



ACCOUNT SOLUTIONS

***We offers a range of products and services
available via our account solutions.***

Find a list of products/services and account solutions here.

Products and Services

Control Centre

Only applies to Security Systems connected to the Control Centre.

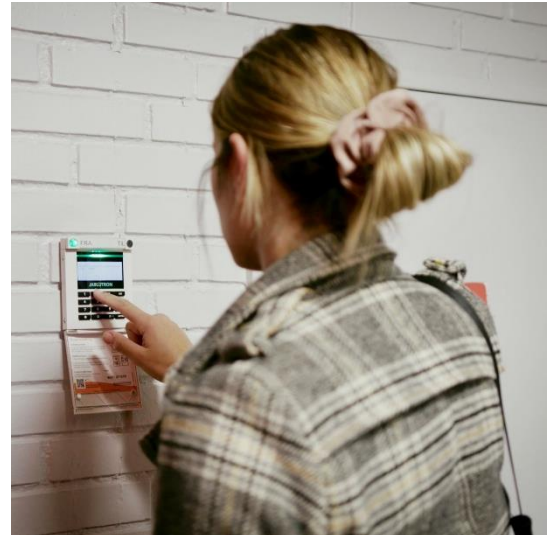
Includes receipt of alarm signals at a Control Centre selected by Telesikring. The Control Centre is manned around the clock and will react to signals from the Security System according to the Customer's Specific Instructions.

The Control Centre can send a patrol on call-out. This will be invoiced unless some other agreement applies.

Customers must keep their own data updated in the Specific Instructions, and must designate at least one contact person the Control Centre can contact in the event of an 'unverified alarm' between the hours of 06.00-22.00.

Customers can cancel an alarm by entering the relevant code word according to their Specific Instructions.

An alarm log or documentation of alarm events for the police, insurance company etc., can be accessed online via www.telesikring.dk or provided by Telesikring at the Customer's request against payment.



Inspection of System

Includes periodic inspection of the Customer's Security System to ensure functionality.

Repair and replacement of defective parts will be invoiced at prices in effect.

If a customer does not want their system inspected, it's their responsibility to notify Telesikring. In such cases, Telesikring cannot maintain an Installation Declaration if required for your Security System.

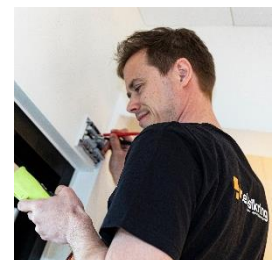
Full Service and Maintenance

Includes replacement of defective parts. Also includes the cost of materials and engineers to perform servicing.

Repairs as a result of fire, lightning strike, flood, break-in, vandalism, the Customer's own actions and faults on the telephone line, network connections and even on communication hardware for the public alarm network will always be invoiced.

Costs incurred by changes in send/receive facilities made by telecom providers, e.g. closure of the 3G network and transition to another, will be invoiced.

Topping up fog fluid is not included.



Patrol Call-out

Only applies to Security Systems connected to the Control Centre.

Entitles the Customer to call-out of a patrol in reaction to an alarm received by the Control Centre according to the Customer's Specific Instructions.

Call-outs due to the following will always be invoiced to the Customer:

- Fire, lightning strike, flooding
- Break-in and vandalism
- Alarm fails to work due to incorrect operation
- Alarms from open doors and windows, pets activating movement detectors and no cleaning performed
- Other abnormal conditions, such as disruption of 230 volt supply

Customers are advised to check whether patrol call-outs in response to break-in, vandalism, fire and water damage are covered by their own insurance company.

In the event of the police being called, Telesikring and the Control Centre cannot guarantee that the police will respond, including the duration of any response time. The call-out fee charged by the police and the re-invoiced fee from the Control Centre to Telesikring for a police call-out will also be invoiced to the Customer.



Upgrade Agreement

Includes the right to software updates on certain products in addition to the Customer's account solution.

The security engineer's time in connection with upgrades on-site and via remote connection are not included in an Upgrade or Account Agreement.

ACCOUNT SOLUTIONS

Account 1:	Control Centre service + Inspection + Full Service and Maintenance + Patrol Call-out
Account 2:	Control Centre service + Inspection + Full Service and Maintenance
Account 3:	Control Centre service + Inspection
Account 4:	Control Centre service
Special Agreement:	A combination of products/services additional to our standard accounts. The Customer's Security Agreement will stipulate what a Special Agreement includes.

Definitions

Security Agreement: The agreement between the Customer and Telesikring via a contract or acceptance of a tender. In the event of the latter, the tender shall act as the Security Agreement.

Date Effective: The day on which Telesikring transfers the Security System to the Customer, providing access to use it.

Installation Declaration: A declaration from Telesikring that the installation has been installed according to relevant requirements from Forsikring og Pension.

Account Agreement: The account agreement the Customer has signed in its Security Agreement.

Sales Price: The full price for purchase and installation of (by leasing) the Security System.

Account Price: The price the Customer pays for its account according to the Security Agreement.

The Security System: The system installed, for which a Security Agreement has been made between the Customer and Telesikring.

App: The application used by the Customer to administer the Security System.

Non-verified Alarm: When an alarm has only been activated by a single alarm device, room sensor, detector, zone, sensor or the like.

Verified Alarm: When an alarm has been activated by multiple alarm devices, room sensors, detectors, zones, sensors or the like.

Specific Instructions: The reaction procedure started if the Customer's Security System is activated.