



Redcare Complete Service Schedule

The provisions of this Service Schedule are in addition to the Conditions for Redcare Alarm Monitoring Services (the "Conditions") and form part of this Contract.

1. INTERPRETATION

In this Service Schedule the following terms, in addition to those stated in clause 1 of the Conditions, have the meaning shown next to them:-

"Access Circuit" means a PSTN and Broadband line provided at the Customer's premises for sole use of the Redcare Complete service and not for Customer use as a PSTN or Broadband service;

"ADSL or Broadband" means an Asynchronous Digital Subscriber Line compliant with the following international standards: ANSI T1.413 issue 2, ITU G.992.1 (G.dmt) and ITU G.992.2 (G.Lite);

"GPRS" means General Packet Radio Service for the transmission of data;

"GSM" means Global System for Mobile Communications;

"Private Circuit" means a terrestrial telecommunications link between two or more specified points not provided over a public switched telecommunications system;

"PSTN Line" means Public Switched Telephone Network line installed at the Customer's premises;

"Redcare Complete Equipment" means a Secure Transmitter and Router, a device connected to the End User's ADSL for transmitting to and receiving signals from the Monitoring Equipment, and for the purpose of this Service replaces the expression 'STU' in the Conditions. Redcare Complete's Equipment is sold under a separate BT contract;

"Site" means an End User's premises;

"Video Website" means a website operated and maintained by BT for displaying images from video cameras connected to an item of Redcare Complete Equipment.

2. SERVICE

Service Description

- 2.1. The Service allows the transmission of alarm signals and CCTV images from the Redcare Complete Equipment Site location (via an ADSL connection and the Redcare System) to the Monitoring Equipment to enable the Customer to provide a security monitoring service to End Users. The Service is designed to conform to requirements for alarm signalling described in British Standard PD6662 2004 and EN50131 2004 Table 10 Grade 4 option C.

Radio Communications

- 2.2. The Service provides a secondary GPRS radio communications path in case the ADSL link to the Site fails. The Customer acknowledges that radio communications services are not fault free and may be impaired by geographical, atmospheric, or other conditions or circumstances beyond BT's control. For clarification, the radio path only supports alarms and does not support back up for CCTV.

CCTV

- 2.3. The Redcare Complete Equipment can be connected to up to a maximum of 8 video camera connections at each Site. To connect to the Service video cameras must be compliant with the following:
- (a) coaxial cable with 75 ohm characteristic impedance;
 - (b) 75ohm BNC connector; and
 - (c) composite PAL video output (1 volt peak-to-peak).

Where pan-tilt-zoom (PTZ) driver function is provided, it will be provided using the PELCO D protocol.

- 2.4. The service is designed to allow the live streaming of CCTV images in response to an alarm condition at site and not for continuous streaming.
- 2.5. Images from cameras connected to the Service can be delivered to the Customer via the Redcare System in response to alarm events at the Site. The Service will store a maximum of twenty (20) 1 minute video clips of alarm events with the oldest clip over written when the storage is full
- 2.6. Live access to cameras connected to the Service is available via the Video Website. BT will provide the Customer with controlled access to the Video Website using a single

Redcare Complete Service Schedule

password to access all the Customer's camera connections. BT will limit End User access to the Video Website to one user per Site. Any additional End User access will be subject to a charge.

- 2.7. The Service includes up to 8 hours of video streaming per month.

Customer Obligations

- 2.8. The Customer undertakes to:
- (a) keep passwords and other information for accessing the Video Website secure;
 - (b) only disclose passwords and other information for accessing the Video Website to those people who need to know them;
 - (c) procure that anyone given passwords or other information for accessing the Video Website keep this information secure;
 - (d) notify BT immediately where there has been any unauthorised disclosure of passwords or other information for accessing the Video Website; and
 - (e) immediately inform BT of any changes to the information the Customer supplied to BT when ordering the Service.
- 2.9. BT reserves the right to suspend or remove access to the Video Website if BT believes that security has been compromised.

Exclusions

- 2.10. The Service does not include the provision, installation, repair or maintenance of:
- (a) ADSL or PSTN service to the Customer or End User;
 - (b) mobile radio service to the Customer or End User;
 - (c) Monitoring Equipment, CCTV cameras or Redcare Complete Equipment; or
 - (d) connection of the Monitoring Equipment to the Redcare System.

Service Failures

- 2.11. BT is not liable for any failures in the Service caused by either the ADSL, PSTN and/or radio network being unavailable. The Redcare

System will send an appropriate message to the Monitoring Equipment if it becomes aware that the ADSL or radio service (or both) to the Redcare Complete Equipment are unavailable.

3. BT's OBLIGATIONS

- 3.1. BT will provide a helpdesk facility to offer support for the Service to the Customer. The helpdesk is available 24 hours per day and 365 days per year.
- 3.2. BT will respond to a Customer who has a query or reports a fault as follows:
- (a) by providing advice by telephone and, where appropriate, advising on tests and checks to be carried out by the Customer;
 - (b) where possible, performing diagnostic checks from BT premises; and
 - (c) if (a) and (b) above do not diagnose or clear a fault, and if BT deems it necessary, BT will visit the Customer's premises or the Site (or both).
- 3.3. BT will carry out fault repair on the Redcare System 24 hours per day and 7 days per week, including public and bank holidays. BT will aim to respond to a fault report within 4 hours of receipt and will keep the Customer informed of progress if the fault is not cleared during this period.

4. CUSTOMER OBLIGATIONS

- 4.1. The Customer will promptly and accurately pass on to BT all details connected with an End User's order for the Service including all relevant details relating to any hardware or Access Circuit order or connection associated with the Service.
- 4.2. The Customer further undertakes to separately arrange for connection of the Monitoring Equipment to the Redcare System via a Private Circuit.
- 4.3. The Customer acknowledges that for the Service to work with the Redcare Complete Equipment:
- (a) the Service must at all times be connected to a working ADSL connection at a Site;
 - (b) the End User must obtain the necessary consents and approvals for the connection of the Redcare System to each End User's ADSL connection;

Redcare Complete Service Schedule

- (c) the minimum threshold for GPRS/GSM radio signal strength at a Site must be -90dBm or greater; and appropriate measures must be taken when positioning aerials to ensure the correct operation of the Service;
- (d) the Redcare Complete Equipment must be installed and maintained in good working order and in accordance with BT's or the manufacturer's instructions;
- (e) report any faults in the Service by telephoning the number specified on the Order Form or such other number as BT may notify to the Customer;
- (f) the Customer must not move the Redcare Complete Equipment or any part of it from the Site;
- (g) the Customer must ensure that the Redcare Complete Equipment is without risk to health;
- (h) the Customer must only use or allow the Redcare Complete Equipment to be used for any purpose for which it is designed;
- (i) the Customer must not repair or make any alterations or attachments to the Redcare Complete Equipment or Service without BT's prior written consent; and
- (j) the Customer must supply BT with any information upon request or any other information and assistance necessary for BT to perform its obligations under this Contract.