

CLIENT INFORMATION FORM

Panel Code:

Site Name:

Site Address:

Suburb: State Post Code

Cross Street:

Post Address:

State Post Code

Site Phone: Site Fax:

Email address Web page

Panel Type Date Connected

ZONE LIST (FILL IN ALL ZONES APPROPRIATE TO THIS AREA WITH SENSOR TYPE AND LOCATION)

1			13		
2			14		
3			15		
4			16		
5			17		
6			18		
7			19		
8			20		
9			21		
10			22		
11			23		
12			24		

KEYHOLDER LIST IN ORDER TO BE CALLED (WE RECOMMEND THAT YOU DO NOT PUT THE SITE PHONE NUMBER IN AS A KEYHOLDER) PLEASE ENSURE THAT AT LEAST 3 KEYHOLDERS TO CONTACT.

Key Holders Name	Contact Phone	Voice Code (must be alpha only) for Identification Purposes

If a Guard is required to respond, please insert where required ie. First Position as first response or Last Position as last resort – note, **you will** need to arrange with an appropriate contracting services for them to hold keys. Charges are approximately \$85.00 per callout plus GST which covers the first 15 minutes on site and charged per minute thereafter. Charges are outside the control of Casa Security and as such, can change without notice from the contracting service provider.



ALARM ACTIONING PROCEDURE

ABN: 59 037 805 042

In the event of an Alarm signal transmitting to the Monitoring Station, we will endeavour to contact a keyholder in the priority order listed above.

FIRE ALARM ACTIONING PROCEDURE

In the event of a Smoke (Fire) Alarm signal transmitting to the Monitoring Station, the normal operating procedure is to contact a keyholder first. If you require the Fire Brigade to respond, you must sign this disclaimer and be aware that there may be charges incurred from the Fire Brigade. Any such charges will not be met by Casa Security or Spectus and will be your responsibility.

A signature here will indicate Fire Brigade response and acceptance of charges:

DURESS/EMERGENCY ACTIONING PROCEDURE

In the event of a Duress/Panic being activated - This is the West Australian Police Requirements:

Codepad or non-fixed zone (including keyfobs) – the alarm will be treated as a request for assistance and the nominated keyholder will be notified – Police will not be called for this event.

Fixed zone – the police will be notified immediately however the alarm MUST report supervised open and close signals* regardless of residential or business status .

POWER ACTIONING PROCEDURE (If blank then No Action will be taken)

In the Event of Power being lost to the Alarm System, do you wish a keyholder to be notified. This call could be at any time of the night or day. (Note: Global Power Failures will not be actioned)

Yes, within 2 hours [] Yes, at a reasonable hour (07H00 to 22H00) [] No, not at all []

In the event of the Alarm System indicating a low Battery, do you wish a keyholder be notified. This call could be at any time of the night or day. NOTE: this is an Alarm function that requires attention. If there is no AC Power to the system – the system will not function

Yes, within 2 hours [] Yes, at a reasonable hour (07H00 to 22H00) [] No, not at all []

TEST ACTIONING PROCEDURE

168 hours is the default test period however you may choose to test every 24 hours instead (most businesses select this option).

Many types of Alarm Systems have programmed into them an automatic function called a TEST. This is the only way that the Monitoring Station can be aware that your Alarm System is still functioning at that particular time. You will be notified the next working day by the Service Department if your test fails to report. Please remember to maintain a working telephone line without barring/call restrictions.

I wish to have test times altered to 24 hours Sign here

* SUPERVISED OPEN/CLOSE REPORTING

Do you want your Alarm System to report each time it is armed and disarmed?

Enable Open and Close Reporting Yes [] No []

Please remember that every signal that your Alarm System sends through to our Central Monitoring Station is communicated via your nominated telecommunications provider and will incur a cost (scheduled and



charged independently by them) for each of these communications (including power, battery and alarm signals etc.). However, if you wish to review any of the open and close activities from your Alarm System then you must have this function enabled.

TELEPHONE VULNERABILITY

Since your alarm system relies on your telecommunications to communicate through to our Monitoring Station, it is important for you to understand that the telephone line can be disabled or cut and the consequences of such will be that your alarm system will not be able to transmit any signals to the Central Monitoring Station. Also, changes to your telecommunications can inhibit signals from being transmitted (such as having a bar put in place or a new PABX process etc.).

Casa are able to provide communication redundancy systems that will transmit via other methods (radio frequency, GSM and IP).

Would you like a Consultant to visit you to discuss these options further? Yes No

LATE TO CLOSE PROCEDURE (BUSINESS OPTION ONLY)

As an additional service, you can be notified at a certain time, if the Alarm System has not been armed. This service may incur a fee which will be added to your Monitoring Account – See General Customer Service Agreement price schedule for fee information.

Note: for us to be able to provide this service, you **MUST enable supervised open and close signals***

If you require this service, please complete the table below:

	MON	TUE	WED	THU	FRI	SAT	SUN	P/H
OPEN								
CLOSE								

NOTE: SCHEDULES ARE SET AS A BACKUP FOR CLIENTS GENUINELY FORGETTING TO ARM THE SYSTEM
 NOTE: TIMES SHOULD BE REALISTIC AND SET FOR AT LEAST AN HOUR AFTER YOUR LATEST LEAVING TIME.
 – DON'T FORGET CLEANERS ETC. IF CONSISTENT OUT OF HOUR COSTS ARE INCURRED BY US, YOUR TIMES MAY BE ALTERED AT OUR DISCRETION.
 NOTE: NOTE: EARLY OPENINGS ARE NOT ACTIONED

Any other comments:

Please sign to confirm that these instructions have been provided by you, a representative of the stated Service Address, who is duly authorised to make such decisions affecting your Alarm System. Please note, these instruction can change at any time by sending an update to Casa, in writing.

Other important notes:

You should read this document in conjunction with our Client Information Booklet which is provided to you at your commissioning and available on our website at www.casasecurity.com.au in the Support section.

If you need to alter any programming of your alarm, you will require a Technician to visit – this includes reprogramming of your alarm to stop sending signals to our monitoring station. Normal callout charges apply for all service calls and programming modifications.

Monitoring invoices are due in full on or before the first of the billing period it applies to (quarterly or annually). To cancel the monitoring service, we require three months notice (in writing from an authorised person) so that the monitoring station doesn't bill for your next quarter. If you fail to provide this notice, you will need to pay in lieu of the notice. We do **not** automatically cancel the service if you do not make payment – you will still be responsible for the accounts and will still need to provide said notice.

CLIENT NAME: _____ SIGN: _____ DATE: _____

