

AddSecure Next Generation Alarm Monitoring Service Schedule to the General Terms

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Definitions

'You' and 'your' mean the Customer.

Words that are capitalised but have not been defined in this Schedule have the meanings given to them in the General Terms.

Part A - The AddSecure Next Generation Alarm Monitoring Service

1 Service Summary

AddSecure will provide you with a service that provides for the transmission of alarm signals, via a monitored alarm signalling network, from an Alarm Signalling Unit at End Customers' Sites, within a Served Area, to the Monitoring Equipment at your alarm receiving centre ("**ARC**") to enable you to provide an alarm monitoring service to End Customers, comprising:

- 1.1 the Standard Service Components; and
- 1.2 any of the Service Options as set out in any applicable Order, up to the point of the Service Management Boundary as set out in Paragraph 4 ("**AddSecure Next Generation Alarm Monitoring Service**").

2 Standard Service Components

AddSecure will provide you with all the following standard service components ("**Standard Service Components**") in accordance with the details as set out in any applicable Order:

- 2.1 ARC Connection Components
 - 2.1.1 If AddSecure has not previously done so, AddSecure will provide you with:
 - (a) if required, a router to enable you to connect to the AddSecure Network and this will be AddSecure Equipment;
 - (b) AddSecure AddSecure Gateway Software;
 - (c) connectivity from the ARC to the AddSecure AddSecure Platform; and
 - (d) access to the AddSecure Order Portal to enable you to place orders for the Service Options. The terms of use of the AddSecure Order Portal are set out in Paragraph 7.10.
 - 2.2 Support for the ARC Connection Components
 - 2.2.1 AddSecure will provide you with 24x7x365 free access to the Service Desk. The Service Desk will provide you with telephone support.
 - 2.2.2 Where an Incident is not resolved through the telephone support provided by the Service Desk, you can request a visit to your Site by a AddSecure engineer. This Site visit is at the discretion of AddSecure and AddSecure may charge you for the Site visit depending on the nature of the Incident.

3 Service Options

- 3.1 AddSecure will provide you with any of the following options ("**Service Options**") as set out in any applicable Order and in accordance with the details as set out in that Order:
 - 3.1.1 **Essential Service**
 - (a) The Essential Service is a wireless only monitored and secure alarm signalling service.
 - (b) The Essential Service will transmit alarm signals via 2G or 4G mobile connectivity.
 - (c) AddSecure will provide you with an Alarm Signalling Unit, as set out in any applicable Order, that will include an integral UK roaming SIM Card that will use any of the main UK mobile networks.
 - (d) The Essential Service will monitor network connectivity by regular polling of the Alarm Signalling Unit.
 - (e) The Essential Service will report loss of connectivity from the Alarm Signalling Unit to the ARC.
 - 3.1.2 **Essential IP Service**
 - (a) The Essential IP Service is a single path IP monitored and secure alarm signalling service.
 - (b) The Essential IP Service will transmit signals via the IP path utilising the End Customer's broadband service or network.
 - (c) The Essential IP Service can connect to the End Customer's broadband service or network via:
 - (i) a hard wired ethernet cable to the End Customer's hub or network switch; or

- (ii) the End Customer's own Wi-Fi network. This option is available where it is not possible to connect to the End Customer's hub via a hard wired ethernet cable.
 - (d) AddSecure will provide you with an Alarm Signalling Unit, as set out in any applicable Order.
 - (e) The Essential IP Service will monitor network connectivity by regular polling of the Alarm Signalling Unit.
 - (f) The Essential IP Service will report any loss of connectivity from the Alarm Signalling Unit to the ARC.
- 3.1.3 **Essential Extra Service**
- (a) The Essential Extra Service is a dual path wireless only monitored and secure alarm signalling service.
 - (b) The Essential Extra Service will transmit alarm signals via 2G or 4G mobile connectivity.
 - (c) AddSecure will provide you with an Alarm Signalling Unit, as set out in any applicable Order, that will include two integral SIM cards (both being UK Roaming SIM cards that will use any of the main UK mobile networks), each from a different mobile network operator.
 - (d) The Essential Extra Service will monitor network connectivity on both mobile paths by regular polling over each path.
 - (e) The Essential Extra Service will report any loss of signalling paths to the ARC.
 - (f) If only one path is available on the Essential Extra Service, that path will perform using the primary path reporting and polling times.
- 3.1.4 **Advanced Service**
- (a) The Advanced Service is a dual path IP and wireless monitored and secure alarm signalling service.
 - (b) The Advanced Service transmits alarm signals via two alarm signalling paths:
 - (i) primary path - IP path utilising the End Customer's broadband service or network; and
 - (ii) secondary path – via 2G or 4G mobile connectivity.
 - (c) AddSecure will provide you with an Alarm Signalling Unit, as set out in any applicable Order, that will include two integral SIM Cards (both being UK Roaming SIM cards that will use any of the main UK mobile network), each from a different mobile network operator.
 - (d) In the event of a fault to the primary path, the alarm signals will be transmitted by the secondary path.
 - (e) The Advanced Service will monitor both the primary and secondary paths which will be polled regularly.
 - (f) The Advanced Service will report any loss of alarm signalling paths to the ARC.
 - (g) If the secondary path is the only path available on the Advanced Service, it will perform using the primary path reporting and polling times.
- 3.1.5 **Advanced Extra Service**
- The Advanced Extra Service is the same as the Advanced Service but with faster polling of the alarm signalling paths that enables faster reporting of a loss of connectivity to the Alarm Signalling Unit.
- 3.1.6 **Ultimate Service**
- (a) The Ultimate Service is a dual path IP and wireless monitored and secure alarm signalling service with built-in broadband hub.
 - (b) **Ultimate Service with existing WLR3 Line**
If an End Customer has a suitable WLR3 Line, AddSecure will provide AddSecure Broadband to that WLR3 Line, if deemed appropriate by AddSecure.
 - (c) **Ultimate Service with Access Line**
If an End Customer does not have a suitable Access Line, AddSecure will install an Access Line and provide the AddSecure Broadband service.
 - (d) **Ultimate Service on existing FTTP connection**
If an End Customer has a suitable FTTP connection, AddSecure will provide AddSecure Broadband to that FTTP connection, if deemed appropriate by AddSecure.
 - (e) The Ultimate Service transmits alarm signals via two alarm signalling paths:
 - (i) primary path – IP path utilising an Alarm Signalling Unit with built-in broadband hub connected to AddSecure Broadband; and
 - (ii) secondary path – via 2G or 4G mobile connectivity.

- (f) AddSecure will provide you with an Alarm Signalling Unit, as set out in any applicable Order, that will include two integral SIM Cards (a UK single network SIM Card and a UK roaming SIM Card that will use any of the main UK mobile networks), each from a different mobile network operator.
- (g) In the event of a fault to the primary path, the alarm signals will be transmitted by the secondary path.
- (h) The Ultimate Service will monitor both the primary and secondary paths which will be polled regularly.
- (i) The Ultimate Service will report any loss of alarm signalling paths to the ARC.
- (j) If the secondary path is the only path available on the Ultimate Service, it will perform using the primary path reporting and polling times.

3.2 Support for the Service Options

In respect of all of the Service Options set out above, AddSecure will provide you with the following support:

- 3.2.1 24x7x365 free access to the Service Desk.
- 3.2.2 The Service Desk will provide you with telephone support.
- 3.2.3 Where an Incident is not resolved through the telephone support provided by the Service Desk, you can request an End Customer Site visit by a AddSecure engineer. This End Customer Site visit is at the discretion of AddSecure and AddSecure may charge you for the End Customer Site visit depending on the nature of the Incident.

3.3 All of the Service Options will only be available in the Served Area.

4 Service Management Boundary

- 4.1 AddSecure will provide and manage the AddSecure Next Generation Alarm Monitoring Service in accordance with Parts A and B of this Schedule and as set out in any applicable Order up to the router or IPSEC provided by AddSecure that enables you to connect to the AddSecure Next Generation Alarm Monitoring Service and that is located in your ARC ("**Service Management Boundary**").
- 4.2 AddSecure will have no responsibility for the AddSecure Next Generation Alarm Monitoring Service outside the Service Management Boundary.
- 4.3 AddSecure will be responsible for the AddSecure AddSecure Gateway Software.
- 4.4 AddSecure does not make any representations, whether express or implied, about whether the AddSecure Next Generation Alarm Monitoring Service will operate in combination with any Customer Equipment or other equipment and software.
- 4.5 The AddSecure Next Generation Alarm Monitoring Service does not include the provision, installation, repair or maintenance of Monitoring Equipment.
- 4.6 The 2G or 4G mobile connectivity is not available in all parts of the United Kingdom.
- 4.7 The mobile network is not fault free and may be impaired by poor or fluctuating mobile signal strength or temporary interference with the mobile signal at an End Customer's Site, local, geographical, topographical or atmospheric conditions, or other causes of physical or electromagnetic interference beyond AddSecure's control.
- 4.8 The Customer is responsible for checking the reliability, signal strength and availability of the mobile network and its coverage at the End Customer's Sites, irrespective of any information about mobile network availability and coverage published by third parties, ("**Network Coverage**"). AddSecure has no liability where the Network Coverage is unreliable, has insufficient signal strength or is not available at the End Customer's Site.
- 4.9 AddSecure is not responsible for the End Customer's broadband or IP network.
- 4.10 AddSecure is not responsible for the End Customer's Wi-Fi signal availability when the Essential IP Service Option is connected with the End Customer's Wi-Fi as set out in Paragraph 3.1.2(c)(ii).
- 4.11 AddSecure is not responsible for poor or fluctuating radio signal strength or for temporary or permanent interference with the radio signal at an End Customer's Site that could affect the Connect or the Connect Hub.
- 4.12 Where an End Customer's Site is designated as a "Hot Site" by an electricity company, the AddSecure Next Generation Alarm Monitoring Service will not be available.
- 4.13 AddSecure can only provide the AddSecure Next Generation Alarm Monitoring Service in the Served Area.

5 Associated Services and Third Parties

- 5.1 You, your Installer or the End Customer will have the following services in place that will connect to the AddSecure Next Generation Alarm Monitoring Service and are necessary for the AddSecure Next Generation Alarm Monitoring Service to function and will ensure that these services meet the minimum technical requirements that AddSecure specifies:
 - 5.1.1 in respect of all Service Options:
 - (a) compatible devices with the ability to trigger the Alarm Signalling Unit; and
 - (b) alarm monitoring software.
 - 5.1.2 in respect of the Essential IP Service, the Advanced Service and the Advanced Extra Service, the End Customer will require to have in place an existing broadband service or network for IP signalling.

- 5.1.3 in respect of the Ultimate Service with existing WLR3 Line, the End Customer will require to have in place an existing compatible WLR3 Line; and
- 5.1.4 in respect of the Ultimate Service with an existing FTTP connection, the End Customer will require to have in place an existing compatible FTTP connection.

(each an “Enabling Service”).

- 5.2 If AddSecure provides you with any services other than the AddSecure Next Generation Alarm Monitoring Service (including, but not limited to any Enabling Service) this Schedule will not apply to those services and those services will be governed by their separate terms.

6 Equipment

6.1 Use of AddSecure Equipment and Purchased Equipment

In relation to AddSecure Equipment, and until title in any Purchased Equipment transfers to you in accordance with Paragraph 6.3.2, you will and ensure that your Installer or the End Customer, as applicable, will:

- 6.1.1 keep the AddSecure Equipment and Purchased Equipment safe and without risk to health;
- 6.1.2 only use the AddSecure Equipment and Purchased Equipment, or allow it to be used, in accordance with any instructions or authorisation AddSecure may give and for the purpose for which it is designed;
- 6.1.3 not move the AddSecure Equipment or any part of it from your Site(s) without AddSecure’s prior written consent and you will pay AddSecure’s costs and expenses reasonably incurred as a result of such move or relocation;
- 6.1.4 not make any alterations or attachments to, or otherwise interfere with, the AddSecure Equipment or Purchased Equipment, including after title in any Purchased Equipment transfers to you in accordance with Paragraph 6.3.2, nor permit any person (other than a person authorised by AddSecure) to do so, without AddSecure’s prior written consent and, if AddSecure gives its consent, agree that any alterations or attachments are part of the AddSecure Equipment or Purchased Equipment;
- 6.1.5 not sell, charge, assign, transfer or dispose of or part with possession of the AddSecure Equipment or Purchased Equipment or any part of it;
- 6.1.6 not allow any lien, encumbrance or security interest over the AddSecure Equipment or Purchased Equipment, nor pledge the credit of AddSecure for the repair of the AddSecure Equipment or Purchased Equipment or otherwise;
- 6.1.7 not claim to be owner of the AddSecure Equipment and Purchased Equipment and ensure that the owner of your Site(s) or the owner of the End Customer’s Site(s) will not claim ownership of the AddSecure Equipment or Purchased Equipment, as applicable, even where the AddSecure Equipment or Purchased Equipment is fixed to the applicable Site(s);
- 6.1.8 obtain appropriate insurance against any damage to or theft or loss of the AddSecure Equipment and Purchased Equipment;
- 6.1.9 in addition to any other rights that AddSecure may have, reimburse AddSecure for any losses, costs or liabilities arising from your use or misuse of the AddSecure Equipment or Purchased Equipment or where the AddSecure Equipment or Purchased Equipment is damaged, stolen or lost, except where the loss or damage to AddSecure Equipment or Purchased Equipment is a result of fair wear and tear or caused by AddSecure;
- 6.1.10 ensure that the AddSecure Equipment or Purchased Equipment appears in AddSecure’s name in your accounting books;
- 6.1.11 where there is a threatened seizure of the AddSecure Equipment and Purchased Equipment, or an Insolvency Event applies to you, immediately provide AddSecure with Notice so that AddSecure may take action to repossess the AddSecure Equipment and Purchased Equipment; and
- 6.1.12 notify any interested third parties that AddSecure owns the AddSecure Equipment and Purchased Equipment.

6.2 AddSecure Equipment

AddSecure Equipment will remain AddSecure’s property at all times and risk in AddSecure Equipment will pass to you upon delivery, whether or not the AddSecure Equipment has been installed.

6.3 Purchased Equipment

6.3.1 Delivery of Purchased Equipment

- (a) You will provide AddSecure with the name and contact details of at least one individual who is responsible for receiving the Purchased Equipment at the applicable Installer or End Customer Site(s).
- (b) AddSecure will dispatch any Purchased Equipment for delivery to the applicable Installer or End Customer Site(s) as set out in any applicable Order.

6.3.2 Transfer of Title and Risk

- (a) Title in the Purchased Equipment (except for the Intellectual Property Rights) will pass to you when you have paid for the Purchased Equipment in full.
- (b) Risk in the Purchased Equipment will pass to you on delivery of the Purchased Equipment, but you will not be liable for any loss or damage that is caused by AddSecure’s negligence.

6.3.3 Acceptance of Purchased Equipment

AddSecure will treat the Purchased Equipment as accepted when you or your Installer take delivery or possession of the

Purchased Equipment.

6.3.4 **Warranty**

- (c) During the period of 120 consecutive months following the date of delivery of the Purchased Equipment (or any other period that AddSecure advises you in a Notice), if you, or your Installer, report to AddSecure in accordance with Paragraph 10 that there is an Incident in the Purchased Equipment due to faulty design, manufacture or materials, or AddSecure's negligence, subject to Paragraph 6.3.4(b), AddSecure will, or will arrange for the manufacturer or other third party to, replace or (at AddSecure's option) repair the part affected by, or causing, the Incident free of charge, unless:
- (i) the Purchased Equipment has not been properly kept, used or maintained in accordance with the manufacturer's or AddSecure's instructions, if any;
 - (ii) the Purchased Equipment has been modified without AddSecure's written consent;
 - (iii) the Incident is due to damage, interference with or maintenance of Purchased Equipment by persons other than AddSecure or a third party authorised by AddSecure;
 - (iv) the Incident is due to faulty design by you where the Purchased Equipment has been customised or integrated into your systems to your design;
 - (v) the Incident is due to damage typically covered by your or the End Customer's insurance;
 - (vi) the Incident is due to electrical damage; or
 - (vii) the Incident is due to fair wear and tear.
- (b) If you report an Incident to AddSecure in accordance with Paragraph 6.3.4(a) and if AddSecure decides to replace the Purchased Equipment:
- (i) AddSecure will dispatch the replacement during the next Business Day following AddSecure's decision to replace it, ("**Replacement Equipment**");
 - (ii) title and risk in the Replacement Equipment will pass to you on delivery;
 - (iii) you will return the Purchased Equipment within 10 Business Days of receipt of the Replacement Equipment as advised by AddSecure and title will pass to AddSecure; and;
 - (iv) the warranty period for the replacement item will be the same as the outstanding warranty period for the replaced Purchased Equipment.
- (c) AddSecure may charge you a sum not exceeding the value of the replacement:
- (i) if the Purchased Equipment is not returned within 10 Business Days of the Incident being reported in accordance with Paragraph 6.3.4(b);
 - (ii) if no Incident is found in the Purchased Equipment;
 - (iii) if the Incident is not covered by the warranty; or
 - (iv) if the warranty period for the Purchased Equipment has expired.
- (d) AddSecure does not warrant that the Software supplied in accordance with the Contract is free from Incidents, but AddSecure will remedy any defects that materially impair performance (where necessary, by arrangement between both of us) within a reasonable time.

6.3.5 **Security**

- (a) You will ensure the proper use of any user names, personal identification numbers and passwords used with the Purchased Equipment, and you will take all necessary steps to ensure that they are kept confidential, secure and not made available to unauthorised persons.
- (b) AddSecure does not guarantee the security of the Purchased Equipment against unauthorised or unlawful access or use.

6.3.6 **Software Licence**

On and from the Service Start Date, or, where AddSecure installs any Purchased Equipment, from the date of installation, you will comply with the provisions of any Software licences provided with or as part of any Purchased Equipment.

6.4 **WEEE Directive**

- 6.4.1 You will comply with Article 13 of the Waste Electrical and Electronic Equipment Directive 2012 ("**WEEE Directive**") for the costs of collection, treatment, recovery, recycling and environmentally sound disposal of any equipment supplied under the Contract that has become waste electrical and electronic equipment ("**WEEE**").
- 6.4.2 For the purposes of Article 13 of the WEEE Directive, this Paragraph 6.4 is an alternative arrangement to finance the collection, treatment, recovery, recycling and environmentally sound disposal of WEEE.
- 6.4.3 You will comply with any information recording or reporting obligations imposed by the WEEE Directive.

6.5 **Sale of Goods**

The UN Convention on Contracts for the International Sale of Goods will not apply to the Contract.

6.6 **SIM Card**

- 6.6.1 SIM Cards are supplied to AddSecure under licence and will remain the property of the mobile network operator at all times. The risk in the SIM Card(s) will pass to you upon delivery.

- 6.6.2 You will, and will ensure the End Customers will, use the SIM Card only for the purpose of accessing the AddSecure Next Generation Alarm Monitoring Service during the term of this Contract. You, your Installer or the End Customers cannot make telephone calls using the SIM Card.
- 6.6.3 You will not, and will ensure the End Customers will not, use the SIM Card other than in accordance with AddSecure's written instructions or authorisation and will not move, add to, reconfigure, modify or otherwise interfere with the SIM Card, nor permit any other person (other than a person authorised by AddSecure) to do so.
- 6.6.4 You will not, and will ensure the End Customers will not, sell the SIM Card number, code or any associated number or agree to transfer them to any third party.
- 6.6.5 You will ensure that you, your Installer or the End Customers, inform the Service Desk immediately by telephone if the SIM Card is lost, stolen, damaged or destroyed, or you, your Installer or the End Customers, become aware that the SIM Card is being used in an unauthorised manner.
- 6.6.6 You will be liable to AddSecure for any loss of or damage to the SIM Card, except where the loss or damage is a result of fair wear and tear or caused by AddSecure.

7 Specific Terms

7.1 Changes to the Contract

- 7.1.1 AddSecure may amend the Contract (including the Charges) at any time by either:
 - (a) publishing the amendment (except the changes to the Charges) online at [AddSecure.com](https://www.addsecure.com) (or any other online address that AddSecure advises you of); or
 - (b) by giving Notice to you.
- 7.1.2 In the event that the amendments cause you material detriment, AddSecure will give you Notice at least 30 days before the change is to take effect and, in the case of any other amendments, at least one day before the change is to take effect. In any event, in case of any changes to the Charges you will be given Notice at least 60 days before the change in the Charges is due to take effect.
- 7.1.3 If AddSecure makes any amendment to the Contract that causes you material detriment, you will not have to pay any Termination Charges if you give Notice to terminate the affected Service in accordance with Clause 17 of the General Terms within:
 - (a) 90 days after the date of notification if AddSecure has only published the amendment online in accordance with Paragraph 7.1.1(a); or
 - (b) 30 days after the date of the Notice if AddSecure has given you Notice in accordance with Paragraph 7.1.1(b).

7.2 Minimum Period of Service

- 7.2.1 Each of the Service Options will have a Minimum Period of Service.
- 7.2.2 At the end of the Minimum Period of Service, unless one of us has given Notice to the other of an intention to terminate an applicable Service Option in accordance with the Contract, AddSecure will continue to provide the applicable Service Option and each of us will continue to perform our obligations in accordance with the Contract.
- 7.2.3 If either of us gives Notice to the other of an intention to terminate an applicable Service Option, AddSecure will cease delivering the applicable Service Option at the time of 23:59 on the last day of the Minimum Period of Service.

7.3 Termination for Convenience

For the purposes of Clause 17 of the General Terms, either of us may, at any time after the date of delivery of the Purchased Equipment or the Service Start Date whichever is earlier, and following the expiration of any Minimum Period, if applicable without cause terminate (i) the AddSecure Next Generation Alarm Monitoring Service by giving 60 days' Notice to the other, and (ii) an applicable Service Option with immediate effect by giving Notice to the other.

7.4 Customer Committed Date

- 7.4.1 If you request a change to the AddSecure Next Generation Alarm Monitoring Service or any part of the AddSecure Next Generation Alarm Monitoring Service, then AddSecure may revise the Customer Committed Date to accommodate that change.
- 7.4.2 AddSecure may expedite delivery of the AddSecure Next Generation Alarm Monitoring Service for operational reasons or in AddSecure response to a request from you, but this will not revise the Customer Committed Date.

7.5 Invoicing

- 7.5.1 The Charges for the ARC Connection Components will be as set out in the Order.
- 7.5.2 The Charges for the Service Options will be as set out in the Price List.
- 7.5.3 Unless set out otherwise in any applicable Order or the AddSecure Order Portal, AddSecure will invoice you for the following Charges in the amounts set out in any applicable Order:
 - (a) in respect of the connection from the ARC to the AddSecure Platform, Installation Charges once connection to the AddSecure Platform is operational;
 - (b) in respect of the connection from the ARC to the AddSecure Platform, Recurring Charges for the ARC Connection

Components annually in advance and for any period where the connection from the ARC to the AddSecure Platform is provided for less than one year, the Recurring Charges will be calculated on a daily basis;

- (c) in respect of Orders for the Essential Service, the Essential IP Service, the Essential Extra Service, the Advanced Service and the Advanced Extra Service, Recurring Charges, from the time that the Alarm Signalling Unit connects to the AddSecure Platform, monthly in advance and for any period where the Service Option is provided for less than one month, the Recurring Charges will be calculated on a daily basis. In respect of the Essential Service, the Essential IP Service, the Essential Extra Service, Advanced Service and the Advanced Extra Service, if the Alarm Signalling Unit is not connected to the AddSecure Platform within two months of you placing an Order for each of these Service Options, AddSecure may commence invoicing you for Recurring Charges from two months after the date you place an Order for each of these Service Options;
- (d) in respect of Orders for the Ultimate Service, Recurring Charges, from the Service Start Date, monthly in advance and for any period where the Service Option is provided for less than one month, the Recurring Charges will be calculated on a daily basis;
- (e) in respect of Orders for the Essential Service, the Essential IP Service, the Essential Extra Service, Advanced Service and the Advanced Extra Service, any Charges for any Purchased Equipment from the date of delivery of the Purchased Equipment;
- (f) in respect of Orders for the Ultimate Service, any Charges for any Purchased Equipment from the Service Start Date;
- (g) Professional Services Charges; and
- (h) any Termination Charges incurred in accordance with Paragraph 7.6 upon termination of the relevant Service.

7.5.4 AddSecure may invoice you for any of the following Charges in addition to those set out in any applicable Order:

- (a) Charges for investigating Incidents that you report to AddSecure where AddSecure finds no Incident or that the Incident is caused by something for which AddSecure is not responsible under the Contract;
- (b) if AddSecure so informs in advance, Charges for commissioning the AddSecure Next Generation Alarm Monitoring Service in accordance with Paragraph 8.2 outside of Business Hours;
- (c) if AddSecure so informs in advance, Charges for expediting provision of the AddSecure Next Generation Alarm Monitoring Service at your request after AddSecure has informed you of the Customer Committed Date; and
- (d) any other Charges as set out in any applicable Order or as otherwise agreed between both of us.

7.6 Termination Charges

7.6.1 If you terminate the Contract or the AddSecure Next Generation Alarm Monitoring Service or any of the Service Options for convenience in accordance with Paragraph 7.3 above you will pay AddSecure:

- (a) all outstanding Charges or payments due and payable under the Contract;
- (b) any other Charges as set out in any applicable Order; and
- (c) any charges reasonably incurred by AddSecure from a supplier as a result of the early termination.

7.6.2 In addition to the Charges set out at Paragraph 7.6.1 above and provided that AddSecure agrees to such termination, if you terminate a Service Option during the Minimum Period of Service, you will pay AddSecure Termination Charges, as compensation, equal to 100 per cent of the Recurring Charges for the applicable Service Option for any remaining months of the Minimum Period of Service for the applicable Service Option. No such termination Charges will apply in case you terminate a Service Option after the expiration of any Minimum Period.

7.6.3 AddSecure will refund to you any money you have paid in advance after deducting any Charges or other payments due to AddSecure under the Contract.

7.7 Consequences of Termination

7.7.1 Cancellation or termination of the Contract, the AddSecure Next Generation Alarm Monitoring Service or the Order for any reason will not affect the rights of the Parties accrued up to the date of cancellation or termination, as applicable.

7.8 Service Specific Conditions

7.8.1 AddSecure may:

- (a) change the frequency at which polling of the wireless path on the Essential Service is carried out;
- (b) change the frequency at which polling of the Internet path on the Essential IP Service is carried out;
- (c) change the frequency at which polling of the wireless paths on the Essential Extra Service is carried out;
- (d) change the frequency at which polling of the primary and secondary paths are carried out in respect of the Advanced, Advanced Extra and Ultimate Services;
- (e) with prior information given to the Customer, suspend the AddSecure Next Generation Alarm Monitoring Service if you use any of the Service Options for something which it is not designed for; and
- (f) if applicable and with prior information given to the Customer, suspend polling on Alarm Signalling Units that have lost connectivity to the primary path or are only transmitting via the secondary path for longer than seven days.

7.8.2 For the avoidance of doubt, a change in polling frequency will not impact Addsecure's reporting times to you.

7.8.3 In the event that 2G or 4G mobile connectivity fails due to a fault in the mobile network, AddSecure will advise you of such failure and will attempt to re-establish 2G or 4G mobile connectivity at intervals until it is restored.

7.9 Moves

7.9.1 Upgrade/Downgrade

- (a) You may move from the Advanced Service to the Advanced Extra Service, or vice versa, at any time.
- (b) You may move from the Essential IP to the Essential IP SP4 service or vice versa at any time.
- (c) AddSecure will not charge you for the move. Instead, AddSecure will charge you for the Recurring Charges for the appropriate Service Option from the date of the move.

7.9.2 Ultimate Service End Customer Site Move

- (a) If the End Customer moves to a new Site within the Served Area, you may request that AddSecure moves the relevant Service Option(s) to the new End Customer's Site.
- (b) In respect of the Ultimate Service with Access Line, the End Customer's new Site must be in an Openreach and AddSecure broadband served area. If required, AddSecure will arrange for a survey to be conducted to confirm the availability of a suitable Access Line to the End Customer's new Site and the provisions of Paragraph 8.1.3 will apply.
- (c) If AddSecure's checks or surveys demonstrate that AddSecure is unable to provide the Service Option to the new End Customer Site, both of us will discuss potential options available, if any.
- (d) If, following discussions as set out in Paragraph 7.9.1(a)-(c), you do not wish to proceed with the End Customer Site move or AddSecure advises that the End Customer Site move cannot proceed, you may terminate for convenience in accordance with Clause 17 of the General Terms. If you do so, AddSecure will charge you in accordance with Paragraph 7.6.1 and AddSecure may apply the Termination Charges set out in Paragraph 7.6.2. AddSecure may also charge you for the cost of the survey.
- (e) You will place an Order for an End Customer Site move through the AddSecure Order Portal.
- (f) AddSecure will charge you for the move and you will be given Notice of the Charges.

7.8.3 Single Connection Move

- (a) At your request and subject to AddSecure confirming a Single Connection Move is possible, AddSecure will carry out a Single Connection Move provided that the gaining alarm receiving centre is capable of taking the AddSecure Next Generation Alarm Monitoring Service including the applicable Service Option.
- (b) AddSecure will not charge you for a Single Connection Move.

7.8.4 Volume Connection Move

- (a) At your request and subject to AddSecure confirming a Volume Connection Move is possible, AddSecure will carry out a Volume Connection Move provided that the gaining alarm receiving centre is capable of taking the AddSecure Next Generation Alarm Monitoring Service including all relevant Service Options.
- (b) AddSecure will not charge you for a Volume Connection Move.

7.9 Additional AddSecure Termination Rights

7.9.1 In addition to its termination rights under the General Terms, AddSecure may terminate an applicable Service Option:

- (a) where you, the End Customer or the End Customer's broadband service provider or IP network provider (whether AddSecure or any other broadband service provider or IP network provider) cancel or disconnect the broadband service or IP network service that the End Customer uses for the Essential IP Service, the Advanced Service or the Advanced Extra Service; or
- (b) in respect of the Essential IP Service, the Advanced Service and the Advanced Extra Service, where the End Customer subscribes to a broadband service or IP network service that is technically incompatible with the AddSecure Next Generation Alarm Monitoring Service.
- (c) in respect of the Ultimate Service, where you, the End Customer, the telecommunications service provider or FTTP service provider (whether AddSecure or any other telecommunications service provider or FTTP service provider) cancel the WLR3 Line or FTTP service that the End Customer uses for the primary path.

7.9.2 Both of us will work together to endeavour to re-instate the communication service before AddSecure terminates the applicable Service Option.

7.9.3 If AddSecure terminates an applicable Service Option under this Paragraph 7.9, AddSecure will charge you in accordance with Paragraph 7.6.1 and AddSecure may apply the Termination Charges in accordance with Paragraph 7.6.2.

7.10 Terms of Use for the AddSecure Order Portal

7.10.1 You will use the AddSecure Order Portal to:

- (a) place an Order for the Service Option(s) or Alarm Signalling Units; and
- (b) update, amend or cease existing Service Options.

7.10.2 Each of us will appoint a person or persons to be a technical contact and commercial or operational contact for dealing with

matters relating to the Transactions in accordance with Paragraph 7.10.

- 7.10.3 Access to the AddSecure Order Portal will be controlled by the use of such security devices, certification, encryption, user IDs, access tokens or passwords (or any combination of these) as AddSecure may advise is appropriate from time to time.
- 7.10.4 You are responsible for the security and proper use of all security devices, certification, encryption, user IDs, access tokens and passwords used in connection with access to the AddSecure Order Portal (including changing passwords on a regular basis) and you will take all necessary steps to ensure that they are kept confidential, secure, used properly and not disclosed to unauthorised people.
- 7.10.5 You will immediately inform AddSecure if there is any reason to believe that a security device certificate, encryption, user ID, access token or password has or is likely to become known to someone not authorised to use it or is being or is likely to be used in an unauthorised way.
- 7.10.6 You will not change or attempt to change a user ID. If you forget or lose a security device, certificate, encryption, user ID, access token or password you will contact AddSecure as soon as possible and satisfy such security checks as AddSecure may operate.
- 7.10.7 Where you have a reason to believe that the security of the AddSecure Order Portal has been compromised you will immediately inform AddSecure as soon as possible and AddSecure will suspend all Transactions.
- 7.10.8 Where AddSecure has reason to believe that the security of the AddSecure Order Portal has been compromised AddSecure may immediately suspend all Transactions by you.
- 7.10.9 Where AddSecure suspends Transactions by you under this Paragraph 7.10, AddSecure will only reinstate Transactions when AddSecure is satisfied that all necessary measures to secure access to the AddSecure Order Portal have been taken.
- 7.10.10 Both of us agree that any Transaction is considered "in writing".
- 7.10.11 Signed Documents will be deemed for all purposes to have been "signed" and to constitute an "original" when printed from electronic files or records established and maintained in the normal course of business.
- 7.10.12 Signed Documents either of us introduce as evidence on paper in any judicial, arbitration, mediation or administrative proceedings, will be admissible as between both of us to the same extent and under the same conditions as other business records originated and maintained in documentary form.
- 7.10.13 Neither of us will contest the admissibility of copies of signed Documents on the basis that the signed Documents were not originated or maintained in documentary form.
- 7.10.14 AddSecure will maintain without any modification the alarm signalling logs for a minimum period of two years from the later of the date that the record is created or last modified.
- 7.10.15 AddSecure may maintain the alarm signalling logs on computer media or other suitable means provided that the alarm signalling logs can be readily retrieved and presented in a readable form.
- 7.10.16 AddSecure may temporarily suspend the use of the AddSecure Order Portal for repair, maintenance or improvement. In such cases, AddSecure will use reasonable endeavours to:
 - (a) provide you with as much notice as is practicable; and
 - (b) reinstate the AddSecure Order Portal as soon as reasonably practicable.
- 7.10.17 AddSecure may further suspend use of the AddSecure Order Portal, without affecting its right to terminate access, where you are in breach of this Paragraph 7.10 or the Contract.

Part B – Service Delivery Management

8 AddSecure's Obligations

8.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the AddSecure Next Generation Alarm Monitoring Service, AddSecure will:

- 8.1.1 provide you with contact details for the Service Desk which will be available 24x7x365;
- 8.1.2 comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at your Site(s) and that you have notified to AddSecure in writing, but AddSecure will not be liable if, as a result of any such compliance, AddSecure is in breach of any of its obligations under this Contract;
- 8.1.3 in respect of the Ultimate Service with Access Line, where applicable, arrange for any surveys to be conducted to confirm the availability of a suitable Access Line to the End Customer's Site(s). Where the surveys identify that additional engineering work is required in order to provide a suitable Access Line to the End Customer's Site(s), AddSecure may provide a new quote to you, detailing the additional Charges you will need to pay for the engineering work to be completed, and:
 - (a) where you accept the new quote, will cancel the existing Order to the affected End Customer's Site(s), will generate a new Order for the affected End Customer's Site(s) and will arrange for the additional engineering works to be carried out; or
 - (b) where you do not accept the new quote, will cancel your existing Order for the provision of the applicable Ultimate Service with Access Line to the affected End Customer's Site(s) and AddSecure will have no obligation to provide the applicable Ultimate Service with Access Line. AddSecure may raise a Charge for any reasonable costs incurred in performing the survey in accordance with Clause 16 of the General Terms; and
- 8.1.4 advise you of the relevant ports that will need to be opened to enable End Customers to connect the Essential IP Service, the Advanced Service or the Advanced Extra Service to their IP network or broadband service.

8.2 Commissioning of the Service

Before the Service Start Date, AddSecure will:

- 8.2.1 configure the AddSecure Next Generation Alarm Monitoring Service;
- 8.2.2 test the Access Line for the Ultimate Service; and
- 8.2.3 on the date that AddSecure has completed the activities in this Paragraph 8.2, confirm to you the Service Start Date.

8.3 During Operation

On and from the Service Start Date, AddSecure:

- 8.3.1 will respond and use reasonable endeavours to remedy an Incident without undue delay if AddSecure detects or if you, or your Installer, report an Incident on the AddSecure Network;
- 8.3.2 in respect of the Ultimate Service with Access Line, will work with Openreach to restore service as soon as practicable during Local Contracted Business Hours if AddSecure detects, or if you, or your Installer, report an Incident on the Access Line;
- 8.3.3 will maintain a web portal and server, if requested, to provide you or your Installer with online access to availability reports and the facility to check the status of the Alarm Signalling Units and carry out diagnostics;
- 8.3.4 may carry out Maintenance from time to time and will use reasonable endeavours to inform you:
 - (a) at least five Business Days before any Planned Maintenance on the AddSecure Next Generation Alarm Monitoring Service, the AddSecure Network, AddSecure Equipment or Purchased Equipment, however, AddSecure may inform you with less notice than normal where Maintenance is required in an emergency; or
 - (b) without undue delay for scheduled Access Line Maintenance by Openreach;
- 8.3.5 may, in the event of a security breach affecting the AddSecure Next Generation Alarm Monitoring Service, require you to change any or all of your passwords;
- 8.3.6 will provide you with such instruction, advice and guidance in the installation and commissioning of the Alarm Signalling Unit and applicable Service Option as AddSecure deems reasonable; and
- 8.3.7 will provide reasonable advice and guidance to you where an End Customer experiences problems with digital equipment connected via the End Customer's broadband service, WLR3 Line, Access Line or FTTP connection caused by the AddSecure Next Generation Alarm Monitoring Service.

8.4 The End of the Service

- 8.4.1 On termination of the AddSecure Next Generation Alarm Monitoring Service by either of us, AddSecure may disconnect and remove any AddSecure Equipment located at the ARC.

9 Your Obligations

9.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the AddSecure Next Generation Alarm Monitoring Service, you will, and ensure that your Installer will, as appropriate:

- 9.1.1 if applicable, provide AddSecure with access to any of your or the End Customer's Site(s) during Business Hours, or as otherwise agreed, to enable AddSecure to set up, deliver and manage the AddSecure Next Generation Alarm Monitoring Service;
- 9.1.2 if applicable, provide AddSecure with Notice of any health and safety rules and regulations and security requirements that apply at your Site(s) and the End Customer's Site(s);
- 9.1.3 if applicable, ensure that all consents, licences, permissions and authorisations are in place for AddSecure, or a third party on behalf of AddSecure, to:
 - (a) carry out any surveys required in accordance with the Contract in respect of the Ultimate Service with Access Line; or
 - (b) install an Access Line in the End Customer(s) Site in accordance with the Contract in respect of the Ultimate Service with Access Line;
- 9.1.4 obtain the necessary consents and approvals for connection of the Essential IP Service, Advanced Service or Advance Extra Service to each End Customer's broadband service or IP network;
- 9.1.5 prepare and maintain your Site(s) and the End Customer's Site(s) for the installation of AddSecure Equipment and the Alarm Signalling Unit and supply of the AddSecure Next Generation Alarm Monitoring Service, including:
 - (a) providing a suitable and safe operational environment for any AddSecure Equipment or the Alarm Signalling Unit including all necessary trunking, conduits, cable trays, and, in respect of the Essential IP Service, the Advanced Service and the Advanced Extra Service, telecommunications connection points in accordance with AddSecure's reasonable instructions and applicable installation standards;
 - (b) take up or remove any fitted or fixed floor coverings, ceiling tiles and partition covers or provide any openings in buildings required to connect AddSecure Equipment to appropriate telecommunications facilities in time to allow for any necessary installation or maintenance services;
 - (c) carry out any work that may be required after installation to make good any cosmetic damage caused during installation or maintenance;
 - (d) provide a secure, continuous power supply at your Site(s) and the End Customer's Site(s) for the operation and maintenance of the AddSecure Next Generation Alarm Monitoring Service, AddSecure Equipment or the Alarm Signalling Unit, and, in order to mitigate any interruption to the AddSecure Next Generation Alarm Monitoring Service resulting from failure in the principal power supply, provide back-up power with sufficient capacity to conform to the standby requirements of the applicable standards; and
 - (e) provide and connect internal cabling between the AddSecure Equipment, Alarm Signalling Unit and any Customer Equipment, as appropriate;
- 9.1.6 install and commission, or arrange for the installation and commission, of the Alarm Signalling Unit;
- 9.1.7 install the AddSecure AddSecure Gateway Software if not already installed;
- 9.1.8 supply, install and maintain in good working order the Monitoring Equipment and the Alarm Signalling Unit in accordance with the manufacturer's instructions. You will be responsible for any work required to enable installation of the Alarm Signalling Unit and the Monitoring Equipment;
- 9.1.9 ensure that the relevant ports are opened to enable End Customers to connect the Essential IP Service, the Advanced Service or the Advanced Extra Service to their IP network or broadband service in accordance with Paragraph 8.1.4;
- 9.1.10 carry out a check of the reliability of the Network Coverage at the End Customer's Site and will confirm to AddSecure, in writing, that there is Network Coverage at the End Customer's Site(s) prior to placing an Order for a Service Option;
- 9.1.11 take appropriate measures when positioning aerials to ensure the correct operation of the 2G or 4G service. This may require you or your Installer to use extension cabling with an extension or a higher gain aerial;
- 9.1.12 take appropriate measures when positioning the aerial to ensure the correct operation of the End Customer's Wi-Fi network. This may require you or your Installer to use extension cabling with an extension or a higher gain aerial;
- 9.1.13 place Orders for the Service Options or the Alarm Signalling Units via the AddSecure Order Portal and comply with the terms of use of the AddSecure Order Portal set out in Paragraph 7.10; and
- 9.1.14 ensure that you or your Installer have provisions in contracts with End Customers similar to those provisions set out in Clause 6.6 and Clause 12.3 of the General Terms.

9.2 During Operation

On and from the Service Start Date, you will, and ensure that your Installer will, as appropriate:

- 9.2.1 ensure that End Customers report Incidents to the Customer Contact or your Installer and not to the Service Desk;
- 9.2.2 ensure that the Customer Contact or your Installer will take Incident reports from End Customers and pass these to the Service Desk using the reporting procedures agreed between both of us, and is available for all subsequent Incident management communications;

- 9.2.3 maintain or arrange for the maintenance of the Alarm Signalling Units;
- 9.2.4 monitor and maintain any Customer Equipment connected to the AddSecure Next Generation Alarm Monitoring Service or used in connection with a AddSecure Next Generation Alarm Monitoring Service;
- 9.2.5 ensure that any Customer Equipment that is connected to the AddSecure Next Generation Alarm Monitoring Service or that you use, directly or indirectly, in relation to the AddSecure Next Generation Alarm Monitoring Service is:
 - (a) connected using the applicable AddSecure Network termination point, unless you have AddSecure's permission to connect by another means;
 - (b) adequately protected against viruses and other breaches of security;
 - (c) technically compatible with the AddSecure Next Generation Alarm Monitoring Service and will not harm or damage AddSecure Equipment, the AddSecure Network, or any of AddSecure's suppliers' or subcontractors' network or equipment; and
 - (d) approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer Equipment;
- 9.2.6 immediately disconnect any Customer Equipment, or advise AddSecure to do so at your expense, where Customer Equipment:
 - (a) does not meet any relevant instructions, standards or Applicable Law; or
 - (b) contains or creates material that is in breach of the Acceptable Use Policy and you are contacted by AddSecure about such material,and redress the issues with the Customer Equipment prior to reconnection to the AddSecure Next Generation Alarm Monitoring Service;
- 9.2.7 in respect of the AddSecure Order Portal, maintain a written list of current Users and provide a copy of such list to AddSecure within five Business Days following AddSecure's written request at any time;
- 9.2.8 in respect of the AddSecure Order Portal, ensure the security and proper use of all valid User access profiles, passwords, access tokens and other systems administration information used in connection with the AddSecure Next Generation Alarm Monitoring Service and:
 - (a) immediately terminate access for any person who is no longer a User;
 - (b) inform AddSecure immediately if a User's ID or password, or access token, has, or is likely to, become known to an unauthorised person, or is being or may be used in an unauthorised way;
 - (c) take all reasonable steps to prevent unauthorised access to the AddSecure Next Generation Alarm Monitoring Service;
 - (d) satisfy AddSecure's security checks if a password is lost or forgotten; and
 - (e) change any or all passwords or other systems administration information used in connection with the AddSecure Next Generation Alarm Monitoring Service if AddSecure requests you to do so in order to ensure the security or integrity of the AddSecure Next Generation Alarm Monitoring Service;
- 9.2.9 in respect of the AddSecure Order Portal, not allow any User specific subscription to be used by more than one individual User unless it has been reassigned in its entirety to another individual User, in which case you will ensure the prior User will no longer have any right to access or use the AddSecure Next Generation Alarm Monitoring Service;
- 9.2.10 make your Installer and End Customers aware of any applications that AddSecure makes available via the Google Play store or the Apple App store; and
- 9.2.11 make your Installer aware of the AddSecure Upload Download Software.

9.3 The End of the Service

On termination of the AddSecure Next Generation Alarm Monitoring Service by either of us, you will:

- 9.3.1 provide AddSecure with all reasonable assistance necessary to remove AddSecure Equipment from the ARC;
- 9.3.2 disconnect any Customer Equipment from AddSecure Equipment located at the ARC;
- 9.3.3 remove the AddSecure AddSecure Gateway Software;
- 9.3.4 not dispose of or use AddSecure Equipment other than in accordance with AddSecure's written instructions or authorisation;
- 9.3.5 arrange for any AddSecure Equipment located at the ARC to be returned to AddSecure; and
- 9.3.6 be liable for any reasonable costs of recovery that AddSecure incurs in recovering the AddSecure Equipment.

10 Notification of Incidents

- 10.1 Where you become aware of an Incident:
 - 10.1.1 the Customer Contact, or your Installer, will report it to the Service Desk;
 - 10.1.2 AddSecure will give you, or your Installer, a Ticket;
 - 10.1.3 AddSecure will inform you, or your Installer, when it believes the Incident is cleared and will close the Ticket when:

- (a) you, or your Installer, confirm that the Incident is cleared within 24 hours after having been informed; or
- (b) AddSecure has attempted unsuccessfully to contact you, or your Installer, in the way agreed between both of us in relation to the Incident, and you, or your Installer, have not responded within 24 hours following AddSecure's attempt to contact you or your Installer.

10.1.4 If you, or your Installer, confirm that the Incident is not cleared within 24 hours after having been informed, the Ticket will remain open, and AddSecure will continue to work to resolve the Incident.

10.1.5 Where AddSecure becomes aware of an Incident, Paragraphs 10.1.2, 10.1.3 and 10.1.4 will apply.

10.2 AddSecure will respond to an Incident notified by you or your Installer in accordance with Paragraph 10.1 as follows:

10.2.1 by providing advice by telephone and, where appropriate, advising on tests and checks to be carried out by you;

10.2.2 by carrying out connectivity testing;

10.2.3 where possible, by performing diagnostic checks from AddSecure premises or remotely; and

10.2.4 if Paragraphs 10.2.1, 10.2.2 and 10.2.3 above do not diagnose or clear an Incident, and if AddSecure deems it necessary, AddSecure will visit your Site(s) or the End Customer's Site(s) (or both).

Part C – Defined Terms

11 Defined Terms

In addition to the defined terms in the General Terms, capitalised terms in this Schedule will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Schedule). AddSecure has repeated some definitions in this Schedule that are already defined in the General Terms. This is to make it easier for you to find the definitions when reading this Schedule.

"Access Line" means a Circuit connecting the End Customer's Site(s) to the AddSecure Network. You, your Installer or the End Customer cannot make or receive telephone calls using the Access Line and you, your Installer or the End Customer cannot use the Access Line for any other purpose or service.

"AddSecure Broadband" means the private broadband service provided by AddSecure AddSecure in order to provide you or End Customers with the Ultimate Service. You, your Installer or End Customers will not have access to the Internet and you, your Installer or End Customers cannot make telephone calls using AddSecure Broadband. You, your Installer or End Customers cannot use the AddSecure Broadband service for any other purpose or service.

"AddSecure Gateway Software" means the Software that interfaces between the AddSecure Next Generation Alarm Monitoring Service and your alarm monitoring software and enables you to interpret the alarm signals sent from the Alarm Signalling Unit

"AddSecure Next Generation Alarm Monitoring Service" has the meaning given in Paragraph 1.

"AddSecure Order Portal" means the website AddSecure makes available to you for the purposes of ordering the Alarm Signalling Units and Service Options.

"AddSecure Platform" means the platform that provides management of the AddSecure Next Generation Alarm Monitoring Service, including management of the Alarm Signalling Unit and the delivery of and logging of events to the ARC.

"AddSecure Upload Download Software" means the software that allows an Installer to connect through the wireless or IP path directly to the alarm panel and carry out remote maintenance and fault diagnosis on the alarm panel. The Installer can obtain the AddSecure Upload Download Software direct from AddSecure.

"Advanced Service" means the Service Option set out in Paragraph 3.1.4. **"Advanced Extra Service"** means the Service Option set out in Paragraph 3.1.5.

"Alarm Signalling Unit" means the alarm signalling unit required for the Essential Service, Essential IP Service, Essential Extra Service, Advanced Service, Advanced Extra Service and Ultimate Service and which is Purchased Equipment.

"ARC" means the alarm receiving centre.

"ARC Connection Components" means the components set out in Paragraph 2.1.

"Business Hours" means between the hours of 0800 and 1700 in a Business Day.

"Circuit" means any line, conductor, or other conduit between two terminals by which information is transmitted, and that is provided as part of the AddSecure Next Generation Alarm Monitoring Service.

"Customer Equipment" means any equipment including any Purchased Equipment and any software, other than AddSecure Equipment, used by you, your Installer or the End Customer in connection with the AddSecure Next Generation Alarm Monitoring Service.

"Document" means data constituting a record of a Transaction whether in paper or electronic form.

"Enabling Service" has the meaning given in Paragraph 5.1.

"End Customer" means any person, firm or company with whom you or your Installer have an agreement to provide an alarm monitoring or telemetry service, and may include you or your Installer.

"Essential IP Service" means the Service Option set out in Paragraph 3.1.2. **"Essential Service"**

means the Service Option set out in Paragraph 3.1.1. **"Essential Extra Service"** means the Service Option set out in Paragraph 3.1.3.

"Fibre to the Premises" or **"FTTP"** means a pure fibre connection from the Openreach exchange all the way to your premises.

"General Terms" means the general terms to which this Schedule is attached or can be found at, AddSecure.com and that form part of the Contract.

"Hot Site" means a site primarily found in the vicinity of an electricity generation or transforming station or other operational

buildings which may extend beyond the perimeter of the associated electricity station.

"Incident" means an unplanned interruption to, or a reduction in the quality of, the AddSecure Next Generation Alarm Monitoring Service or particular element of the AddSecure Next Generation Alarm Monitoring Service. **"Installation Charges"** means those Charges set out in any applicable Order in relation to installation of the AddSecure Next Generation Alarm Monitoring Service or AddSecure Equipment as applicable.

"Installer" means the person or company you enter into a contract with to install the Alarm Signalling Units and provide the Service Options to the End Customer on your behalf.

"Internet" means a global system of interconnected networks that use a standard Internet Protocol to AddSecure.com devices worldwide.

"Internet Protocol" or **"IP"** means a communications protocol for devices connected to the Internet that specifies the format for addresses and units of transmitted data.

"Local Contracted Business Hours" means the times during which maintenance of any Access Line is provided, which are Business Hours unless set out otherwise in any applicable Order.

"Minimum Period of Service" means, in respect of an Order for each applicable Service Option, a period of 12 consecutive months beginning on the Service Start Date. Connections that are moved as part of a Volume Connection Move will retain their existing Minimum Period of Service expiry dates.

"Monitoring Equipment" means the equipment operated by you for receiving and monitoring signals from the Alarm Signalling Unit and which is Customer Equipment.

"Network Coverage" has the meaning given in Paragraph 4.8.

"Openreach" means Openreach Limited, company number 10690039, which is a wholly-owned subsidiary of British Telecommunications plc that manages AddSecure's local access network that connects customers to their local telephone exchange.

"Planned Maintenance" means any Maintenance AddSecure has planned to do in advance. **"Professional Services"** means those services provided by AddSecure which are labour related services.

"Purchased Equipment" means any equipment, including any Software, that AddSecure sells or licences to the Customer and includes Replacement Equipment.

"Recurring Charges" means the Charges for the AddSecure Next Generation Alarm Monitoring Service or applicable part of the AddSecure Next Generation Alarm Monitoring Service that are invoiced repeatedly in every payment period (e.g. every month), as set out in any applicable Order.

"Replacement Equipment" has the meaning given in Paragraph 6.3.4(b)(i).

"Served Area" means the area where the AddSecure Next Generation Alarm Monitoring Service is available. **"Service Desk"** means the helpdesk that you are able to contact for support in accordance with Paragraphs

2.2.1 and 3.2, to report Incidents and ask questions about the AddSecure Next Generation Alarm Monitoring Service.

"Service Management Boundary" has the meaning given in Paragraph 4.1. **"Service Options"** has the meaning given in Paragraph 3.

"SIM Card" means a subscriber identity module card.

"Single Connection Move" means a transfer of one individual Service Option for an individual End Customer from you to another alarm receiving centre or from another alarm receiving centre to you.

"Site" means a location at which the AddSecure Next Generation Alarm Monitoring Service is provided. **"Standard Service Components"** has the meaning given in Paragraph 2.

"Ticket" means the unique reference number provided by AddSecure for an Incident.

"Transactions" means Orders for the Service Options, Alarm Signalling Units or moves and any other add-on to a Service Option that you place via the AddSecure Order Portal.

"Ultimate Service" means the Service Option set out in Paragraph 3.1.6.

"Volume Connection Move" means a transfer of all relevant Service Options from you to another alarm receiving centre or from another alarm receiving centre to you.

"WEEE" has the meaning given in Paragraph 6.4.1.

"WEEE Directive" has the meaning given in Paragraph 6.4.1.

"WLR3 Line" means an Openreach copper access telephony service.