

## Offer

### CERTAS alarmNET Digital+ / automated alarm notification via voice message

<b>One-off basic services</b>	<b>CHF</b>	<b>300.00</b>
<ul style="list-style-type: none"> <li>▪ Creating file for standby and alarm reception (creation in Certas system)</li> <li>▪ Technical configuration, transmission test and function check by technical service (switch-on service)</li> <li>▪ Customer visit and consultation, drawing up the procedures and the alarm plan (instruction profile), defining recipients (telephone numbers, etc.)</li> <li>▪ Providing the technical infrastructure (24/7 reception of emergency calls)</li> <li>▪ Activating a Certas SIM card (for secondary connection) included</li> </ul>		
<b>Monthly subscription CERTAS alarmNET Digital+</b>	<b>CHF</b>	<b>19.00</b>
<ul style="list-style-type: none"> <li>▪ Automated alarm notification via voice message<sup>1</sup></li> <li>▪ Four alarm redirects to the alarm monitoring centre included               <ul style="list-style-type: none"> <li>▪ Each additional redirection</li> </ul> </li> </ul>		
	CHF	50.00
<ul style="list-style-type: none"> <li>▪ Acknowledgment function (up to 4 digits)</li> <li>▪ Connecting a fire/burglary/hazard/technical alarm, including one criterion</li> <li>▪ With or without switch-off control for fire alarm (switch-off control alarm)</li> <li>▪ Monitoring alarm transmission channels and immediate notification in the event of interruption</li> <li>▪ Set number of telephone numbers per instruction profile (minimum of three)</li> <li>▪ Individual approach based on working/closed times</li> <li>▪ Direct transmission to an official control centre (fire brigade, police)</li> <li>▪ With or without switch-off control for fire alarm (switch-off control alarm)</li> </ul>		
<b>Additional services with alarmNET transmission (monthly)</b>		
▪ Additional alarm/fault criterion	CHF	5.00
▪ On/off control (schedule at customer/alarm)	CHF	5.00
▪ Additional on/off control (schedule at Certas)	CHF	40.00
▪ Regular remote switching	CHF	100.00
▪ Each additional regular remote switching instruction	CHF	60.00
▪ Event-driven remote switching	CHF	80.00
▪ Each additional event-driven remote switching instruction	CHF	20.00
<b>Additional services with alarmNET transmission (one-off)</b>		
▪ Setting up an additional alarm/fault criterion	CHF	50.00

#### 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

<sup>1</sup> With this subscription all the criteria will be processed automatically

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

### **What is a criterion?**

A criterion refers to the signal in alarmNET transmitted by alarm or fault indicators. They denote, for example, break-in, hold-up, person causing disruption, fire, technical fault or alarm malfunction.

### **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 fulfilled, 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 responding to 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.

### **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.

### **alarmNET monitoring**

alarmNET is a secure and reliable system for transmitting alarms in Switzerland. Based on cutting-edge technologies, it forwards alarm signals and notifications from the location of the event to Certas without errors and at any time of day or night. Certas monitors the transmission channel on an ongoing basis, either permanently or regularly. If there are any signs of sabotage or individual faults, Certas automatically initiates an intervention that has been set in advance by the customer.

### **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).

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

The schedule is programmed on the alarm (time switch) at the customer's premises, without Certas knowing the details. The alarm automatically sends a signal if the alarm status does not match the schedule (e.g., it is switched off too early or switched on too late). With this automatic on/off control, the dispatcher in the alarm centre cannot determine if the alarm is switched on. Our staff can only identify deviations and when there is a return to the target status. Certas treats this control message as an additional criterion.

**What is a switch-off control on a fire alarm (switch-off control alarm)?**

This criterion is included in the subscription and ensures compliance with the official requirements (building insurer). Certas automatically checks that the alarm is always switched on. The alarm must always be switched on (live status) and transmitting signals. If it is necessary to notify the building insurer of failure to comply with this requirement, Certas will invoice the customer for the work involved.

**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  
(Issue 01/01/2021)