

Offer

CERTAS alarm Digital+ / automated alarm notification via voice message

One-off	CHF	300.00
<ul style="list-style-type: none"> ▪ Creating file for standby and alarm reception (creation in Certas system) ▪ Technical configuration, transmission test and function check by technical service (switch-on service) ▪ Customer visit and consultation, drawing up the procedures and the alarm plan (instruction profile), defining recipients (telephone numbers, etc.) ▪ Providing the technical infrastructure (24/7 reception of emergency calls) ▪ Optional: Activating a Certas Standard SIM card (for secondary connection) ▪ Optional: Activating a Certas Back-up SIM card (for secondary connection) 	CHF	25.00
	CHF	26.00
Monthly subscription CERTAS alarm Digital+	CHF	24.00
<ul style="list-style-type: none"> ▪ Automated alarm notification via voice message¹ ▪ Four alarm redirects to the alarm monitoring centre included <ul style="list-style-type: none"> ▪ Each additional redirection ▪ Acknowledgment function (up to 4 digits) ▪ Five instruction profiles for receiving and processing alarm/fault signals ▪ Two instruction profiles for monitoring communication channels (critical or non-critical) ▪ Minimum of three and maximum of eight phone numbers per instruction profile ▪ 24-hour cycle: check primary and secondary connection ▪ Different procedures are possible out of hours and during working hours ▪ Including amendments of instructions 	CHF	50.00
Additional services (monthly costs)		
▪ Certas Standard SIM card incl. 100 MB of data (for secondary connection)	CHF	7.00
▪ Certas Back-up SIM card incl. 100 MB of data (for secondary connection)	CHF	8.00
▪ Additional instruction profile (not possible with CERTAS alarm Budget)	CHF	5.00
▪ Certas on/off control (not possible with CERTAS alarm Budget)	CHF	40.00
▪ SIM card additional communication charges (e.g. SMS, voice) ² , min.	CHF	5.00

How does the automated voice message alert work?

When an alarm is triggered, our system will automatically call you and play a pre-recorded voice message to inform you about the type of alarm (e.g. robbery or fire alarm) and the affected location. The voice message will prompt you to acknowledge the message by pressing a button, indicating that you have understood the notification. However, the voice message cannot answer any questions. After successful acknowledgement or if the call is not answered, the process will proceed according to the defined instructions. This process will be repeated up to three times. If the voice message is still not acknowledged after

¹ With this subscription all the criteria will be processed automatically

²The minimum price for additional communication charges (e.g. SMS, voice) is CHF 5.00/month. Prices per month rise in increments of CHF 5.00. Transmission of data CHF 0.30/MB; transmission of SMS CHF 0.20/message; transmission of voice CHF 0.40/minute (charged to the next full minute).

the third attempt, or in case of system malfunctions, an employee of the alarm monitoring centre will intervene in the process.

What is an instruction?

An instruction is the procedure / alarm plan drawn up with the customer in the event that a signal is received. The instruction specifies precisely who is informed or summoned, in which sequence, by which means of communication and at which time. The customer receives a duplicate. The code numbers or the codeword are also shown in the instructions. We make a customer visit to adapt the alarm plan to suit you and check who is summoned when. Around two weeks after we have all the information and the technical requirements are in place, we can start providing the service and put CERTAS alarm into operation. The number of report transmissions is unlimited. Certas responds to all transmissions according to the alarm response measures agreed with you.

What is an instruction profile?

An instruction profile describes the precise procedure for processing the alarm/fault signals relating to a criterion. The various criteria refer to different types of incident such as break-in, hold-up, person causing disruption, fire, technical fault, alarm malfunction, etc. Depending on the alarm installed, customers can input a different number of criteria. An instruction profile is where several different criteria are combined into a single procedure / alarm plan (the procedure is always the same). If the procedures for the criteria are different (for example, Certas alerts in a different manner in the case of a fire than in the case of a break-in), there are several instruction profiles.

Alarm transmission directly to an official control centre

Direct automatic transmission to an official control centre (fire brigade, police) is not possible; however, you can specify in your instructions that an emergency service should be summoned.

Individual approach based on working/closed times

This service is primarily meant for firms and shops with opening times. Certas agrees different instructions with the customer for out of hours, for example, to during opening (working) hours.

Monitoring alarm transmission channels (routine call)

Certas checks the alarm's primary and secondary connection to our receiver on a set cycle. If Certas notices when checking that the connection has been broken (e.g., there is an error on the part of the mobile phone provider), we notify the customer. A distinction is made between non-critical faults (an alarm can be transmitted because one connection is still working) and critical faults (complete interruption). Non-critical faults are notified immediately by email or SMS.

Information on alarm transmission by SMS

Transmitting solely by SMS is not regarded as a secure channel. Certas AG therefore cannot recommend this solution, as a round-the-clock response to an alarm cannot be guaranteed. If you opt to have transmission solely by SMS, please refer to the General Contractual Terms and Conditions of Certas AG.

What is an on/off control on the alarm (e.g., break-in), with schedule at Certas?

This control allows the switching status of an alarm to be monitored. It can show whether the alarm is switched on (live) or off (disenabled). The customer sets a schedule which is programmed at Certas, and each time the alarm is switched on or off this is transmitted and evaluated. If an alarm is switched on or off outside the scheduled times, we identify this as a switching control error, and it is registered and dealt with accordingly (e.g., the customer is called or notified by the alarm centre).

Terms and conditions

- All prices in CHF, excluding VAT.
- The services are payable within 30 days.
- The offer is valid for 60 days from the creation date.

Enclosures

- General contractual terms and conditions of Certas AG
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