

# Price sheet

## CERTAS video

### Remote monitoring for alarm verification

For alarm verification by video, you need a compatible alarm system and a CERTAS alarm subscription (exclusive CERTAS alarm Budget).

#### One-off

<b>CERTAS video cloud/VMS activation fee for one camera</b>	<b>CHF</b>	<b>250.00</b>
For each additional camera (Max. 4 cameras per zone/criterion)	CHF	50.00

- Entry of basic technical data (creation in Certas system, technical configuration)
- Customer visit and consultation
- Creation of file for processing alarm verification (instructions)
- Quality control (according to check list)
- Provision of technical infrastructure (24/7 receipt)
- Transmission test and function check by technical service (activation service)
- Recording of reference images for the purpose of sabotage detection

<b>Activation fee for one camera BSQ (image sequence)</b>	<b>CHF</b>	<b>100.00</b>
For each additional camera	CHF	20.00

- Entry of basic technical data (creation in Certas system, technical configuration)
- Customer visit and consultation
- Creation of file for processing alarm verification (instructions)
- Quality control (according to check list)
- Provision of technical infrastructure (24/7 receipt)
- Transmission test and function check by technical service (activation service)
- Recording of reference images for the purpose of sabotage detection

## Selection of monthly subscriptions (24/7 stand-by)

<b>CERTAS video alarm verification cloud (including 1<sup>st</sup> camera)</b>	<b>CHF</b>	<b>45.00</b>
For each additional camera	CHF	20.00

Connection of your camera system to our alarm receiving centre. Video recordings are stored in the cloud. The technical specifications can be found in the compatibility list for video surveillance systems.

<b>CERTAS video alarm verification VMS (first camera included)</b>	<b>CHF</b>	<b>35.00</b>
For each additional camera	CHF	10.00

This subscription is suitable and can be used for various video management systems (VMS). A VPN connection or fixed IP address is sometimes required. The technical specifications can be found in the compatibility list for video surveillance systems.

One-off additional charges apply to the Milestone and Siemens Siveillance systems.

- Milestone XProtect planning by a system specialist: one-off charge CHF 350.00
- Milestone XProtect configuration by a system specialist: one-off charge CHF 190.00/h
- Milestone XProtect activation fee per camera: one-off charge CHF 82.00

Option of managed or unmanaged VPN:

- **Managed VPN**
- Fortigate firewall from Swisscom<sup>1</sup>: one-off charge CHF 900.00
- Configuration by Swisscom (Fortigate or customer-side firewall): one-off charge CHF 1.000.00
- Swisscom Fortigate VPN connection (maintenance and support for 1 year): monthly fee CHF 40.00
- **Unmanaged VPN**
- Configuration by Swisscom (Fortigate or customer-side firewall): one-off charge CHF 1.000.00
- VPN connection (connection to video management system): monthly fee CHF 26.00

<b>CERTAS video alarm verification image sequence (including 1<sup>st</sup> camera)</b>	<b>CHF</b>	<b>15.00</b>
For each additional camera	CHF	8.00

This subscription is compatible with alarm systems that can transmit image sequences. Image sequences – photos taken in quick succession – are transmitted for alarm verification. The technical specifications can be found in the compatibility list for video surveillance systems.

<sup>1</sup> The contract is concluded directly between the customer and Swisscom. The firewall must support IPsec protocol for VPN connections. The Swisscom offer template has been included.

## File for alarm verification

During a customer visit, we will adjust the alert concept with you and check who will be called up and when. Once we have these details and the technical conditions are fulfilled, we can guarantee our services after around two weeks and put CERTAS video into operation. The number of message transmissions is unlimited. Certas processes all the messages according to the alarm processing measures agreed with you. We need the following information from you:

- Process/alert plan in the event of receiving a signal
- Information on which persons are informed or called up, in which sequence, by which means of communication and at which time
- Time data if different procedures are to be followed during working hours and rest periods
- Definition of an identification code

## Instruction

An instruction is the procedure created with the customer in the event of receiving a signal. The instructions detail precisely who is informed or called up, in which sequence, by which means of communication and at which time (for example, in the event of a malfunction, sabotage or burglary). Via CERTAS portal (customer portal), the customer can view the instructions and codes of its connections.

## Individual procedure during working time or rest period

This service is predominantly provided for companies. Certas acts differently, for example, after working hours (rest period) than during the opening times (working time).

## Systems/hardware

The preceding video monitoring systems have been checked at Certas. The hardware is explicitly not a part of Certas AG's services. Depending on the configuration, a different bandwidth (megabit/second) will be required. In addition, the services include a maximum of 5 alarm verification processes per month and instruction profile. In the case of installations that repeatedly exceed this, we reserve the right to cancel the service or, if it does not affect the processing of other customers' alarms, we reserve the right to make you an alternative offer. Please contact an electrician of your choice for the procurement, configuration and any maintenance of the systems. You can find the list of our trained partners at <https://certas.ch/de/installationspartner>. If your video monitoring system is not listed, please contact our sales department. We will be happy to check whether a connection is possible.

## Handover of video recordings to law enforcement authorities

Certas does not forward video and audio recordings to the law enforcement authorities or the police unless there is a written application/disposition with reference to an ongoing complaint or a court order.

## Storage of video and audio recordings

The operation of video surveillance must be in accordance with the law. Therefore, video recordings are generally not archived. For certain solutions, different storage values are possible according to the agreement with the customer (default value: 3 days). There is the following exception: In the case of verified alarms, depending on the system solution, the video recordings may be stored for up to 3 months (as evidence for criminal charges and/or ongoing proceedings).

## Recommendation regarding video monitoring systems

In order to achieve optimum quality of the images, we recommend that your electrician checks the video monitoring recordings and the respective image quality (such as 1080 pixels = max. 43.2 m capture area) at night, with a cloudy sky, disturbing light sources (sunlight, etc.) or in rooms without any or with only little residual light. We also recommend that the guidelines of the standard EN 62676-4 Video Monitoring Systems for Security Applications are taken into consideration.

## Sabotage protection/detection and changes in the capture area

Using reference images made in advance, Certas ensures that in the case of an event, a different scene will really be recorded. We thus compare these reference images with live recordings during an event. If there is a deviation (such as monitored door or window is no longer completely visible or no longer in the field of vision of the camera), Certas will continue to process the alarm as “sabotage”. We thus assume that the camera has been moved or changed. Environmental influences are also included (distracting light, rain, fog, etc.). In this case, Certas will proceed according to the customer’s instructions for sabotage detection.

## Note on reference images

If you want to make changes in the capture area of the cameras (monitored doors or windows), please inform us immediately in writing so that we can jointly update the reference images recorded in advance. These changes have an impact on the performance of the agreed services (instructions). Otherwise, Certas will evaluate false alarms as sabotage for your security and will act according to the instructions for sabotage detection. Please also consult our valid General Terms and Conditions of Contract in this regard.

## Note on sabotage detection

Malfunctions which no longer allow alarm verification when video recordings are received will be assessed as sabotage detection. It’s better to be safe than sorry – a 100% distinction between malfunction and manipulation is not possible for Certas. For this reason, the customer’s instructions for sabotage detection will be followed.

## Note on the scope of services

Certas AG is not responsible for the transmission and receipt of video sequences and/or image sequences in the area of alarm verification and remote opening. The responsibility remains entirely with the client or its service provider (such as electrician/operator). Please also consult our valid General Terms and Conditions of Contract in this regard.

## Terms and Conditions of Business

- All prices in CHF, excluding VAT.
- Services are payable within 30 days.
- The monthly subscription fees are invoiced on an advance payment basis, each half-year.
- This quotation is valid for 60 days from the date on which it was created.

## Enclosures

- General Terms and Conditions of Contract of Certas AG (version dated 01/01/2025).
- Product folder CERTAS video alarm verification
- Activation application CERTAS video
- Technical information/Compatibility list
- Offer templates from Swisscom for Virtual Private Network (VPN) connection