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SECTROL SYSTEMS – SERVICE SPECIFIC TERMS AND CONDITIONS

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SECTROL SYSTEMS – SERVICE SPECIFIC TERMS AND CONDITIONS

BACKGROUND

- A Sectrol supplies a range of Goods and Services to Customers.
- B These terms and conditions, together with the General Terms, apply where Sectrol supplies one or more of the following Goods and/or Services to a Customer:
- a. Sectrol Supplied Security Systems;
 - b. Installation Services;
 - c. Maintenance Services;
 - d. Monitoring Services;
 - e. Attendance Services;
 - f. Patrol Services; and
 - g. Other services, including Cash Services.
- C These terms and conditions, together with the General Terms, also apply where Sectrol provides a PSD and supplies PSD Monitoring Services to a PSD Recipient or SSO.

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

In this document, unless the contrary intention appears:

- (a) **After Hours** means times that are outside of Business Hours.
- (b) **Site Contact** means a persons specified as such in the Specifications or otherwise notified to Sectrol as the person to be contacted in respect of a Monitored Site.
- (c) **Attendances Services** means attendance by a Security Guard at a Monitored Site after an alarm has been triggered.
- (d) **Business Hours** means 9.00am to 5.00pm on a Business Day.
- (e) **Cash Services** means the collection, counting and/or delivery of cash by a security officer.
- (f) **Duress Alarm** means a duress alarm, which alerts Sectrol immediately when activated.
- (g) **Duress Test** means a test to assess the performance of a Duress Alarm whether conducted by Sectrol or the Customer.
- (h) **General Terms** means the Sectrol Systems General Terms and Conditions available at: www.sectrol.com.au/TermsandConditions
- (i) **Installation Services** means services with respect to installation of a Security System.
- (j) **Maintenance Services** means services with respect to maintenance of a Security System.
- (k) **Manufacturer** means the manufacturer of a Security System or components or parts of a Security System.
- (l) **Monitoring Services** means services with respect to monitoring an alarm at a Monitored Site.

- (m) **Monitored Site** means a Site specified as such in the Specifications or otherwise agreed as a monitored site between Sectrol and the Customer.
- (n) **Patrol Services** means patrol services as specified in a Supply Agreement.
- (o) **PSD** means a personal safety device unit.
- (p) **PSD Manufacturer** means the manufacturer of a PSD, or components or parts of a PSD.
- (q) **PSD Monitoring Services** and **PSD Services** means the services provided by Sectrol in monitoring PSDs.
- (r) **PSD Test** means a test to assess performance of a PSD conducted by a PSD Recipient, SSO or Sectrol.
- (s) **PSD Recipient** means the person who is issued with the PSD by the SSO for personal distress protection purposes for a 3-month period.
- (t) **Security Guard** means a guard (whether a Sectrol employee or contractor) deployed to a Monitored Site as part of Monitoring Services and/or Attendance Services.
- (u) **Sectrol Monitoring Centre Line** means (03) 5329 0800 or (03)5329 0801.
- (v) **Sectrol's PSD Monitoring Procedures** means the internal monitoring procedures implemented by Sectrol and varied at its discretion from time to time.
- (w) **Sectrol Supplied Security System** means an alarm or alarm monitoring system supplied by Sectrol.
- (x) **Security Breach** means an alarm activation detecting a break-in, attempted break-in, or other form of security alert at the Site.
- (y) **Security System** an alarm or alarm monitoring system, whether a Sectrol Supplied Security System or Third Party Security System.
- (z) **SMS** means the Sectrol monitoring station.
- (aa) **SSO** means a social services organisation which includes a range of organisations who provide support services to the community including Government funded support in areas such as family violence.
- (bb) **Third Party** means a party not associated with Sectrol or the Customer.
- (cc) **Third Party Security System** means an alarm or alarm monitoring system not supplied by Sectrol.
- (dd) **Walk Test** means a system performance test conducted by Sectrol or the Customer.

1.2 Definitions and interpretation – General Terms

Expressions that are defined in the General Terms have the same meaning when used in this document. This document is to be interpreted in the manner specified in clause 1.2 of the General Terms.

2. SALE OF SECTROL SUPPLIED SECURITY SYSTEMS

2.1 Sectrol Supplied Security Systems

A Supply Agreement may provide that a Customer will purchase and Sectrol will supply a Sectrol Supplied Security System in which case Sectrol will supply the equipment comprising a Sectrol Supplied Security System specified in the Supply Agreement.

2.2 Title and risk

- (a) Title to, and legal ownership of any parts of a Sectrol Supplied Security System purchased by the Customer will not pass to the Customer until payment has been received by Sectrol in full. If

payment is not made within 90 days of the due date, the Customer authorises Sectrol to enter the Customer's premises to take possession of any goods or parts or components comprising the Sectrol Supplied Security System.

- (b) The risk in the Sectrol Supplied Security System purchased by the Customer will pass to the Customer upon delivery.

2.3 Warranty

- (a) Sectrol provides a 12-month warranty on any new Sectrol Supplied Security System purchased by the Customer. Sectrol's warranty applies only to new Sectrol Supplied Security Systems installed by Sectrol and does not cover existing Third Party Security Systems or Sectrol Supplied Security Systems over 12 months old.
- (b) The relevant Manufacturer's warranty (if any) applies to equipment used in a Sectrol Supplied Security System installation and therefor may exceed Sectrol's 12 months warranty.
- (c) To the extent that the Sectrol Supplied Security System is covered by a Manufacturer's warranty, Sectrol assigns the benefit of the warranty to the extent that it is capable of assignment to the Customer.
- (d) Sectrol will provide all reasonable assistance to the Customer in obtaining the benefits of a Manufacturer's warranty.
- (e) Except where the Supply Agreement provides for Sectrol to supply Maintenance Services, the Customer is responsible for the operation and maintenance of the Sectrol Supplied Security System in accordance with the Manufacturer's instructions as necessary to ensure those warranties will remain valid and applicable.
- (f) Sectrol's warranty will be voided if any component is misused, unsatisfactorily maintained or altered/repaired/serviced by a person who is unqualified or unlicensed to perform such works.

3. INSTALLATION SERVICES

3.1 General

Sectrol will provide Installation Services in accordance with the terms agreed by the parties in the Supply Agreement. Sectrol provides Installation Services in respect of Sectrol Supplied Security Systems. Only in exceptional circumstances will Sectrol supply Installation Services in respect of Third Party Security Systems.

3.2 Installation Services

- (a) Sectrol will carry out the Security System installation in Business Hours with all reasonable skill and care and perform the work in a workmanlike and professional manner. The Customer must provide access to the Site during Business Hours to facilitate installation of the Security System, except as otherwise agreed.
- (b) The Customer acknowledges and agrees that all cutting of ways, excavation, cable trenching, provision of 240 mains power connections, internet and data connections, cable installation, alterations to existing equipment, interfacing with fire, heat or detection systems and lifting equipment required to work at heights are not included in Installation Services unless specified in a Supply Agreement.
- (c) Sectrol will not be responsible for any disruption of a network, software or equipment caused by the impact of the connection, interface, integration or addition of the Security System.
- (d) The Customer shall make the Site available and in such form as to allow Sectrol to commence and carry out the Security System installation by the date specified in the Supply Agreement. The terms and conditions of the Supply Agreement including pricing are based on the assumption that Sectrol will have free and uninterrupted access to the Site at all times, and on basis of the Security System being capable of being installed in a continuous sequence. Should restricted access force Sectrol to cease or suspend work and/or leave the Site and return to the Site at a later time, the reasonable costs of doing so may be added by Sectrol to the Fees.
- (e) The Customer shall provide adequate facilities at the Site (including, where required and not otherwise stated, site allowances, parking facilities, premises power, premises lighting, lifting and

handling equipment, scaffolding, scissor lifts, elevated work platforms, and rubbish removal skips) at no cost to Sectrol.

- (f) If it becomes necessary for Sectrol to pay any expenses including additional site allowances they will be added to the Fees.
- (g) Minor building works including trenching, backfilling and restoration, provision of penetrations, making good, flashing, chasing, console and joinery work, provision of mounting brackets and foundation plinths are to be performed by others at no cost to Sectrol.
- (h) If Sectrol is delayed in completing the Security System installation by the date agreed between the parties as a result of a delay which is outside its reasonable control, then Sectrol shall be entitled to a reasonable extension of time to complete the Security System installation.
- (i) Should Sectrol be delayed in carrying out work by delays caused by acts or omissions of the Customer, agents or contractors or any head contractor or other party to which the Customer has contracted, then Sectrol shall be entitled to claim the reasonable costs of the delay from the Customer, and the amount shall be a debt due and owing to Sectrol.
- (j) The Customer may, before completion of the Security System installation, request in writing that Sectrol vary the scope of the work involved in the Security System installation which Sectrol may, at its sole discretion, choose to accept and vary the Fees accordingly.
- (k) Sectrol may substitute products or equipment offered as part of the Security System with technically equivalent or superior products provided the Customer has been informed.

4. MAINTENANCE SERVICES

4.1 General

Sectrol will provide Maintenance Services in accordance with the terms agreed by the parties in the Supply Agreement. Sectrol provides Maintenance Services in respect of Sectrol Supplied Security Systems and Third Party Security Systems.

4.2 Maintenance Services

- (a) The Customer agrees and acknowledges that Sectrol's maintenance services do not include work required to be done to repair a defect or damage which is caused by the Customer's negligence, fault, neglect, abuse or incorrect use, including not servicing or maintaining the Security System in accordance with the manufacturer's instructions.
- (b) Any repair or defect services required by the Customer will be regarded as additional services and the Customer must pay Sectrol's costs for such services at Sectrol's standard rates. The Customer acknowledges that it is the Customer's responsibility to pay the cost of replacement batteries for Security Systems.
- (c) Unless agreed otherwise in the Supply Agreement all Maintenance Services will be supplied during Business Hours.
- (d) If Sectrol has not carried out an inspection of the Customer's existing Security System prior to the Commencement Date, any fault of the Security System to perform within ninety (90) days after the Commencement Date will entitle Sectrol to the payment of all costs incurred in relation to repairing such fault.
- (e) Sectrol is not liable for any claims made for injury, loss or damage caused to the Customer resulting from any failure by Sectrol to provide Maintenance Services due to the Customer's failure to give Sectrol access to the Site for such services.
- (f) If the Customer fails to give Sectrol access to the Site for the purpose of carrying out Maintenance Services after having been requested Sectrol to do so, Sectrol may be entitled to keep for Sectrol's benefit that part of any prepaid Fees received from the Customer which is equivalent to Sectrol's direct cost incurred in arranging the relevant maintenance services.

4.3 Customer's maintenance

- (a) In addition to any Maintenance Services provided by Sectrol, the Customer must maintain its Security System (including all components) in accordance with the Australian Standards (AS2201.1 2007) (**Australian Standards**). To meet the Australian Standards, the following items must be maintained to a satisfactory level:
 - (i) alarm panel;
 - (ii) detectors;
 - (iii) switches;
 - (iv) communication devices;
 - (v) wiring; and
 - (vi) battery.
- (b) The Customer is responsible for ensuring that the Security System components are regularly cleared of dust, spider webs and other environmental contaminants. Components should be free from obstructions, moisture, rodents and harmful chemicals. Maintenance is limited to the components of the Security System.
- (c) It is the Customer's responsibility to ensure that its Security System is adequately maintained. Sectrol will endeavour to inform the Customer if it is determined that its Security System has begun to become unreliable or faulty. However, it is the responsibility of the Customer to ensure that equipment is maintained and that regular tests are completed.
- (d) The Customer is to ensure that all voice codes, passwords, radio keys and other security access information are kept secure and provided only to those persons who reasonably require access to the Monitored Site.

5. MONITORING SERVICES

5.1 Security Systems

- (a) If specified in the Supply Agreement, Sectrol will provide the Monitoring Services in respect of Sectrol Supplied Security Systems and Third Party Security Systems from the Commencement Date throughout the duration of the Term.
- (b) Sectrol will only provide Monitoring Services in respect of Third Party Security Systems if Sectrol considers them fit for purpose.
- (c) The Customer acknowledges that equipment or other obstacles must not be placed in front of Security System detectors at the Monitored Site as such action will either partially or completely restrict the effectiveness of the Security System.
- (d) It is the Customer's responsibility to regularly test the Security System in a fully secured condition, to ensure that it is armed, turned on and fully operational and to immediately notify Sectrol if a fault is detected in the Security System.

5.2 Network connections

- (a) The Customer agrees to arrange for installation of telephone lines or network or data connections where required for a Security System to be operated.
- (b) The Customer agrees that the provision of Monitoring Services will involve the Customer incurring telephone or data connection charges from the Customer's telephone service provider, internet services supplier or similar supplier due to regular test and alarm calls made from the Customer's Security System to the SMS. Additionally, telephone calls generated from the Customer's Security System to Sectrol's in-bound telephone numbers (including programmed test signals) will be included in determining call volumes for Sectrol's receipt of rebate or revenue share payments from Sectrol's telecommunication provider. The Customer acknowledges that the Customer will be liable to the Customer's service provider for all communication costs incurred.

5.3 Break in and emergency

- (a) If in the course of monitoring a Monitored Site Sectrol detects a Security Breach, in the first instance, Sectrol will respond in a manner that is consistent with the specific contractual arrangements with that Customer (as set out in a Supply Agreement or Specifications, or as instructed from time to time). In the absence of such direction, if Sectrol detect a Security Breach, Sectrol will:
 - (i) attempt to contact the Alarm Site Contact to seek instructions;
 - (ii) conduct a visual check of the break and enter area, if practical, lawful and instructed to do so attempt to secure the crime scene and assist in ensuring potential evidence is not destroyed or compromised; and
 - (iii) take appropriate action to minimise loss and/or damage as per the Alarm Site Contract's instructions and at the Customer's cost.
- (b) The Customer must promptly notify Sectrol of any Security Breach to the Site and allow Sectrol to access the Site whenever Sectrol reasonably requires for testing the Security System and its operational performance.
- (c) Any expenses associated with any emergency services request action provided to the Customer including charges made by the fire brigade or the police must be paid by the Customer directly to the specific emergency services requested.
- (d) Sectrol has an obligation to contact the police in cases of duress, panic, hold up, multiple security alarms. Outside of these events the police will not be contacted unless requested by the Customer as part of an emergency services request action and then only in a manner consistent with prevailing police procedures in each State relevant to alarm notification.
- (e) Telephone calls received by or placed with Sectrol to the Customer be monitored and recorded for quality and security purposes.
- (f) The Customer acknowledges and agrees that Sectrol may not respond to subsistence alarms (as defined in AS 2201.2-2004 and including but not limited to battery low alarms) and low priority alarms (as defined in AS 2201.2-2004 and including but not limited to late-to-close, mains fail or timer test failures) within the times specified in the AS 2201.2-2004, and that subsistence alarms and low priority alarms may be actioned by an automatic process prior to operator intervention (including but not limited to letter, short messaging service, email, or fax). Sectrol will not be liable if the automated response is not received by the Customer due to a reason outside of Sectrol's control.

5.4 System failure

- (a) Should a system failure occur and Sectrol is unable to supply Monitoring Services Sectrol may arrange for Sectrol Personnel attend the Monitored Site to ensure security is re-established (costs incurred will be charged in accordance with the General Terms and the Supply Agreement).
- (b) It is Sectrol's policy not to call between the hours of 11:00pm and 06:00am unless otherwise instructed in writing. During these times and without prior instruction, Sectrol may take measures to ensure suitable security coverage (based on its own risk assessment and availability of resources). This may include placement of a technician, implementation of patrols, or establishment of a temporary security solution.

5.5 Monitored Site unattended

The Customer must notify Sectrol if it plans to be away from the Monitored Site for a period of time. This is an essential component to monitoring the Customer's premises effectively. It is the Customer's obligation to notify Sectrol of any planned vacation or leave from the Monitored Site with prior notice. Where possible, Sectrol requires at least 1 weeks' notice

6. ATTENDANCE SERVICES

6.1 Categories of Attendance Services

There are different Attendance Service options contained in the Supply Agreement for the Customer to choose from. More details regarding each option are set out in the Supply Agreement. Sectrol will perform the Attendance Services in accordance with the option selected by the Customer in the Supply Agreement.

6.2 Sectrol's discretion

- (a) If an alarm is triggered, Sectrol reserves the right to make informed decisions and actions on the Customer's behalf as deemed necessary. These decisions may include, but are not limited to, requesting emergency services to attend the Monitored Site, performing interior and exterior security sweeps (where applicable) and any other decisions which Sectrol deems necessary.
- (b) Sectrol's standard policy is "if in doubt, check it out". If Sectrol believes an alarm to be legitimate, Sectrol reserves the right to make decisions on the Customer's behalf.
- (c) In the event of an alarm activation, Sectrol will action the alarm immediately. A patrol car will be dispatched from the nearest location and the time of arrival on site will be dependent upon the location of the patrol car, distance to travel, traffic and weather conditions.

7. PATROL SERVICES

7.1 General

Sectrol may provide Patrol Services on the terms set out in a Supply Agreement.

7.2 Patrol Services

- (a) The Customer acknowledges that Patrol Services may be shared with other customers of Sectrol.
- (b) If the security officer involved in the supply of Patrol Services detects a Security Breach or break and enter, they will contact the SMS with details of the break and enter. The SMS will contact the Alarm Site Contact to seek instructions, or otherwise will rely on standing instructions previously provided by the Customer or the Alarm Site Contact, and the Customer indemnifies Sectrol for any Loss arising as a result of its reliance on these instructions. Additionally, the security officer will conduct a visual check of the break and enter area, and if safe and practical to do so will:
 - (i) attempt to secure the Site;
 - (ii) assist in ensuring potential evidence is not destroyed or compromised;
 - (iii) await the attendance of Police and/or the Alarm Site Contact;
 - (iv) not leave until authorised to do so by the SMS; and
 - (v) take appropriate action to minimise loss and or damage as per the Alarm Site Contact instructions and at the Customer's cost.
- (c) If the security officer or SMS is unable to obtain instructions from the Site Contact after making reasonable attempts, and the Customer's Site remains unsecured, the security officer will remain on site at the Customer's cost until the earlier of the Customer's instructions to leave the Site, or the Site becoming secured.
- (d) Sectrol is permitted to charge a commercially reasonable rate for services provided by a Sectrol security officer pursuant to this clause (based on time spent by the security officer), in addition to the fees and charges set out in the Customer's Supply Agreement or Specifications.

7.3 Acknowledgements and liability

- (a) The Customer agrees and acknowledges that break-ins at other customer's premises, busy periods, emergencies, including accidents, floods, fires, police or other emergencies service activities and/or unforeseen circumstances may prevent or delay a patrol response or attendance at a Site.

- (b) Sectrol shall have no liability to the Customer for any non-performance or delays in delivery of any Patrol Services due to these, or other Force Majeure Events, but will provide a replacement service in accordance with clause 7.3(c) below.
- (c) Where Sectrol is unable to provide a service, or complete the stated number of Site visits, due to the shared nature of Patrol Services, Sectrol will provide replacement Patrol Services within 14 days of the missed service or Site visit. If the replacement Patrol Service is not provided in accordance with this clause, Sectrol will refund the cost of the Patrol Services that were not provided.

8. CASH SERVICES

8.1 General

Sectrol may supply Cash Services on the terms set out in a Supply Agreement.

8.2 Cash Services

- (a) Sectrol will supply Cash Services between the hours of 9:00am and 5:00pm Monday to Friday. Cash Services outside of these hours may be performed by Sectrol by agreement subject to additional Fees.
- (b) If the Customer requests Sectrol to perform Cash Services at particular times, Sectrol will use its best endeavours to supply the Cash Services at those times, but does not accept any liability for any delay.
- (c) Access to the Site for Cash Services will be clear and unimpeded. Failure to provide such access may require Sectrol to abandon a Cash Service and a Fee will be payable by the Customer.
- (d) All cash supplied by the Customer to Sectrol must be sealed in an electronic cash device (**ECD**). Sectrol will not collect cash that is not correctly sealed in an ECD. If the Customer arranges for a Cash Service and cash is not correctly sealed in an ECD, the Fee will be payable by the Customer.
- (e) Where the Customer requires Sectrol to count the Customer's cash then this will only be performed at Sectrol's premises.
- (f) The Customer agrees to comply with cash collection limits as determined by Sectrol in its absolute discretion.

8.3 Liability and cancellation

- (a) Sectrol is not, and accepts no liability as, a common carrier or otherwise. Sectrol may refuse carriage of any valuables or non-cash documents at its absolute discretion.
- (b) Despite any other provision of the Supply Agreement, Sectrol accepts no liability whatsoever for cash collected from the Customer which is above Sectrol's collection limits.
- (c) Sectrol reserves the right to cancel a Cash Service for any reason.
- (d) If a Cash Service is cancelled, and this is not due to an act or omission by the Customer, the Customer's agents or contractors, Sectrol will provide a replacement service prior to the end of the billing period. If the replacement service is not provided, Sectrol will refund the cost of the Cash Service.
- (e) Should a Cash Service be cancelled due to the acts or omissions of the Customer, the Customer's agents or contractors, including a failure to have cash ready for collection at the time the Customer stipulates, Sectrol will charge the Customer the Fee for the Cash Service.

9. WALK TEST / DURESS TEST

9.1 General

Before a Walk Test / Duress Test is conducted, the Customer must first call the Monitoring Centre Line. An operator will be able to talk the Customer through the process of how to conduct a Walk Test / Duress Test whilst giving the Customer feedback on the performance of its Security System in real-time.

9.2 Frequency

It is important to conduct regular Walk Tests / Duress Tests to ensure that the Security System is functioning as intended. It is the responsibility of the Customer owner to ensure their Security System equipment is adequately maintained and serviced.

10. PROVISION OF PSD TRACKERS

10.1 General

Sectrol may supply PSD Monitoring Services on the terms set out in a Supply Agreement.

10.2 Provision of PSDs

Where a Supply Agreement specifies that Sectrol will provide a PSD Sectrol will provide the SSO or PSD Recipient with the PSD as soon as possible after the Supply Agreement for the supply of the PSD is completed and entered into.

Where a Supply Agreement specifies that the SSO will provide a PSD Sectrol is not obliged to supply PSD Monitoring Services until the SSO provides the PSD to the PSD Recipient.

10.3 Testing

- (a) PSD Recipients must test their PSD every two 2 weeks with the Monitoring Centre. Before a PSD Test is conducted, the PSD Recipient must first call the Sectrol Monitoring Centre Line. An operator will be able to talk the PSD Recipient through the process of how to conduct a PSD Track Test whilst giving directions and feedback on the performance of the PSD in real-time.
- (b) It is important that the PSD Recipient conducts regular PSD Tests to ensure that the PSD is functioning properly. It is the responsibility of the PSD Recipient to ensure the PSD is adequately maintained and serviced.
- (c) Sectrol will not be held in any way liable for any damages or loss of any kind in the event a PSD was not regularly tested as instructed.

10.4 Maintenance

- (a) Each PSD Recipient must maintain its PSD (including all components). Particularly, the following components of the PSD must be maintained to a satisfactory level:
 - (i) personal safety device tracker;
 - (ii) charging dock/cradle; and
 - (iii) charging USB magnetic cable.
- (b) Each Recipient is responsible for ensuring that PSD components are regularly cleared of dust, spider webs and other environmental contaminants. Components should be free from moisture, rodents and harmful chemicals.
- (c) Each PSD Recipient is be responsible for ensuring that the PSD is properly charged at all times. Each day, the device should be plugged into the charging dock/cradle to ensure it becomes fully charged.
- (d) Sectrol only tests the operation of PSDs during a PSD Test initiated by the SSO or PSD Recipient. This will ensure that PSD is fully operational.
- (e) Sectrol will not be held liable for any injuries, damages or loss of any kind in the event of PSD failure due to the maintenance procedures set out in this document not being adhered to.

10.5 Warranty

Product liability relating to the PSD is limited to the PSD Manufacturer's warranty. The PSD Manufacturer's warranty period applies from the Commencement Date (which is the date of delivery of the PSD to the SSO or PSD Recipient).

11. PSD MONITORING SERVICES

11.1 General

Sectrol will provide the PSD Monitoring Services from the Commencement Date throughout the duration of the Term. Sectrol will use its reasonable endeavours to perform the PSD Monitoring Services in accordance with the appropriate Australian Standards.

11.2 Alarm response obligations

- (a) Sectrol will refer all SOS activations to Victoria Police by calling 000 unless the PSD Monitoring Services are being provided to a PSD Recipient who has "opted in" for non-emergency use in the Supply Agreement (in which case, SOS activations will be referred to the appropriate listed contacts in the Supply Agreement).
- (b) Sectrol will not attend SOS activations at any time. This is a notification service only. Sectrol will treat every SOS activation as legitimate.
- (c) Sectrol reserves the right to make informed decisions and actions on behalf of the PSD Recipient or SSO as deemed necessary. These decisions may include, but are not limited to, requesting emergency services to attend at the PSD Recipient or SSO's premises, and any other decisions which Sectrol deems necessary.
- (d) In the event of an SOS activation, Sectrol will action the alarm promptly in accordance with clause 11.2(a).
- (e) Sectrol will perform, action, and record PSD Monitoring Services in a manner consistent with Australian Standards AS2201.2.

11.3 PSD Services – amendments by SSO or PSD Recipient

The SSO or PSD Recipient (as applicable) must immediately advise Sectrol of any changes to their information. A SSO or PSD Recipient may only change, stop or terminate a Supply Agreement by providing Sectrol with at least thirty (30) days' written notice. Sectrol may, at its discretion, charge a fee equivalent to 30 days' supply of Goods and/or Services if adequate written notice is not received.

11.4 PSD Services fees and invoicing

Sectrol will invoice the SSO in advance for a Term of 3 months or such other period as is agreed in accordance with the Specifications. It is the SSO's responsibility to ensure that all applicable fees are paid by the due date. Payment terms and options are as set out in the General Terms.