. operates a remote monitoring centre certified by the British standard BS5979 according to Category II. (Category II is of higher level than Category I.)

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ISO 9001

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Customer's copy

MULTI ALARM Zrt. (Company seat: 1106 Budapest, Fátyolka u. 8., Location of Central Administration: 7621 Pécs, Perczel Miklós u. 15., Tax ID number: 1 136 5073-2-42, Registered under company registration number 01-10-044636 at the Court of Justice of Budapest acting as the Trade Registry Court) **undertakes to receive and register the signals of the electronic alarm system owned or operated by the Customer continuously, in 24 hours a day and to take measures upon the incoming signals as prescribed by the present contract.**

The Data Sheet and Appendix 1 (Order of Actions for the Remote Monitoring Centre and for the Intervention) form inherent attachments of this contract.

The **contract** shall take effect **from the 24th hour of the working day following the receipt** of the undersigned copy of the contract with the Data Sheet appended. In case the "Electronic Contract and Data Sheet" sent by Multi Alarm Zrt. is filled in completely with all the requested details, the contract shall take effect **from the 12th hour after the arrival**. In case the technical prerequisites have been implemented and the Customer provides Multi Alarm Zrt. with the details necessary for the service, it shall be deemed that the Customer **requires** Multi Alarm Zrt. to start the remote monitoring service **before the service contract is received** and Multi Alarm Zrt. is entitled to invoice the service fee from the day when the service is started. In this case the verbal agreement is put down in writing in this present service contract by the parties.

A Data Sheet filled in completely or the transmission of the respective details in full to our Remote Monitoring Centre, as well as the correct operation of the alarm system and that of the signal transmission channels are essential prerequisites of the service.

A prerequisite of Multi Alarm Zrt. taking responsibility is the payment of fees by the Customer in due time. Fees are invoiced in the first month of the respective period.

Multi Alarm Zrt. is entitled to modify the service fees according to article 15 of the General Terms and Conditions of Contract.

Irrespective of the payment mode, 10 % discount shall be given if the annual fee is paid in one and full in advance by the Customer. In case of annual payment, for a fractional period, a proportional part of the 10 % discount shall be given, except for the last quarter. (Closing date: 31 December.) In case of non-fulfilment of the payment obligation, we are entitled to disclose the Customer's particulars. In case the Customer orders any supplementary service subsequently in writing, in case of intervention due to false alarms, as well as in case of suspension of the monitoring service, the service fees specified in the Schedule of Fees shall be invoiced.

GENERAL TERMS AND CONDITIONS OF CONTRACT

1. The present contract applies only to the **remote monitoring** of the security system operated by the **Customer**. The service fee does not include the price of other related security services (for example: maintenance, repair, manned guarding). **Multi Alarm Zrt.** hereby informs the Customer about the fact that it has the liability insurance required for its activity and about the fact that **the remote monitoring service is not a substitute for insurance, it can only mitigate the risk and the extent of the damage.**
2. The remote monitoring centre of **MULTI ALARM Zrt.** shall take measures upon the incoming signals on the basis of the **Data Sheet** completed by the **Customer** as specified by the **Order of Actions for the Remote Monitoring Centre** (see in **Appendix 1** of this contract).
 - In **intervention areas**, if necessary, Multi Alarm Zrt.'s own or entrusted intervention guard shall attend the site – in case the subscription includes the intervention service.
 - In other parts of the country or in case of a subscription with telephone notification only, the remote monitoring centre of Multi Alarm Zrt. notifies the locally competent police forces, as specified by the Order of Actions for the Remote Monitoring Centre.
3. The **Customer** undertakes to complete the **Data Sheet** constituting part of this contract in a responsible manner, to make the service known to the persons to be notified specified by the Customer, and to **notify Multi Alarm Zrt. on any changes in its own particulars in writing without delay. The Customer** takes notice of the fact that **Multi Alarm Zrt.** shall not be liable for any damage arising from the incorrect completion of the **Data Sheet** or the inaccuracy of the data.

Multi Alarm Zrt. shall not be liable for any damage arising from the unavailability of the persons specified on the **Data Sheet**, the conduct of the **persons notified** after the notification, the lack of **police actions**, as well as for any damage occurring before the arrival of the intervention guard at the site in case the arrival has taken place within the deadline undertaken in the contract.

4. **Multi Alarm Zrt.** undertakes to redeem any damage which arises from the malfunction of the remote monitoring system, the default of the monitoring personnel, or, in case of customers requiring intervention from the lack of intervention by Multi Alarm Zrt.'s own or entrusted guard or from the fault of its own intervention guards – except for vis major –, as

follows:

- in case the **Customer** has property insurance which is in line with the real value and the protection of the site is in compliance with the related recommendations of **MABISZ** [Association of Hungarian Insurance Companies], Multi Alarm Zrt. redeems the damage not compensated for by the insurer, proved and reported within 30 days from the date of the incidence up to a limit of **HUF 2,000,000**, which amount can be multiplied in return for extra fees.
- in case the **Customer** has no property insurance, the upper limit of such redemption of damage proved by the related invoices shall be **HUF 50,000**.

As compensation for the restriction of the responsibility taking of Multi Alarm Zrt., the service fee has been set by the parties at a level decreased by 5 %.

5. The **Customer** takes notice of the fact that the remote monitoring service can operate only if the channels ensuring remote signalling operate correctly. Under this contract, **Multi Alarm Zrt. shall not assume any responsibility** for any lack of signalling due to the failure of the telecommunication services, including also the tamper (cutting) of the telephone line, or for any damage which arises from the failure of the electronic signalling system operated by the **Customer**. The connection between the alarm system of the Customer and the Remote Monitoring Centre is checked by the alarm system by means of test signals sent at certain times depending on the programming. The non-arrival of test signals indicates a failure of the telecommunication service provider or a problem related to the alarm equipment. **Until the problem is solved**, since no signals arrive at the Remote Monitoring Centre, **Multi Alarm Zrt. can not fulfil the liabilities undertaken in the Service Contract** so it can not assume responsibility for any damage occurring due to the non-arrival of any signals. Multi Alarm Zrt. notifies the Customer on the non-arrival of test signals on the telephone, after this notification Multi Alarm Zrt. is entitled to disable the monitoring of the alarm system until the problem is solved. The Customer is informed on the disabling in the form of a registered letter with a return receipt.

In case the electronic security system of the Customer was not installed by Multi Alarm Zrt. and the Customer did not make a maintenance contract with Multi Alarm Zrt. either, Multi Alarm Zrt. does not assume any responsibility for any damage which arises from the incorrect operation of the system. In this case, the Customer has to have the system repaired by its installer if necessary.

6. **Multi Alarm Zrt.** shall confirm in the form of the related protocols that it has received the **keys** required for the access to the site which may be used during the intervention as needed. In case the site cannot be accessed due to the lack of keys, Multi Alarm Zrt. does not undertake the examination of the site. **Multi Alarm Zrt.** undertakes to handle the **Customer's** particulars, as well as the **keys** received confidentially. For service purposes, Multi Alarm Zrt. is allowed to have 1 copy made on each key received, which shall be returned with the original key to the Customer upon request. The **Customer** undertakes to inform Multi Alarm Zrt. on the change of the locks concerned and on the change of the way of access (e.g. if a new code and/or key is required for the door) **without delay** and to ensure an opportunity for the takeover of the new key/code. **Multi Alarm Zrt.** shall not assume any responsibility for any damage which arises from the Customer's failure to do so.

7. The **Customer** takes notice of the following facts:
- The telephone conversations made with the remote monitoring centre are recorded, and such records are stored by **Multi Alarm Zrt.** for a period in accordance with the related effective regulations.
 - According to Act CXXXIII/2005, the representative of the police forces can get an insight into the records kept on the contracts (but not into the contents of the contracts!) as part of the control exercised upon **Multi Alarm Zrt.** The Customer consents to Multi Alarm Zrt. revealing the Customer's particulars to the authorities upon request or decree of the authorities (police, public prosecution service, court).
 - An all-embracing service can be expected from **Multi Alarm Zrt.**'s intervention guards only if the person notified by the remote monitoring centre or another authorized person attends the site and has the required keys, as well as the code of the alarm equipment and thus can ensure the internal examination of the protected premises. **Multi Alarm Zrt.** shall not be liable for any damage arising from the lack of the above conditions.
 - In case the number of unjustified interventions exceeds 4 per month or the number of false alarms produced by the system is so high that it loads the capacity of the remote monitoring centre unjustifiably in respect of reception of signals and actions taken upon them, Multi Alarm Zrt. is entitled to suspend the remote monitoring service temporarily, until the cause of the false alarms is abolished, after informing the Customer on the telephone. Multi Alarm Zrt. shall not invoice any service fee for the period of the suspension. If the repair of the system is not done by Multi Alarm Zrt., the restart of the service has to be required by the Customer in writing.

8. In case the fees for the remote monitoring service and/or payable intervention are not acquitted until the due date, **Multi Alarm Zrt.** shall continue the remote monitoring and/or the intervention service for 30 days and after that period it is entitled to suspend the service. During such suspension, the contract is not terminated, but **Multi Alarm Zrt.** shall not be liable for any damage due to the lack of actions.

Multi Alarm Zrt. shall notify the **Customer** on such suspension, on the termination of the contract or on outstanding fees in the form of a registered letter with a return receipt. It shall be deemed a regular notification if the registered letter with a return receipt arrives back from the Customer's address with wording "not picked up", "unknown", "moved", "not received." The **Customer** takes notice of the fact that in case it fails to fulfil its obligations in spite of the written notification, conditions specified as default by customer apply.

Multi Alarm Zrt. hands over the outstanding debts of the Customer to a debt collections company.

9. **Termination of the contract, requests for suspension or for restart of the service, as well as requests for engineer or master codes shall be accepted by Multi Alarm Zrt. solely in writing**, in case of business subscribers only with an authorized signature, in case of private persons with the signature of the contracted party or a person authorized by the contracted party (the written authorization has to be attached).
10. The notice period shall be 30 days, which can be ignored in case **Multi Alarm Zrt.** has infringed the contract.
Important! An alarm system which communicates through switched landline telephone may send signals to our remote monitoring centre even after termination of the service contract. The costs of these calls appear on the telephone bill of the **Customer**. The programming of the alarm control panel in order to stop the communication with the remote monitoring centre is the responsibility of the **Customer**, it is recommended to order this with the installer of the system. **Multi Alarm Zrt.** shall not be liable for any damage which arises from the failure to do this programming.
11. In the event of suspension for any reason, Multi Alarm Zrt. undertakes to **restart the service** from the 24th hour of the working day following the receipt of the written order at the latest. In case the restart of the service requires on-site activities, Multi Alarm Zrt. checks with the Customer on the time of the programming.
12. If the monitoring service is suspended due to the fault of **Multi Alarm Zrt.**, Multi Alarm Zrt. is obliged to notify the **Customer** accordingly without delay, in a provable manner. After such notification, **Multi Alarm Zrt.** does not assume any responsibility for the protection of the site. In case the time period of such suspension exceeds 24 hours, the **Customer** can require **fee reimbursement** for the days being in excess of 24 hours.
13. The parties shall endeavour to settle disputes in an amiable manner. In the case of any litigation, the parties shall refer the case to the court of justice having general jurisdiction and local competence.
14. Issues not regulated in this contract shall be governed by the Civil Code of the Republic of Hungary, especially the parts applicable for business contracts, as well as the related regulations of Act CXXXIII/2005.
15. The parties agree that fees of the basic and supplementary services shall be increased by **maximum 2/3 of the** previous year's **inflation rate** (Central Statistical Agency) each year.
16. Multi Alarm Zrt. undertakes not to increase the service fee during the loyalty period in case a loyalty period is prescribed. The **Customer** undertakes not to terminate the contract made with Multi Alarm Zrt. for remote monitoring security service from the day when the service is started to the end of the loyalty period.
During the loyalty period the contract can be terminated by the **Customer** only in the case of breach of contract by **Multi Alarm Zrt.**, after the expiry of the loyalty period the contract becomes one for an indefinite period of time. In case the Customer terminates the Service Contract within the loyalty period for a reason which the Service Provider can not be blamed for, the Customer is obliged to pay the amount received as discount to the Service Provider on the day of the termination of the contract, or, if it is more favourable for the Customer, it is allowed to pay the service fee for the remaining time of the loyalty period in one amount on the day of the termination of the contract.
In case of suspension of the service, initiated by the Customer or by the Service Provider, the loyalty period shall be prolonged automatically by the time period of the suspension.
In case the Customer terminates the Contract for Remote Monitoring Service after the end of the loyalty period, the termination takes place according to article 10 of the present contract, without the reimbursement of the price reduction. The Customer undertakes the obligation to pay the fees during the loyalty period in due time. In case the Customer fails to pay the service fees as specified in this contract, the Service Provider shall be entitled to terminate the contract and invoice the amount of the discount to the Customer at the same time.
After the expiry of the loyalty period, Multi Alarm Zrt. applies the increase in fee implemented during the time of the loyalty period.
17. The Customer **declares under penalty of perjury** by signing the Data sheet on page 9 of the present service contract, which includes the details of the Customer, that in case it is not the owner of the real estate, it **concludes** the present contract **with the consent of the owner of the real estate**. The Customer takes notice of the fact that in case of an untrue declaration, it has to bear the incurred legal consequences and caused damage.
The Customer also takes notice of the fact that **upon the written request of the owner**, Multi Alarm Zrt. **can suspend or terminate** the contract with immediate effect.
Representative of a **juridical person** or an organization without juridical personality declares under penalty of perjury by signing the present official document that he/she has the necessary authorization for signing this official document as a statutory (corporative) or authorized (derivative) representative.
18. In case the **Customer and the Bill Payer are not identical**, the service contract has to be signed by both of them. In case the Customer and the Bill Payer are not identical, the Bill Payer and the Customer have joint and several responsibility towards Multi Alarm Zrt. in case the Bill Payer fails to pay.

SUPPLEMENTARY SERVICES

1. Event list sending monthly by e-mail or in letter: Sending of a list including the signals received from the security system (e.g. opening-closing signals, alarms), the signals generated at the remote monitoring centre (e.g. signals of missing test report), as well as the notes related to the actions made (logging) in a given past time period to a post address or e-mail address specified by the Customer.

2. Expectation monitoring: In case the expected event takes place **until the point of time** specified by the Customer, the Remote Monitoring Centre does not take any actions. If the event does not take place until the specified point of time, the Remote Monitoring Centre notifies the first available person following the order of persons on the Data Sheet or the person appointed for this express purpose.

For example: The office is opened at varying points of times, but it has to be locked and the alarm has to be armed after the cleaning at 20:00 at the latest. If the arming (closing) fails to take place, we inform the manager of the company. (This service does not include notification if persons who have the key and the entrance code enter the office in any time period during the day, including also the night-time.)

3. Time interval monitoring: The event specified by the Customer is monitored by the Remote Monitoring Centre in the given time interval. In case the event takes place in the given time interval, the Remote Monitoring Centre does not take any actions. In case the event occurs out of the given time interval (that is in the forbidden interval), the monitoring centre staff notifies the first available person following the order of persons on the Data Sheet or the person appointed for this express purpose.

For example: a shop has to be opened between 6:45 and 7:00 and has to be closed between 17:00 and 18:00. If the employee opens it later or enters the shop in the period which is forbidden for him, between 18:00 and 6:45, even if by using a valid user code, the Remote Monitoring Centre informs the owner or the shop manager.

4. Relative expectation monitoring: After an event, another event is expected within a period of time specified by the Customer. In case this does not take place, the monitoring centre staff notifies the first available person following the order of persons on the Data Sheet or the person appointed for this express purpose.

For example: Trucks loaded with goods in advance start from a depot at nights. The driver has half an hour for taking the documents and leave the depot from the time he enters the depot. If the arming (closing) does not take place within 30 minutes from the time when the alarm system is disarmed (opening), the Remote Monitoring Centre informs the manager of the depot.

5. Remote monitoring of technical equipment: The Remote Monitoring Centre informs the person appointed by the Customer (person to be notified) if the operation of non-stop operating equipment (e.g. cooling, heating or climate equipment) is out of the range specified by the Customer.

6. Insurance multiplier: If the Customer has property insurance which complies with the conditions specified in article 4 of the General Terms and Conditions of Contract, it can multiply the maximum amount of damage reimbursement in return for extra fees.

7. SMS sending (on technical signals): In addition to notification of the first available person on the telephone, the remote monitoring software informs the person specified by the Customer by SMS immediately on certain technical signals, e.g. AC power failure, battery run-down, rise or fall of temperature.

CONTACT DETAILS OF MULTI ALARM ZRT.

	Budapest	Pécs
Cancellation of alarms:	1/216-0505	72/513-130
Live voice central customer service:	1/666-2160 (it can be called on work days from 7:30 to 17:00)	72/513-110 (it can be called on work days from 7:30 to 16:30)
Telefax:	1/666-2180	72/513-113
Remote Monitoring Centre (not for cancellation of alarms):	1/666-2173	72/213-912
Serviceman on duty:	1/666-2127	30/946-4028
Webpage:		www.multialarm.hu
E-mail:	budapest@multialarm.hu	pecs@multialarm.hu
The outgoing mobile numbers of the monitoring centre (non-recallable numbers): 30/344-0130, 30/344-0131, 30/466-0050, 30/466-0051, 20/518-1744, 20/518-1788		

OPENING HOURS OF THE CUSTOMER SERVICE OFFICES

City:	Address:	MONDAY, TUESDAY, THURSDAY	WEDNESDAY	FRIDAY
Budapest	1106 Fátyolka Street 8.	07:30 – 17:00	07:30 – 17:00	07:30 – 16:00
Pécs	7630 Basamalom Road 33.	07:30 – 16:00	07:30 – 18:00	07:30 – 15:00
Balatonfüred	8230 Petőfi Sándor Street 37.	08:00 – 16:00	08:00 – 16:00	08:00 – 16:00

REGIONAL REPRESENTATIONS

City:	Personal customer reception (Mon-Fri, from 08:00 to 16:00)	Telephone and fax numbers (can be called on Mon-Fri from 08:00 to 16:00)	E-mail address
Debrecen	4026 Debrecen, Pesti Street 63.	06 52/249-176	debrecen@multialarm.hu
Győr	9023 Győr, Tihanyi Árpád Street 10/A	06 96/421-285	gyor@multialarm.hu
Kecskemét	-	06 30/686-1479	kecskemet@multialarm.hu
Miskolc	-	06 30/559-0078	miskolc@multialarm.hu
Szolnok	-	06 30/664-2795	szolnok@multialarm.hu

General information:

The Remote Monitoring Centre **calls the persons to be notified** listed on the **Data Sheet** by telephone and informs the first available person. Multi Alarm Zrt. does not assume any responsibility in case the Customer or the persons to be notified are not available.

Except for hold-up (panic) alarms and duress opening signals, the Remote Monitoring Centre implements **alarm filtering** that is it collects information from the authorized persons and the persons to be notified and considers the logical relations and the order of the registered signals in order to decide whether actions are necessary. In case actions are necessary by the Remote Monitoring Centre, it dispatches the **intervention service** of Multi Alarm Zrt. if the Customer has a subscription to service including intervention. The capacity of the intervention service of Multi Alarm Zrt. (vehicles, personnel) is determined in a way that the arrival time specified in the contract should be met **in more than 98 % of all interventions**.

In case of a subscription to service with telephone notification only, the Remote Monitoring Centre shall **notify** the locally competent **police as well** if it is deemed necessary or is requested by the person notified.

Vis major: Such an unforeseeable, unavoidable fact, circumstance or natural disaster that takes place due to reasons which are outside the control of Multi Alarm Zrt. It shall be deemed vis major if signals arrive at the Remote Monitoring Centre of Multi Alarm Zrt. in such a volume that can not be processed in accordance with the terms agreed in this contract even with human and material capacity required by the regulations of the EU standards.

Password: In order to enhance safety, Customers are identified by the monitoring centre by means of passwords. As concerning the operation of the system, three levels are distinguished:

	Level 1: (e.g. owner)	Level 2: (e.g. manager)	Level 3: (e.g. employee)
Cancellation of alarms only	yes	yes	yes
Information request	yes	yes	no
Data modification (a written confirmation is necessary in all cases)	yes	no	no

Counter-password: In order to enhance safety, the Customer can identify by means of this password whether it has been contacted really by the Remote Monitoring Centre. The counter-password has to be defined by the Customer in all cases.

Duress password: The Customer can advise the monitoring centre staff by means of this that he/she is in a duress situation, e.g. the perpetrator forces him/her to cancel the alarm during the communication with the monitoring centre staff by using the password.

Ambush code: Using the ambush code, the operator of the alarm system can make the remote monitoring centre aware of the fact that he/she disarmed the alarm system under duress. The ambush code is a special entry code: in case this code is used, the alarm system will be disarmed, it will signal no alarm on the site when people enter the premises but the alarm control panel will send a duress opening signal to the remote monitoring centre. (See also section "Alarm signals requiring action.") The ambush code has to be programmed in the alarm control panel, the great majority of the modern control panels are suitable for this function. If no ambush code is programmed in your alarm control panel or you have forgotten the ambush code, please contact the installer of your alarm system.

Authorized person: Each person who knows a password of any of the above levels.

The authorized persons and the persons to be notified are not identical in all cases. Each person who is in possession of a password is an authorized person, irrespective of whether he/she is on the list of persons to be notified.

An **Authorized person**, by using a password of the appropriate level, **has the right of requesting information from the Remote Monitoring Centre or giving instructions about certain elements of the remote monitoring service:**

– **He/she can ask for the temporary deactivation** of the alarm system in the remote monitoring system (e.g. due to maintenance of the system or minor alteration/repair work on the premises) and the activation. In the deactivated status of the system, the remote monitoring centre does not take actions upon the signals received from the alarm system, except for events marked on the Data Sheet as "to be handled as a real event even in the deactivated status of the system."

– **He/she can ask the remote monitoring centre to ignore the signals received from certain zones of the alarm system or certain signal types** and not to take any actions upon them. E.g.: "I do not require notification upon any signals from the movement detector in the bedroom until six tomorrow morning." "I do not require any actions upon the lack of test reports for two days as the telephone line is being repaired."

The entitlements which the Authorized persons have in possession of their passwords **can fundamentally affect the safety of the remotely monitored premises.**

In consideration of the above, we ask the Customers **to show great care in handling the passwords.** They should take care that no unauthorized persons should be given a password or no unauthorized persons should hear the passwords of the Authorized persons during a telephone conversation with the Remote Monitoring Centre, etc.

In the event of any changes in the personnel, it is recommended to modify the passwords and user codes in all cases!

Data modification: The Remote Monitoring Centre performs any data modification solely on the basis of a written statement, thus verbal notifications on changes – which can only be initiated in possession of a password of level 1 – shall be confirmed also in writing: by fax, letter or personally in the office.

Suspension of the service can also be requested **only in writing**, according to regulations for signing as specified in the General Terms and Conditions of Contract.

Provision of information: Multi Alarm ZRt. provides information related to the monitored premises exclusively upon identification by means of the password of the appropriate level, therefore the significance of the use of the multi-level passwords is to be remembered.

False alarm, unjustified intervention:

An alarm received by the remote monitoring centre shall be deemed false alarm and the intervention upon that by the intervention guard or the police shall be deemed unjustified intervention in case the signal is **not** caused by a real emergency situation (e.g. fire or in case of medical alarm systems, sickness), a criminal action or preparations for that (real intrusion into the premises or attempts for that, attack, tamper, etc.), the signal is sent due to the technical malfunction, incorrect handling or abnormal use of the alarm system or the signal is sent with ill or misleading intent.

Signal transmission via switched landline telephone:

The volume fee of the signal transmission is paid to the telecommunication service provider by the Customer in its telephone bill. We would like to call the attention of the Customers to the fact that in case the alarm control panel is not programmed appropriately or it is defective, it may generate significant telephone communication without the remote monitoring centre detecting this. In case of alarm systems communicating only via switched landline telephone, the remote monitoring centre is informed on the tamper (cutting) of the telephone line only through the lack of the test report (there is no continuous connection monitoring), in the worst case after a period of time corresponding to the frequency of the test report sending. These disadvantages can be avoided by means of the GSM transmission (see on page 8).

Alarm signals requiring action:

Alarm signal: the detectors of the electronic signalling system indicate the irregular, undesired status of the monitored objects or spaces, as well as any signals by the protected person (e.g.: hold-up alarm signals) and transmit these to the system centre (alarm control panel), which sends them via the transmission channel(s) to the remote monitoring centre.

1. In case of hold-up alarms or duress opening signals:

Irrespective of the persons specified on the Data Sheet, the monitoring centre shall promptly start the intervention service, in case the Customer has a subscription to intervention service as well, and notify the locally competent police forces. **In case of such signals, the monitoring centre shall not accept any cancellation or instruction even upon identification by means of the proper password. In order to prevent threats to the person sending the signal, in case of hold-up alarms or duress opening signals the monitoring centre shall call neither the site, nor the persons to be notified.**

2. In case of intruder alarm signals:

- In case the signal is received during day-time (6:00-22:00): (If the alarm signal is followed by an opening signal within 1 minute, the monitoring centre staff does not take any actions!)
 - In intervention areas (in case the service contract includes the intervention service)
 - In case no opening signal is received within 1 minute, the monitoring centre staff dispatches the intervention guard of Multi Alarm Zrt. and calls the telephone number of the site and the persons to be notified in the specified order until it can reach one of these. If in the meantime the system is successfully disarmed, the intervention can be cancelled by means of the password within 3 minutes. In this case the monitoring centre withdraws the intervention guard having been started and does not charge any intervention fee unless the intervention guard has just arrived at the site at the moment of the cancellation.
 - Out of the intervention areas or in case the service contract is for telephone notification only
 - In case no opening signal is received within 1 minute, the monitoring centre staff calls the telephone number of the site and the persons to be notified in the specified order until it can reach one of these. Upon request of the person notified or in case the persons to be notified are not available, the monitoring centre also reports the event to the police.
- In case the signal is received during night-time (22:00-06:00): (The monitoring centre staff takes actions even if the alarm signal is followed by an opening signal within 1 minute.)
 - In intervention areas (in case the service contract includes the intervention service)
 - The monitoring centre staff dispatches the intervention guard and only afterwards calls the site (only in case an opening signal is received) and the persons to be notified in the specified order until it can reach one of these. The intervention can be cancelled by means of the password within 3 minutes. In this case the monitoring centre withdraws the intervention guard having been started and does not charge any intervention fee unless the intervention guard has just arrived at the site at the moment of the cancellation.
 - Out of the intervention areas or in case the service contract is for telephone notification only
 - The monitoring centre staff calls the telephone number of the site (only in case an opening signal is received) and the persons to be notified in the specified order until it can reach one of these. Upon request of the person notified or in case the persons to be notified are not available, the monitoring centre also reports the event to the police.

3. In case of **tamper alarm signals**:

If the signal is received when the system is disarmed, the monitoring centre shall call the site and request any authorized person staying at the site to check the cause of the signal. In case the site is not available or the person staying there does not know any password, the monitoring centre takes actions as prescribed for burglary.

If the signal is received when the system is armed or at night-time (22:00-06:00), the monitoring centre shall notify the first available person to be notified as per the Data Sheet. In case of a subscription to intervention service as well, the monitoring centre dispatches the intervention guard.

4. In case of **medical emergency alarms**:

The Remote Monitoring Centre takes actions according to the action plan specified by the Customer in every case. In case the specified professional (physician, nurse) is unavailable, the monitoring centre staff shall notify the competent Ambulance. (In case of such signals, it is important that the Remote Monitoring Centre should be aware of the medical status of the customer or the likely cause of the emergency alarm, because the Ambulance will start only in possession of the required information).

5. In case of **fire alarm signals**:

If the signal is received at day-time (06:00-22:00) or during the normal opening hours of the premises, the Remote Monitoring Centre shall call the site and ask the persons staying there to verify the signal.

If the signal is received at night-time (22:00-06:00) or if at day-time the call has not been answered at the site, the monitoring centre shall notify the fire brigade.

The costs of intervention by the Fire Brigade shall be directly settled by the Customer to the Fire Brigade and Multi Alarm Zrt. has no responsibility for that. In case Multi Alarm Zrt. receives the invoice from the Fire Brigade, it is entitled to reinvoice the amount to the Customer.

Cancellation of action: Except for hold-up (panic) alarms and duress opening signals specified in article 1, actions **can be cancelled only in possession of the proper password or by disarming the equipment** by means of the appropriate code. We would like to call the attention of our Customers to the fact that for the sake of their own security they should cancel the actions only if they have precise information on the cause of the alarm, deriving from the site.

Technical signals requiring action:

The electronic signalling system can check the power supply and the availability of communication to the remote monitoring centre (depending on the programming), as well as partly its own status. Any status which restricts the operability is reported by the system to the remote monitoring centre.

1. In case of **fire or zone faults**: The operability of the system is restricted, therefore the Remote Monitoring Centre shall promptly warn the person to be notified that he/she should ensure the restoration of operability, and, if it is required, the installer who installed the system and is specified on the Data Sheet for such purposes is also notified.

2. In case of reports on **technical malfunction**: The Remote Monitoring Centre of Multi Alarm Zrt. provides the person reporting the problem with adequate technical support and, if it is required, the telephone number of the installer specified on the Data Sheet.

3. In case of **AC power failures**: The system automatically continues operation by means of a battery. The expected operation time is 10–24 hours. The Remote Monitoring Centre shall call the person to be notified within 8 hours after the signal of AC power failure is received.

4. In case of **AC power failure restore**: The monitoring centre shall not take any actions.

5. In case of **low battery**: Such cases may occur in the normal state of the alarm system due to the natural aging of the battery installed or in case of AC power failures lasting for long periods. In these cases the Remote Monitoring Centre shall perform the notification without delay, communicating that the system is not operating normally. **This way the Customer can ensure the replacement of the battery in a timely manner.** During the run-down of the battery, the system may get into an uncertain status and may send unpredictable signals until the full run-down, therefore in this case until the recovery of the normal technical status the monitoring centre shall only register the signals but take no actions.

Internally generated signals requiring action:

The remote monitoring program enables the monitoring centre staff to monitor certain signals in relation to time parameters.

1. In case of **non-arrival of test reports**: For the purpose of checking the connection between the monitoring centre and the alarm system of the subscriber, the systems connected to the remote monitoring centre send one or more test reports (depending on the programming) to the monitoring centre on a daily basis. The monitoring centre shall monitor the non-arrival of the reports and inform the first available person to be notified on the Data Sheet accordingly within 1 hour in case of financial institutions and within 24 hours in case of other subscribers, as well as request a trial alarm for the purpose of checking the connection.

2. In case of **time interval monitoring** (forbidden or expected events): *see Supplementary Services, article 3.*

3. In case of **expectation monitoring**: *see Supplementary Services, article 2.*

ORDER OF ACTIONS FOR THE INTERVENTION

1. Actions taken by the **intervention guard** in case of intervention **upon alarm signals**:

The intervention guard arriving at the site is obliged to verify the signal (that is to find out if it is a real event), and if possible, to find the cause of the signal as well. During the perambulation of the premises, the intervention guard is obliged to assess and document the status of doors, windows, the outdoor sounder and strobe, as well as other exposed points.

If the intervention guard **can make sure with no doubt that the premises are intact (there are no traces of intrusion), upon the SPECIAL request of an authorized person** he/she shall wait a maximum of 1 hour for the person attending the site. **In case he/she receives another alarm during this waiting time, he/she leaves the site and goes along. The Customer is informed about this fact** by the Remote Monitoring Centre.

In case the time period of site securing/waiting exceeds 1 hour, the fee specified in the Schedule of Fees shall be charged for every started hour. In case there has been an intrusion or the signal has been justifiable for any other reasons, the intervention guard shall arrest the perpetrator until the arrival of the police or secure the site until the arrival of the Customer.

The intervention guard is obliged to ascertain the **authorization of the person(s)** found at the site by asking for the password or papers proving their identity, we request the **cooperation** of our Customer in this respect.

If the access to or perambulation of the site/protected premises is possible only after going through a closed gate, the keys necessary for the access are also required and such keys shall be kept by Multi Alarm Zrt. under enhanced security. Keyholding is subject to a separate fee!

The Customer takes notice of the fact that in case the premises are protected by **watchdogs**, the intervention guard can not examine the premises in full so the checkup will not be comprehensive and **Multi Alarm Zrt. does not assume responsibility for any damage deriving from this.**

2. In case of **hold-up alarms or duress opening signals**:

In order to prevent the taking of hostages or the emergence of panic, first the intervention guard shall endeavour to verify the signal (that is find out if it is a real event) in a discreet manner, park the intervention car at a certain distance and approach the site with caution. The other intervention guard shall start to make video recordings promptly.

If the signal proves to be a real one, the intervention guard shall intervene according to the possibilities but confirm the signal to the police without delay.

3. A protocol is made about the intervention in each case. If there is a person authorized for signature at the site, the site is handed over to him/her after the intervention actions in writing.

Intervention is free of charge:

- if the incident has proved to be a real one,
- in the event of any technical malfunction, if the Customer has a maintenance contract with Multi Alarm Zrt. or with its own installer if the installer is a contracted partner of Multi Alarm Zrt. and gives a written statement (including his contact details) accordingly.
- in the event of any technical malfunction of systems installed by Multi Alarm Zrt., within the warranty time.

The reduction of the number of false alarms is the common interest of both parties. The number of false alarms and the related costs can be significantly reduced by the regular maintenance of the electronic signalling systems, which can be realized by concluding maintenance contracts. Regular maintenance is also prescribed by the related MSZ-IEC standard.

GSM SIGNAL TRANSMISSION

The safety of signal transmission, as well as the tamper protection of the alarm system can be enhanced by the multiplication of transmitters and routes (parallel or reserve channel) and by the increase of the **frequency of the checks on the signal transmission connection**. The GSM signal transmission system of Multi Alarm Zrt. supports the above options. The GSM transmitter of Multi Alarm Zrt. enables an almost continuous check on the connection between the GSM transmitter and the remote monitoring centre by polling, using GPRS technology.

In GPRS operation mode, three levels of tamper protection can be set:

- Category 1: **high protection level** (5-minute polling)
- Category 2: **enhanced protection level** (1-hour polling)
- Category 3: **basic protection level** (4-hour polling)

The volume fees of the GSM transmission (to be paid to the GSM service provider) are built in into our fees for the remote monitoring service and the supplementary services.

In all three cases, all signals sent by the alarm control panel are forwarded without delay, irrespective of the polling. In the event of any failure in the GPRS service, it is only the advanced tamper protection and the continuous connection check that will not operate. All the signals of the alarm system continue to be received in the remote monitoring centre via the GSM data channel and, if parallel transmission routes are available, via the other route (e.g. via switched landline telephone). The GSM system holds a MABISZ certificate.

In the lack of expected responses to the GPRS polling, the Remote monitoring centre shall notify the first available person on the Data Sheet and upon the request of this person it shall notify the police as well. **In case of high protection level, the subscribers are notified also in the event of any failure of the GPRS network**, e.g. for reasons attributable to the GSM service provider, so that they could ensure the tamper protection of the alarm system by other means if required.



CONTRACT FOR REMOTE MONITORING SERVICE

ID number:

Multi Alarm Zrt. operates a remote monitoring centre certified by the British standard BS5979 according to Category II. (Category II is of higher level than Category I.)

BA 07-02

ISO 9001

Issue 4 / Version 0

Customer's copy / Multi Alarm Zrt.'s copy

CUSTOMER DETAILS

NAME / COMPANY NAME: _____

Address/Company seat:

Name and address of the place of installation: Telephone number: 06/

For private persons: Maiden name: _____

Mother's name: _____ Place of birth: _____ Date of birth (day-month-year):

For business subscribers: Company registration number: - - Tax ID number:

Bank account number: - -

Name of the representative: _____ Telephone number: 06/

BILLING DETAILS

Name of the bill payer*: _____

Address:

Corresponding address:

E-mail address: _____ Telephone number: 06/

* The name of the bill payer has to be filled in only if the bill payer and the customer are not identical.

SERVICE ORDERED

Transmission route: Switched landline telephone GSM / GPRS Other:

Type of the installed system: Intruder alarm Fire alarm Other:

Name of the installer: _____ Telephone number of the installer: 06/

SERVICE	NET FEE HUF/MONTH	GROSS FEE HUF/MONTH	PAYMENT TERMS
Telephone notification:			Frequency of payment:
Notification with intervention by Multi Alarm Zrt., arrival within: max.15 / <input type="text"/> minutes except for vis major:			Quarterly: <input type="checkbox"/> Semi-annually: <input type="checkbox"/> Annually: <input type="checkbox"/> Other: <input type="text"/>
GSM transmission:			
Reception of fire alarm signals:			Method of payment:
Keyholding:			Bank transfer: <input type="checkbox"/> Cheque: <input type="checkbox"/>
GPRS (category 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>):			Direct debit authorization: <input type="checkbox"/>
Supplementary services:			Cash in the office: <input type="checkbox"/> Electronic invoice: <input type="checkbox"/>
TOTAL:			E-mail address: _____

Payment terms: 10 days from the invoice date or according to special agreement ___ days. Starting date of the service: _____

LOYALTY STATEMENT

Minimal contract time (Loyalty period): ___ years.

Amount of the price reduction provided by the Service Provider: _____ HUF+VAT/ _____ (time period)

Reduction in system access fee – in case of transmission via switched landline telephone: Reduction in system access fee – in case of GSM transmitter:

Other:

LEGAL STATUS OF THE CUSTOMER

Owner: Tenant: Other: _____ (see article 17 of the GTC)

The Customer states that it has read through the full contents of the contract (including the General Terms and Conditions of Contract, Order of Actions for the Remote Monitoring Centre, Order of Actions for the Intervention and GSM Signal Transmission) and has understood and accepted the terms and conditions therein.

Date: _____

Multi Alarm Zrt.
Stamp

Signature of the Customer
Stamp

Signature of the Bill payer
Stamp

TO BE FILLED IN BY MULTI ALARM ZRT.

Account number:		Starting date for the monitoring service:	
New contract / Renewal contract:		Scanned:	
Received (date/registration number):		Appendices:	
Registered in MultiVir (date/name):		Terminated:	