



# CONTRACT FOR REMOTE MONITORING SERVICE

## GENERAL TERMS AND CONDITIONS OF CONTRACT

Multi Alarm Co. operates a remote monitoring centre certified by the British standard BS5979 according to Category II. (Category II is of higher level than Category I.)

The present general terms of contract (see furthermore as GTC) contain and regulate rights and obligations resulted from the service contract for remote possession monitoring service made by Customer as commissioner party and Multi Alarm Zrt. as commissioned party generally. Detailed services provided by Multi Alarm to Customer and their individual conditions are enclosed in the Individual service contract and their annexes. By signing the Individual service contract, Customer declares to have made himself familiar with GTC and to accept its content. Customer confirms specially in the Individual contract to have been familiar with the conditions of the present GTC drafted in italic and bolded script.

### **I. Contract parties:**

**Customer:** A natural or juridical person, or a non juridical subject of law, who made with Provider a service contract for remote property monitoring service.

**Provider:** Multi Alarm Development, Trade and Service Company for Safety Technics (see furthermore as abbreviated: Multi Alarm Co.; located in: Fátyolka u. 8.; 1106 Budapest, sited in: Basamalom út 33, 7633 Pécs,; tax identification number: 11365073-2-42; registered at: 01-10-044636).

### **II. Subject of agreement**

2.1. By signing this Service contract, Customer commissions Provider, to provide remote monitoring service of the property defined within the present service contract. The commission will be undertaken by Provider for a service fee. Remote monitoring service means the continuous (24 hours) receiving and registration of all signals transmitted from the local property protection system mounted at Customer's property and all necessary measures taken by provider defined on the GTC (see furthermore as remote monitoring service).

2.2. The present service contract (see furthermore as Service contract) contains the individual agreement made between parties, as well its annexes: the data sheet, the GTC and its inseparable annexes: annex 1: Remote monitoring order of actions, annex 2: order of patrol service, and annex 3: supplementary measurements. If there are differences between the individual contract and the GTC, so firstly have to be regarded the conditions defined in the Individual contract, and only secondly the obligations of the GTC. The GTC's annex is the information about data management. Provider gives over the GTC at the signing of the contract to Customer, furthermore, Provider has to make it public at its customer service points and at <http://www.multialarm.hu>.

**2.3. The remote monitoring service can't replace life- or other property insurance, it can only reduce crime or fire risk and the damage extension. Provider is obliged only to provide services defined in the Service contract, therefore remote monitoring service does not provide full fire and burglary damages protection.**

2.4. The remote monitoring service consists of basic and advanced service(s). Parties have to define in the Individual contract, which services can be used by Customer, and what kind of service fee has to be paid to Provider for them.

#### **2.4.1. Basic services**

- a) Notification by phone, which means advertisement of contact persons by phone defined on the data sheet according to the signals described in annex 1; or
- b) Patrol operation service (phone notification augmented by operative measurements, which means phone notification of contact persons defined on the data sheet in case of signals according annex 1., it means furthermore operative action of the patrol service within a time space defined in the Individual contract, finally measurements to be taken according to annex 2. This service can be only provided in geographical areas, which meet the legal conditions of article CXXXIII 2005. about activities of property protection and private investigation. The list of available areas can be accessed on Provider's internet site.

2.4.2. Additional services are included in annex 3.

### **III. The enforcement of the service contract**

***3.1. The service contract will be in force – expect chapters 3.5 and 3.6. – after Provider has signed the individual contract and data sheet having been signed by Customer before, but latest from the 24. hour of the 15. Day after receiving by Provider, if all technical conditions defined in chapter 3.3 are available, which have to enable the remote monitoring. For the period before the contract enforcement, Provider excludes all compensatory liability.***

**3.2. Customer is obliged, to post the Individual contract signed by him as contract offering to Provider within 30 days after starting the remote monitoring service. If it will be neglected, the remote monitoring service will be cancelled in the 24. hour of the 30. day of the service.**

3.3. Basic condition of the remote monitoring service is that the data sheet has to be filled completely and correctly. Thus its data content has to come completely to Provider. Further condition is, that the local property protection system and all data transmission channels, signal transmitting devices function perfectly.

3.4. The service contract will be made – if contract parties do not decide it differently – for unlimited period.

3.5. Provider reserves the right, to refuse contract offer according chapters 3.1 and 3.2 within 15 days without any explanation. In this case the contract will be not enforced. After accepting the offer, Provider sends one copy of the service contract signed by him to Customer.

It's to be regarded as contract enforcement, if Provider posts the Individual contract signed by Customer to the e-mail address defined by Customer.

3.6. The service contract will be not enforced according chapters 3.1 and 3.2, if Customer has overdue debts to Provider. In such of a case the service contract will be enforced from the 24. hour of the next business day after Customer has paid all overdue debts to Provider. If there are debts of service fee to be paid by Customer, Provider is entitled, to suspend its service in the period before the enforcement of the contract.

#### **IV. FEES AND EXPENSES**

##### **4.1. Service fee**

4.1.1. For the basic and advanced remote monitoring services Customer has to pay a service fee defined in the Individual contract or by Provider's tariff table. The service fee has to be solved in advance, except the system access fee and the additional services described in point I b), g), i) and j) of annex 3. In this cases the service fee will be paid afterwards. Customer is obliged, to solve the service fee to Provider periodically, on invoice and within the payment time. In case of payment in advance, the service fee has to be solved in the first service month.

Customer is allowed to order additional services after entering the service contract for the actual fee defined in Provider's tariff list.

4.1.2. In case of service fee payment in one yearly amount, Provider gives 10% discount to Customer (turning day is always the 31<sup>st</sup> of December). In case of broken period, the percent discount will be decreased averagely (e. g. in case of service payment in one amount for 9 months service, the discount makes 7,5% of the entire 9 month service fee). In case of payments in the last quarter of the year there is no discount option.

**4.1.3. Provider increases the service fee defined in the Individual contract in comparison to the inflation rate of the previous year published by the National Office for Statistics.**

**4.1.4. Tariff list is the list published on Provider's internet site containing its actual service prices and tariffs (Provider is entitled to increase the fees and prices listed on the tariff list. Increasing of the prices shown in the tariff list does not affect fees fixed by the Individual contract and fees of additional services ordered by Customer before the tariff prices have been increased.**

**4.1.5. If Customer has any debts to be solved, any written call of payment sent out by Provider to Customer or to his representative may interrupt the termination of payment demand.**

4.1.6. If Customer does not pay the service fees until the deadline defined, Provider is entitled to make a charge for interest of default, and after ineffective notice he may give over the claim to exactors. The interest of default and any expenses occurred from the exaction have to be solved by Customer.

##### **4.2. Free of charge patrol service**

In case of demand on operative action service, Provider does not call any charges for the patrol service operation, if

a) the wrong alarm signal was caused by a technical failure in the warranty period of the local property protection system or the signal device installed by Provider or its representative during the warranty time, or

b) the wrong alarm signal was caused by a local property protection system, which maintenance is defined by a special contract made by parties, or

c) the operation had to be performed due to a real emergency situation.

Beyond the free of charge patrol operations described above, Provider provides yearly four free of charge causeless operations to Customer. This affects also operations on special claim defined in Chapter I. i) of annex 3.

### **4.3. Measurements to be charged with service fee**

#### **4.3.1. Customer is obliged to pay according to the tariff list**

- the costs and expenses of causeless operations beyond the yearly four free of charge patrol services, and which are not defined in chapter 4.2. of the contract;
- the fee of measurements described in chapter I. b), i) and j) of annex 3;
- the service cessation fee (see chapter 10.1)

**4.3.2. Customer is furthermore obliged to refund the costs and expenses of causeless police or firefighter actions to Provider or immediately to the affected authority (see chapter 3.5 of annex 3). Any demands of any authority of this kind to Provider will be devolved to Customer. Exception cases are described in chapter 4.2 a) and 4.2. b) of this contract.**

### **V. Provider's liability**

5.1. Provider owns the insurance of liability, which is necessary to his activity.

**5.2.1. Provider undertakes to refund any damages occurring from any contract breaking of Provider, except the regulations defined in chapter 12.5. The liability affects the following obligations:**

- In case, if the **Customer** has a property insurance which is in line with the real value and the protection of the site is in compliance with the related recommendations of **MABISZ** [Association of Hungarian Insurance Companies], Multi Alarm Co. redeems the damage not compensated for by the insurer, proved and reported by Customer up to a limit of **HUF 2,000,000**,
- In case, if the **Customer** has no property insurance, the upper limit of such redemption of damage proved by the related invoices shall be **HUF 50,000**,

**if the damage claim was written reported by Customer to Provider within 5 business days after being acquainted with this. If Customer neglects his reporting obligation, and due to this important circumstances of the damage case, such as time, reason, damage volume and circumstances impacting Provider's liability are not to be detected, Provider will be not liable for the damages occurred. An important condition for reconsideration of any claims of demand is, that Customer makes police report about any crimes committed and he encloses the protocol of police investigation on the crime scene, and furthermore he can proof the fact of damage and its amount, and the amount and volume of insurance coverage.**

**By signing this Service Contract, Customer exempts his insurance provider from duty of confidence to Provider.**

**5.2.2. Provider can be made liable only for damages, which have been caused by crime committing or its preparation or attempt, and only then, when the damages have been caused due to Provider's contract violation, or they can be deduced to it. Therefore, Provider is not liable especially for damages, which would have been occurred in that case, if Provider had acted according to his obligations defined by the contract. Provider's liability affects damages in the property and of the goods stored there, any liability will be excluded for consecutive damages, outstanding financial advantages and fire damages.**

**5.2.3. Liability for damages occurred by contract violation, affecting cash, payment device for money replacement, financial property (bill, bank book, documents, jewels, pearls, numismatic and post stamps collections, golden and platina things) or artificial objects, which liability is enforced only in case of possessing a property insurance described by chapter 5.2.1. a) will be restricted within a value limit according to chapter 5.2.1. as follows:**

- a) in case of cash, money replacing device stored not in a safe up to 50.000 HUF, stored in a safe mounted and classified according to the recommendation of MABISZ within the value limit described in the recommendation, but maximal up to 2.000.000 HUF;**
- b) savings, bills etc. stored not in a safe up to 250.000,- HUF, stored in a safe mounted and classified according to the recommendation of MABISZ up to 2.000.000 HUF.**
- c) for goods of fine or industrial art up to 2.000.000,- HUF, if Customer owns bills or other authorized property documents of them. If not, the liability is limited up to 1.000.000,- HUF.**

**5.2.4. In case of properties located not in residential area, furthermore in case of buildings without residents (weekend house, urban outparts etc.), Provider's liability will be limited to 50% of the amounts defined in. 5. 2.1. a) and 5.2.3. of the present contract.**

5.2.5. The amount limit defined in 5.2.1. a) can be multiplied for an extra fee described in the tariff list.

**5.2.6. Provider declares, that regulations described in 5.2.1 – 5.2.5. of the contract are issues of important nature, which require effective agreement, so Provider does not undersign the contract without an agreement about this questions.**

**5.3. Provider cannot be made liable for damages, which occurred by unavailability of contact persons defined on the data sheet, by their actions after their notification, or missing police measurements, or for damages occurring before the arrival of the patrol service, if the patrol had arrived within the time defined by the contract.**

5.4. Provider is entitled to hire a subcontractor, who provides the services of remote monitoring. Provider is liable for the subcontractor's activities as it would have been performed by his own. By request of Customer, Provider delivers information about the identity of the subcontractor.

## **VI. Customers liability**

***During the contract enforcement Customer is liable:***

- ***For the continuous function and maintenance of the local property protection system, which has to be able to be used by the remote monitoring system***
- ***For data providing and actualizing, which are necessary to fulfil the Service contract;***
- ***for activities of cooperatives used by him (so the contact persons and authorized persons)***
- ***for providing access to the extern parts of the property if the operative team has to arrive***
- ***for solving the service fees and expenses;***
- ***for mitigation of damage volume, making and holding a property insurance for the entire Service contract period, to cover damages of the property and the goods stored in for damages of burglary, fire, demolition (see chapter V.)***

***Any further regulations of liability are described in chapter II. of annex 3.***

## **VII. Loyalty time**

7.1. Parties are entitled, to agree a loyalty time in the Individual contract. In this case the Service contract will be made for limited time, and except regulations described in chapter 7.4, the contract cannot be withdrawn by Customer within the loyalty period. Customer is obliged to use and maintain the local property protection system during the loyalty time, that it will be able to be used by the remote monitoring service. Customer is furthermore obliged to solve all service fees during the enforcement of the contract. Provider is obliged to provide the discounts defined by the Individual contract, and not to increase his service fees during the loyalty period.

***7.2. After the expiration of the loyalty time, if there is no written declaration of ceasing of any parties before the expiration date, the Service contract will be not ceased but it will be prolonged for unlimited time.***

7.3. If the remote monitoring service is temporary ceased or suspended (see chapter X), the loyalty time and therefore the contract time limitation will be prolonged automatically. During the loyalty time the remote monitoring service can be suspended by Customer's request maximal once. The suspension period cannot exceed 3 months.

***7.4. Within the loyalty time, the Service contract can be withdrawn by Customer only in cases described in chapters 11.2.1. and 9.4.***

If Provider withdraws the Service contract by one of the reasons described in chapter 11.2.2, Customer is obliged to refund any discount amounts resulted by the Individual Contract, or if it is more profitable to him, to solve the rest of the service fees in one amount on the expiration day of the contract.

7.5. Withdrawal of the Service contract will be performed after expiration of the loyalty time, according to the regulations described in chapter 11.1.1, without refunding the discount amounts.

7.6. Every service fee increasing will be enforced by Provider after expiration of the loyalty time, according to the actual tariff prices.

## **VIII. Data and complaint management, data modifications**

8.1. By signing the individual contract, Customer accepts and permits, that Provider is entitled

- a) to record and to store any phone conversations between himself and Customer;
- b) to keep contact with Customer on every available communication channel to provide the remote monitoring service
- c) to give over every data, which are necessary to create and post invoices, to the company, he hired to do it.
- d) to give over Customer's data to exactors, if Customer has any debts to him, according to the regulations of data and complaint management.

8.2. Any data modifications of the Individual contract and the data sheet will be accepted by Provider only in written form, signed by Customer. The modifications will be enforced latest from the 24. hour of the next business day after receiving the written request document.

8.3. The rules and regulations of complaint management by Provider are described in the information sheet for data and complaint management.

## **IX. Modification of the Service contract**

9.1. Parties are entitled to modify the Service contract written and in accordance.

**9.2. By signing the Individual contract, Customer acknowledges and accepts, that Provider is entitled to modify the GTC one-sided. Provider is only entitled to modify the GTC in Customer's disadvantage, if**

- a) the legal prescriptions regarding Provider's activity have been changed,**
- b) there are measurements to be taken, to increase the remote monitoring safety or quality,**
- c) services belonging to the remote monitoring activity have been changed, such as introduction of new services, differentiation or outlet of existing services;**
- d) technical conditions of remote monitoring service have been changed, or changes are caused by technical development;**
- e) There are important changes in the service circumstances, which could not have been foreseen in the time of contract entering.**

9.3. Customer has to be informed about modifications of the GTC latest 15 days before the modification enforcement. At the same time, Provider has to publish the modified GTC in his customer service points and on his internet site (<http://www.multialarm.hu>).

Provider is not obliged to make notice to Customer about the modifications, if the changes had to be performed due to introduction of new services, and if the modifications do not affect conditions of already provided services.

9.4. In case of the modification of GTC – if they may be disadvantageous for Customer – Customer is entitled to withdraw the contract before the enforcement of the modification without any legal results, dated to the day of the modification enforcement.

9.5. If Provider increases the service fees defined in the tariff list, Customer is entitled to withdraw the contract before the enforcement of the modification without any legal results, dated to the day of the modification enforcement.

If the service fees defined in the tariff list will be increased, Customer is not entitled, to withdraw the contract made for limited time and containing loyalty conditions.

## **X. Temporary cessation of the remote monitoring service**

10.1. The remote monitoring service will be temporary ceased

- a) on written request of Customer,
- b) if Customer has service fee debts according to chapter 10. 4
- c) if the local property protection system functions wrongly (see III. 3.4 of annex 3)
- d) if the amount of causeless operative measurements exceeds four, on decision of Provider, according to chapter 10.5
- e) During time interval of ceased telecommunication service (see furthermore IV. 4.1. of annex 3)

10.2. During temporary service cessation the service contract will be not ceased, but Provider will take no measurements of remote controlling, he will be furthermore not liable for damages resulted from missing measurements, and he cannot be charged with responsibilities resulted from the Service contract.

10.3. In case of temporary service cessation requested by the Customer, restarting of the remote monitoring service will be undertaken latest from the 24. hour of the next business day after the request of restart.

**10.4. If Customer has any kind of debts to Provider, Provider is entitled, to cease the remote monitoring service temporary. Before starting the cessation, Customer will be notified by Provider. Payment of debts – as indication of intention – is to be regarded as service ordering, and Provider will restart the service latest from the 24. hour of the next business day after receiving the payment. If restarting of the service needs interventions at the local property protection system, the restarting will be performed latest from the 24. hour of the next business day after the intervention.**

**10.5. If resulted from operation failure or defection of the local property protection system, Provider has to indicate more than four causeless operative action in a month, Provider is entitled to cease the service until the failure will be repaired. Before service cessation Customer needs to be notified by Provider.**

**10.6. During service cessation time Provider is entitled only to require service fee of decreased amount according to the tariff list.**

## XI. Cessation of the Service contract

The Service contract will be ceased

- a) by withdrawal, and after expiration of the term of notice
- b) by withdrawal without a cancellation period, dated at the notification of the other party
- c) by common agreement of the parties, at a date agreed by them
- d) in case of contract for limited time after expiration of the time limit (except chapter 7.2.)
- e) by withdrawal according to chapter 9.4 dated to the enforcement of the modification of the GTC
- f) by withdrawal according to chapter 9.5 dated to the enforcement of the service fee increasing
- g) if Customer dies or expires without any legal assign;
- h) if Provider expires without any assigns, or if Provider's service license will be refused.

### 11.1. Withdrawal of the Service contract

11.1.1. The service contract can be withdrawn by any party. Notification of withdrawal must be given in written form with 30 days term of notice. Term of notice has to be counted from the first day after notification of withdrawal.

11.1.2. During the loyalty period no parties are entitled to withdraw the contract according to 11.1.1. Exception is only chapter 7.4, if the withdrawal have been initialized by the Customer.

### 11.2. Withdrawal of the contract without term of notice

11.2.1. Customer is entitled, to withdraw the Service contract without any term of notice, if Provider has heavily violated the contract. The withdrawal has to be delivered in written form and its reason must be explained.

11.2.2. Provider is entitled, to withdraw the Service contract without term of notice in the following cases:

- a) If Customer unauthorized breaks down the communication between the remote monitoring centre and his local property protection system, or if he makes the function of the remote monitoring centre anyway impossible;
- b) If Customer has any kind of debts, whose payment deadline exceeded 30 days, and Customer has been called to solve them, but he neglected to do it;
- c) If the remote monitoring centre will be used not appropriated;
- d) If Customer despite Provider's calls does not carry about appropriated function of the local property protection system,
- e) **By request of the owner, one of the owners in case of common property, or the tenant owner of the property** (see II. 2.5 of annex 3)

Provider is obliged, to give explanation of the reason of the withdrawal without term of notice

## XII. Further regulations

12.1. If Customer shall use one of Provider's mobile phone based application, he entitles Provider to avoid from the GTC according to the regulations of mobile phone based applications.

12.2. The legality of notifications via postal delivery is not affected by undeliverability of letters caused by Customer. So especially, if the post marks the delivery with "addressee unknown", address is not to be found", "not taken from post office", "take over denied". **Letters marked with return receipt have to be regarded on the day of the attempt of delivery as delivered, if the addressee denied to take over the delivery, or the letter was marked by the post office as "addressee unknown or addressee moved. If the postal letter was undeliverable, because the addressee did not take over it (marked by the post office as not taken), the letter has to be regarded as delivered from the fifth business day after the delivery attempt. Content of letters without return receipt has to be regarded as notified from the 20<sup>th</sup> day after dispatching on the post. Any notifications made by Provider on postal way are appropriated, if the delivery comes to the postal address given by Customer, or if there is no address given by him, to his residential address).**

12.3. If GTC requires written declarations, so Provider accepts as legal declaration only documents signed by Customer or his representative authorized by a proper password level.

12.4. Rights and obligations connected with the Service contract cannot be assigned to a third party without Provider's anticipative written permission.

**12.5. Parties regard as not foreseen circumstance (vis maior), if such a high amount of signals will be transferred to Provider's remote monitoring centre, which Provider cannot handle according to the contract, and therefore he cannot take measurements fully or partially. In such of cases Provider is not liable for damages occurred by contract violation.**

12.6. In questions not defined in the present Service contract are the prescriptions of the Hungarian civil law codex (article V. 2013), and the regulations of the article CXXXIII of 2013 about activities of personal and property protection and private detective services.

## ORDER OF ACTIONS FOR THE REMOTE MONITORING CENTRE

### I. Passwords and codes

Provider checks the authorization of Customer's executives by passwords and codes as follows below.

**Contacts to be notified:** A person or an organization defined by Customer, who/which – after identifying himself/itself by a proper password will be notified by Provider about signals of the local property protection system and about measurements to be taken according to GTC.

**Authorized contacts:** Persons or organizations, who/which – after identifying himself/itself by a proper password is authorized to take measurements, to give instructions, to require information etc. according to the regulations of the GTC.

1.1. **General password: By phone calls, contact persons will be identified by the remote monitoring centre by the general password.** General passwords and the password levels connected to them will be defined by Customer on the data sheet. Diverse password levels contain the following authorizations:

Password level	Authorization	Proposed for
1 <sup>st</sup> password level	All authorizations of 2. password level, furthermore: - modification of postal and invoicing data of the Individual password, modification of the data on the data sheet (in written form, signed according chapter 8.2 of the GTC). - Ordering additional services according to I. c-h of annex 3 - Defining the level of GSM connection control	For example Customer (owner, company chief,)
2 <sup>nd</sup> password level	All authorizations of 3. password level, furthermore: - Temporary disclose of the local property protection system from the remote monitoring – maximal for 24 hours.* - Instructions about partial neglecting of the measurements taken by the remote monitoring system, about GTC, or measurements which are different from Customer's instruction. Verbal instruction are only for 24 hours valid, all other instructions must be in written form and signed.* For example: "for signals coming from the motion detector of the sleeping room no measurements required until next day 6 o'clock PM". "For missing control signal for two days no measurements required, because the phone line is being repaired. " - Information request about content of the service contract, the measurements taken by Provider, or about the technical status of the local property protection system, - Ordering of additional services according I. a-b) of annex 3 - Reporting technical failures	For example manager
3 <sup>rd</sup> password level	- Cancelling Provider's measurements in case of alarm signals which needs to take measures, request of information on this level; - Ordering of additional services according to I. i-j) of annex 3	For example: employee

\* If the local property protection system is turned off, Provider is unable to take measurements for signals coming from the system. Provider is not liable for damages occurred by turned-off protection system or missing measurements on instruction of contact persons!

**Customer has to define at least one contact person owning 1<sup>st</sup> password level, the same password cannot be used for diverse authorization levels.** For safety reasons we recommend to give a particular password to every contact person, and passwords not to make public to third person.

*Customer acknowledges and accepts, that in any case of phone contact Provider shall identify contact persons by passwords. Without password identification Provider accepts no instructions and gives no information. So the service can be used completely only in that case, if contact persons (and also representatives to be notified) own a password on a proper password level. Furthermore Customer acknowledges, that Provider presumes in case of phone contact with a person authorized by a password, that he/she is acting on behalf of Customer, that's why Provider accepts their instructions according to the password level, and does not investigate, if the password holder is registered among representatives to be notified!*

*Please be careful at setting of password levels!*

1.2. **Counter-password:** In order to enhance safety, the Customer can identify by means of this password whether it has been contacted really by the Remote Monitoring Centre. The counter-password has to be defined by the Customer on the data sheet. Defining a counter-password is not obligatory, but it's warmly recommended for safety reasons.

1.3. **Duress password:** The Customer can advise the monitoring centre staff by means of this that he/she is in a duress situation, e.g. the perpetrator forces him/her to cancel the alarm during the communication with the monitoring centre staff by using the password. Defining a counter-password is not obligatory, but it's warmly recommended for safety reasons.

1.4. **Installer password:** a password held by a professional authorized to repair the local protection system. Persons holding an installer password are entitled, to request information about the technical status of the system, and can request for temporary disclose of the local property protection system from the remote monitoring service for maximal 10 hours. \*. (see remark in chapter 1.1. marked by \*)

1.5. **Ambrush code (forced turn-off):** Using the ambush code, the operator of the alarm system can make the remote monitoring centre aware of the fact that he/she disarmed the local protection system under duress. The ambush code is a special entry code: in case this code is used, the alarm system will be disarmed, it will signal no alarm on the site when people enter the premises but the alarm control panel will send a duress opening signal to the remote monitoring centre. For safety reasons we recommend to set up an ambrush code on the local alarm system.

1.6. **General code (login / user code):** This is a numeric combination, which can arm or disarm the local protection system. The remote monitoring centre stores signal reports about arming and disarming, if the local protection system is programmed to enable it.

*1.7. Knowledge of passwords and codes may affect the safety of controlled property basically. Therefore, Provider calls Customer's and his representatives' attention, to act carefully by using codes and passwords, and to avoid to make them public to third person. For safety reasons we recommend to change passwords and at least once in a year, and to do it if there are changes in your staff of employees. To protect passwords and codes, Customer shall put the filled and signed data sheet into an envelope, the envelope has to be closed and signed at its closing, and it has to be given to Provider or his representative in that form.*

*By signing the Individual contract, Customer declares, to have understood this warn, and furthermore he acknowledges and accepts that passwords and codes given by him will be handled by Provider confidentially and protected from third person. Therefore if passwords and codes are abused, Provider cannot be made liable, if the abuse can be reduced to actions of persons, who earned or got the passwords from Customer himself or his representative, or if they themselves figured it out.*

## **II. Measurements of the remote monitoring centre**

2.1. Customer has to accept, that Provider can take measurements only on base of signals **received from the local property protection system.**

2.2. Depending from the kind of signals received from the local property protection system the remote monitoring centre performs a signal filtering, it means, from signals recorded in the centre and information from the contact persons. On base of the collected information will be decided, if any kind of measurement is necessary.

*If after signal filtering Provider decides to take a measurement, the remote monitoring centre will do the following steps, depending from the kind of the service and the signal, and if there is no other instruction od Customer:*

- a) Contact persons defined on the data sheet will be at least once called up by the phone numbers given by Customer, and the first of them, who could be reached and can be identified, will be informed, and/or*
- b) the operative team will be sent to the protected object, and/or*
- c) a sms will be sent out to the phone number defined on the data sheet.*

*In case of point a) Provider's obligation of notice affects the information of one contact person. if there is someone among the persons to be notified, who can be reached by Provider by the phone number defined on the data sheet. See furthermore II. 2.1 and 2.2. of annex 3.!*

*The police will be notified by Provider only in that case, if the operative team became certain, that the alarm signal is not causeless. (SzMt 14/A. §).*

*In case of point c) Provider takes over no responsibility for the delivery of the message.*

2.3. **Withdrawal of measurement:**

Any measurements taken by Provider can be withdrawn only by using a **password**. Exception makes attack signal defined in 3.1 of the present annex.

Please pay attention, that in interest of your own safety, **authorized contact person can withdraw Provider's measurements, if they have clear local information about the reasons of the alarm signals.** Except fire signal defined in 3.4 of this annex, it's to be regarded as withdrawal of a measurement, if the local property protection system will be disarmed by the general code on day (between 6-22 o'clock) within one minute after signal receiving, and the signal of disarming was received at the remote monitoring system.



### III. Alarm signals, which require measurements

Alarm signal: electronic signal transmitted from to local protection system to the remote monitoring centre, generated by the local protection system, because its detectors receive irregular, unpleasant status of objects or spaces, or because it was generated by the protected person himself (for example: panic/attack signal).

**Signals will be transferred from the local protection system to the remote monitoring centre only in that case, if the transferring devices of the local protection system functions sufficiently and the communication ways are free.**

**3.1. Attack/panic signal:** this signal will be detected in the remote monitoring centre, when the local protection system will be disarmed by ambrush code or attack signal will be sent out to the remote monitoring centre, or the alarm will be withdrawn by the duress password.

#### 3.1.1. Measurements in case of patrol service

To avoid risk of protected person, the remote centre sends out the operation team without any notification. In case of this signal, the remote centre does not accept requests of measurement withdrawal or other instructions given by contact persons, even when they have been identified themselves by password.

#### 3.1.2. Measurements in case of phone notification service:

If there is no contact person defined to be notified in case of panic signal, the remote monitoring centre will notify the first available contact person according 2.2. a) of the present annex. The notified contact person may confirm the panic signal by using the ambrush code. In this case the remote monitoring centre calls the police. Otherwise the contact person can withdraw any further measurements to be taken by Provider.

**3.2. Intrusion (burglary) signal:** this signal will be detected in ther remote monitoring centre, when the sensors of the local property protection system detect unauthorized intruding or its attempt in the property.

#### 3.2.1. Measurements in case of patrol service

If the signal will be received between 6.22 o'clock, and after its receiving the alarm signal will be disarmed within one minute, the remote monitoring centre takes no measurements.

In cases, if the alarm signal will be received between 6-22 o'clock, but it will be not disarmed within one minute, or if the alarm signal will be received in the night (between 22-6 o'clock):

The remote monitoring centre sends the patrol service team to the site, and takes further measurements according 2.2. a) of the present annex. Authorized persons can withdraw the operation by using the proper password, in this case the remote centre aborts the operation. If the measurement taken by Provider will be withdrawn within 3 minutes after receiving the signal, the Provider does not call the patrol service fee in invoice, except, when at the moment of the withdrawal the patrol team already has arrived.

#### 3.2.2. Measurements in case of phone notification service

The remote monitoring centre takes measurements according 2.2. a) of the present annex.

**3.3. Sabotage signal:** this signal will be transferred, if the local protection system has been damaged (e. g. one of the sensors was beaten down from the wall).

3.3.1. If the signal will be received by armed status of the local protection system, furthermore in the night between 22-6 o'clock), the remote monitoring centre will take measurements according to 3.2.1 and 3.2.2 of the present annex.

3.3.2. If the signal will be received by disarmed status of the local protection system or o day between 6-22 o'clock, Provider makes a call to the alarm site, to ask residents to be certain about the reality of the alarm situation. If the alarm site is not available, Provider will take measurements according 3.2.1 and 3.2.2. of the present annex.

**3.4. Fire signal:** this signal will be detected in the remote centre, when the fire sensor of the local protection system detects physical deviations caused by fire.

If the signal will be received between 6-22 o'clock, it means between disarming and arming signal, Provider makes a call to the alarm site, to ask residents to be certain about the reality of the alarm situation. If the alarm site is not available, Provider will call the firefighters.

In case of signal receiving in the night between 22-6 o'clock, it means after arming signal, Provider calls the firefighters.

In case of fire signal, Provider's measurement can be withdrawn only by phone, using the proper password!

**3.5. In case of signal receiving from sensors mounted off-site,** Provider will take only measurements according to 2.2 a).

#### IV. Technical signals requiring measurements

Depending from programming, the local protection system gives signals about its own technical status, which may reduce its function. After receiving this signals, Provider takes the following measurements.

4.1. **Fire and zone failure signal:** this signal will be detected in the remote monitoring centre, if the function of the local protection system is reduced, caused by its technical defect. In case of this signal, Provider takes measurements according 2.2. a) of the present annex, to provide that Customer and his representative can take care about the restore of the system functionality.

4.2. **Reporting technical failure:** technical failure of the local protection system can be reported to Provider by Customer or a contact person owning the proper password. Provider tries to give technical aid by phone to restore the proper technical status of the system.

4.3. **Network failure (electric shutdown):** In case of network failure (shutdown) the local protection system will work from its own battery. The estimated function time depends from the age and status of the battery. The remote monitoring centre takes measurements according to 2.2. a) of this annex within 8 hours after registration of the shutdown. In case of function restore of the network no measurements will be taken.

4.4. **Discharging battery:** If the remote monitoring centre records battery discharging, Provider will take measurements according 2.2. a) of the present annex. The local property protection system may become during discharging in dysfunctional status, and may send out unclear signals until it will be completely discharged. Therefore, Provider **ceases the remote monitoring service according to 10.1 c) GTC until restoring the proper technical status. Customer has to take care of battery change and restoring the proper technical status of the system.**

4.5. **Test report (control report) failure:** The remote monitoring center watches the signal failure, and takes measurements according to 2.2 a) of this annex. The measurements have to start in case of banks within one hour, in other cases within 24 hours after signal failure. The remote monitoring centre can request test signal, to check the connection. Afterwards, until repairing the failure, Provider is entitled to turn off the test report watching function.

4.6. **GPRS module does not reply:** If the GSM transmitter during connection control performed by Provider according to 4.3.4 of annex 3, Provider will take measures according to 2.2 a) of the present annex.

#### V. Other measurements

5.1. **Patrol service intervention on special request:** in case of I. i) of annex 3 Provider will take actions according to annex 2, however for arrival time defined in the Individual contract will be not undertaken, and in this case Provider is not liable for damages.

5.2. **Site securing on special request:** in case of I. j) of annex 3, if the patrol became certain by ocular inspection, that the protected object is safe, he will be waiting for Customer or his representative for one hour. **If during the waiting time there is other alarm situation affecting other Customers, Provider can decide to order the patrol staff to leave the alarm site for new mission, while measurements according to 2.2 a) of the present annex have to be taken.**

#### **ORDER OF ACTIONS FOR THE INTERVENTION**

In case of actions based on operative patrol service, if there are alarm signals according to chapter III of annex 1 to be reacted, the operative patrol staff will take following measurements based on the legal article CXXXIII 2005 about property and personal protection and activities of private investigation:

***1. After arrived, the patrol will perform only an external inspection of the protected object. To provide effective inspection, the patrol staff has to gain access to the object, so Provider should have keys or entry codes to provide access to the protected object.***

2. During external object inspection, searching for evidence for crime, the patrol makes himself certain, if the alarming was real, and if it is possible, the staff detects also alarm reasons. During circuiting the object, the patrol staff inspects and records the status of windows, doors and other risk areas.

3. If there was a **burglary or other crime** in the protected object, the patrol staff has to secure the scene until Customer, his representative or the police arrive. If it is possible, the patrol detains the criminal until the police arrives.

4. The patrol staff makes himself certain about the identity of persons found on the site by asking for passwords or controlling their identity. Customer's cooperation is welcome!

## OTHER REGULATIONS

### I. Additional Services

Additional services can be ordered to basic services for additional service fee. Additional service fee conditions are described and defined in the Individual contract, if they have been ordered at contract entering. In case of ordering afterward, prices having been defined in the tariff list, are valid.

a) **Regular transfer of event list:** Signals, sent out by the local property protection system or generated by the remote monitoring centre, or remarks recorded about Provider's measurements (see furthermore as event list) can be posted weekly or monthly to a postal or electronic address defined by Customer. Weekly posting of event lists can be ordered only to e-mail addresses.

b) **Request of event list occasionally:** If Customer or his contact person owning the proper password level request, event list for a defined interval can be produced and posted to postal or e-mail address. Event lists can be produced maximal for one year from the last event regressively.

c) **Monitoring of expected events:** Monitoring of defined signals coming from the local protection system. If the expected event has been realized until the date defined by Customer, Provider will take no measurements. If the expected event does not realize until a defined date (there is no signal recorded in the remote monitoring centre), Provider will take measurements within one hour from the latest date of the expected event according to 2.2. a) of annex 1. or to a different written instruction of Customer.  
*Example: The office opens in different hours, but after cleaning it has to be closed latest at 8 o'clock PM, and the alarm system has to be armed. If the arming of the system has been not realized, the remote monitoring centre will notify the manager. (This additional service does not include signals, if someone, who owns proper entry codes, enters the office even in the night). Because the realization of the expected event before the defined date and time fulfils the service conditions, Provider will take no measurements in such a case, if e. g. the office will be closed already at 5 o'clock PM, or if the alarm system will be disarmed after the time of the expected event, e. g. at 8:10 PM, and it will be after them not armed again.*

d) **Monitoring of time interval:** Monitoring of defined signals coming from the local protection system in time intervals determined by Customer. If the event was realized in the defined time interval, Provider will take no measurements. If the event will be realized beyond the defined time interval (prohibited interval), Provider will take measurements within one hour from the latest date of the expected event according to 2.2. a) of annex 1. or to a different written instruction of Customer.  
*Example: the shop has to be opened always between 6:45 and 7:00 AM, and it has to be closed between 5:00 and 6:00 PM. If the employee opens the shop not in the defined interval, or he, even using a valid entry code, enters the shop in a prohibited time interval (6:00 PM – 6:45 AM), the remote monitoring centre will notify the shop manager.*

e) **Monitoring of relative expectations:** Monitoring of defined signals coming from the local protection system. Signals defined by Customer and received at the remote monitoring centre have to be followed in a defined interval by a second signal. If the expected second signal will be not received at the remote monitoring centre, or it will be transferred beyond the defined time interval, Provider will take measurements within one hour from the latest date of the expected event according to 2.2. a) of annex 1. or to a different written instruction of Customer.  
*Example: Tracks, loaded before leave the site in the night. They have 30 minutes from arrival on the site, to pick up freight documents and to depart. If the local protection system will be not armed (report of alarm system arming) within 30 minutes after disarming (report of alarm system disarming), the remote monitoring centre will notify the site manager.*

f) **Remote monitoring of technical equipment/devices:** If irregular function of technical equipment, devices will be recorded, which does not fit the parameters defined by Customer, Provider will take measurements within one hour from the latest date of the expected event according to 2.2. a) of annex 1. or to a different written instruction of Customer. To provide this service, Customer may have a special local protection system!  
*Example: Temperature of the fridge cabin has to be between – 18 and – 20 C degree. If the temperature exceeds the given limit, the remote monitoring centre will notify the operator of the fridge house.*

g) **SMS sending about technical signals:** about signals transmitted by the local protection system and defined by Customer (shutdown, discharge of battery, increasing/decreasing temperature in store building, disarming and arming report), the remote monitoring centre will send an SMS to the phone number defined by Customer.

h) **Receiving fire alarm signal:** remote monitoring service of fire alarm device, which has to be connected to a not obligatory, combined (designed both for burglary and fire alarm) local protection system. During this service, Provider will take measurements according to 3.4 of annex 1.

i) **Operative intervention of patrol service on special request:** in case of basic service according to 2.4.1 b) of GTC, if contact person himself, owning the proper password level, requests a patrol intervention independently from Provider's intervention

responsibility, the patrol service will be counted in the four free of charge interventions in a year. For patrol service interventions beyond this limit, Customer has to pay a service fee according to the tariff list.

j) **Site securing on special request:** in case of of basic service according to 2.4.1 b) of GTC, if contact person himself, owning the proper password level, requests a site securing by the patrol staff independently from Provider's intervention responsibility, Customer has to pay a service fee for every started hour of the service according to the tariff list.

k) **GSM connection checking:** in case of heavy and special protection level (see 4.3.4 of the present annex).

## II. Regulations regarding Customer's responsibility

**2.1. Customer is obliged, to fill the Individual contract and the data sheet correctly and responsibly. He has to make his contact persons, representative to be notified and his authorized persons with the service content familiar. He has furthermore to let Provider know about any changes of his own data. Provider has no liability for damages occurred by improper completing of the contract or the data sheet, or by negligent omitting data change reports.**

2.2. By signing the Service contract, Customer declares, that contact persons defined by him have agreed to give their own personal data to Provider, and to have permitted Provider, to record, to store and to manage them. If any of the contact persons to be notified declares to Provider, not to agree to give his data or to let them manage by Provider, Provider is entitled by notifying Customer or his contact persons owning password level 1 **to cancel the affected person from the list.** In this case, Customer is obliged, to give by changing the data sheet the name of a new contact person to be notified. Any damages occurred by neglecting or delayed serving have to be taken by Customer.

**2.3. If Customer requests operative intervention service (patrol service), he es obliged, to provide access for external inspection of the protected object (e. g. keys or entry codes). Without access to the object the service cannot be complete, and Provider takes over no responsibility for this. Provider does not undertake to get to the protected object through fence, wall or other barriers. Therefore, Provider is not liable for damages occurred by failed object inspection, if the access to the protected object wasn't, or only partially granted to him by Customer. Customer has to inform Provider in written form about any changes of access to the protected object. Provider cannot be made liable for damages occurred by omitted information. Customer acknowledges, that the patrol staff will perform only external inspection of the protected object, if the access is granted, and that Provider's measurements can't risk the life and health status of the patrol crew.**

Provider has to give back keys committed to his trust by Customer, during the enforcement of the contract by Customer's instruction, after ceasing the contract in 30 days. If Customer within 30 days after contract ceasing does not require, to give back the keys, Provider destroys them using a rigorous controlling protocol. Customer has to pay a service fee for keeping the keys according to the tariff list.

2.4. Customer is obliged to inform Provider, if he has a watch dog. If the access to the protected object will be restricted or obstructed by the aggressive behaving of the dog, Provider undertakes the external inspection of the protected object only in Customer's or his representative's presence.

2.5. If Customer is not owner of the estate to be protected, he declares conscious of his penal liability by signing the Service contract, to have the agreement of the owner, or owners in case of common property, or of the tenant, to make the contract. If the contract contains false contents, Customer is liable to take all legal consequences and to be liable for every damages.

**By signing the Service contract, Customer acknowledges, that Provider is entitled to cease the contract without any term of notice, if he had been requested by the owner, in case of common property owners, or the tenant of the estate, to do it.**

2.6. By signing the contract, representative of juridical person or of an organization of not juridical personality declares conscious of his penal liability, that he is authorized to sign the contract as representative of the company. If the declaration contains false contents, the person who has signed the contract is liable for all legal consequences and he also has to take over all responsibility for any damages occurred by it.

## III. Regulations regarding the local property protection system

3.1. The local property protection system is the alarm system installed on the estate/in the building, which is able, to transmit signals to the remote monitoring centre, which are interpretable for providing the remote monitoring service (the testing of the local property protection system is completed, the signals will be transmitted to and received in the remote monitoring centre).

**Customer has to take care about the proper and functional operation of the local property protection system. Therefore Provider takes over no liability for damages occurred by failed function of the system, or the transmitting device. This restriction does not affect Customer's warranty rights to the producer and installer of the local property protection system.**

**3.2. Customer is obliged to report to Provider any modifications affecting the local property protection system, as change of zones, change of partition number. Any report has to be made promptly and in written form and. Provider cannot be liable for damages occurred by neglecting this obligation.**

3.3. Signing the service contract and receiving signals from the local property protection system by Provider at the remote monitoring centre does not mean, that Provider finds the function of the local property protection system good or he'd qualify it anyway. To provide safe function of the local property protection system, we recommend to maintain it at least every half year. Maintenance will be undertaken by Provider or his contracted installer partner on base of another contract. Regular maintenance may reduce the volume of false alarms, too.

3.4. It's to be regarded as failure function of the system, if the local property protection system generates at the remote monitoring centre a lot of false signals within a short time interval, and/or if there is no test report transmitted from the system (see 3. 6. of the present annex), and/or if there is a communication failure between the local property protection system and the remote monitoring centre (failure of the transmitters is included here, too), or if there is any kind of technical failure, which may reduce the function of the remote monitoring system. In case of failure of the local property protection system, Provider takes measurements according to chapter IV. of annex 1, afterward Provider is entitled, to suspend the remote monitoring service until the failure is repaired.

3.5. Signals, received at the remote monitoring centre, have to be regarded as **false**, and any intervention taken by Provider/police/firefighters or others have to be qualified as **causeless**, if the signal reason was a **not real** alarm situation or their attempt or preparation (as e. g. crime, fire, in case of medical emergency systems sickness, or intrusion attempt in the object, attack, or danger of attack, sabotage etc.), or if the signal was caused by technical failure, wrong or non appropriated operation of the system, or if the signal was transmitted by wrong or fallacious intention.

3.6. The connection between the local protection system and the remote monitoring centre will be checked by the local protection system by transmitting **test reports (control reports)**. Failed test reports may indicate technical failure of the telecommunication network or technical defect of the local property protection system. Communication failures of local property protection systems, which do not transmit control reports may remain undetected, and signals from the local system may be not transmitted to the remote monitoring centre. For damages, occurred by communication failure of the local property protection system, Provider cannot be made liable.

#### **IV. Regulations regarding the transmission channels**

4.1. Communication ways, providing data transfer between the local protection system and the remote monitoring centre are called **transmission channel**. Signals of the local protection system are transmitted to the remote monitoring centre through this channel. **Proper function of the transmission channel(s) is granted by providers for telecommunication service, who's activities are independent from Provider's service. Customer acknowledges and accepts that the remote monitoring service can function, if the transmission channels function too. Provider cannot be made liable for damages occurred by signal failure, which are caused by sabotage of phone cables (cutting) or by disturbing the GSM transmission.**

*Safety can be increased by multiplication of transmission channels or increasing the frequency of connection checks (see 4.2 and 4.3 of this annex).*

#### **4.2. Connected phone line**

4.2.1. If the transmission between the local protection system and the remote monitoring centre will be granted by connected phone line, Customer has to solve phone service fee immediately to the provider of the telecommunication service. Not properly programmed or failed local protection system might generate a huge phone traffic.

**4.2.2. If the connection between the local and the remote system is based only on connected phone line, Provider will be informed about phone line sabotage (cable cutting) only by missing of test reports, because between the local protection system and the remote monitoring centre there is no continuous connection checking process. To increase safety, it's recommended to use a GSM transmitter (see 4.3 of the present annex).**

4.2.3. After the service contract has ceased, Customer has to take care for deprogramming the local system from the remote monitoring system. If the transmission is created by connected phone line, until deprogramming the loyal system, the phone line connection may cause telecommunication traffic and costs to Customer independently from the cessation of the service contract (it may depend on the programming and the technical status of the system).

#### **4.3. GSM transmitter**

4.3.1. Customer is entitled to request to provide the communication between the local and the remote system via Customer's GSM device. Provider's GMS transmitter may be a device integrated in the centre of the local property protection system.

4.3.2. Basic service used with GSM transmitter (see 2.3.1 GTC) contains of transmitting of alarm and technical signals to be reacted and of daily one test report to the remote monitoring centre. Provider is entitled, to devolve telecommunication service fee of signal transmission beyond this volume to Customer according to the tariff list, except if the signal transmission is the condition for providing the additional service (chapter I. a), c), d), f) of the present annex). In this case the service fees of the additional service include the telecommunication fee too.

**4.3.3. The GSM device and the accessibility and proper function of the data transmission channels are the two fundamental conditions for transmitting the signals to the remote monitoring centre. Telecommunication service provider undertake usually 96% stand-by time for their transmission service. So the remote monitoring service will be undertaken by Provider by providing this stand-by time volume, too.**

***The safety of the transmission can be increased by multiplying the GSM transmitters and communication channels (parallel transmission of connected phone line and GSM or internet based transmitter), or by increasing the frequency of the transmission connection checks. To use IP based communication transmitter is only recommended, if the local property protection system communicates with the remote centre via GSM transmitter. For further questions regarding safety options please contact the Provider, the installer, or check Provider's internet site (<http://www.multialarm.hu>)!***

4.3.4. The proper function of the GSM transmitter will be controlled with a frequency defined in the individual contract, by sending an automatic query (GPRS connection check).

**The GPRS connection check service has optional levels (a level marked by a lower number indicates higher protection class, to each service level is connected to individual tariff fees according to 4. 6. of annex 1).**

**Level 1 – special protection level:** connection checking once in every 10 minutes, in case of connection failure, Provider takes measurements according 3. 3. of annex 1.

**Level 2 – heavy protection level:** connection check once in a hour

**Level 3 basic protection level:** connection checking every 4 hours.

4.3.5. For connection checking service of level 1 and level 2 will be accounted a service fee according to the tariff list, which has to be solved by Customer to the Provider according to 4. 1. 1. of the GTC.

**4.3.6. Provider grants the use of the GSM device or the entire contract interval free of charge. The device remains Provider's property.**

***Provider undertakes for the GSM transmitter – except its battery - in case of appropriated use two years warranty from its installation on, while for the battery will be undertaken one year warranty.*** Repair of failures, occurred by improper operation, elementary disaster, demolishing or other physical impact cannot be regarded as right for warranty. Any warranty claim will be lost, if other persons influences its function, or if its battery becomes due to too long or too frequent network shutdown in status of deep discharge, and falls in disrepair.

***Repair costs of failures beyond or out of the warranty time and volume have to be taken by Customer.***

***Customer acknowledges, that Provider's GSM transmitter is based on a technology actually used by the telecommunication providers. If the telecommunication technology will be replaced by a new one, Provider will take over no responsibility for the proper function of the device.***

4.3.7. Customer acknowledges, that Provider is the subscriber of the telecommunication service used by the GSM transmitter and in the GSM alarm centre of Multi Alarm Co., furthermore that the SIM card located in the device is Provider's property. After the contract has ceased, Customer is obliged – called up by Provider – to give back the SIM card to Provider within 15 days after the cessation. If it will be neglected, so Customer has to pay for the card 10.000 HUF +VAT (12.700 HUF).

***After the contract has ceased, Customer is obliged to give the opportunity to Provider or his representative to demount the GSM transmitter within 15 days. If it will be neglected, Customer has to pay for the device 40.000 HUF +VAT (50.800 HUF).***

4.4. In case of some additional services it is unavoidable, to receive arming and disarming reports at the remote centre. Furthermore, this signals give information about the function of the local property protection system, that's why their programming is strongly recommended.

Multi Alarm Co.

### Provider's availability

	Budapest	Pécs
Alarm withdrawal:	1/216-0505	72/513-130
Central customer service:	1/666-2160 (M-TH:7.30.-tól 16.30.-ig, P: 7.30-tól 15.30-ig)	72/513-110 (M-TH: 7.30.-tól 16.30.-ig, P: 7.30-tól 15.30-ig)
Telefax:	1/666-2180	72/513-113
Installer's phone line:	1/666-2173	72/213-912
Technical service:	1/666-2163, 1/666-2171	30/946-4028
Site: <a href="http://www.multialarm.hu">http://www.multialarm.hu</a>	E-mail: <a href="mailto:budapest@multialarm.hu">budapest@multialarm.hu</a>	<a href="mailto:pecs@multialarm.hu">pecs@multialarm.hu</a>
Dara modification:	<a href="mailto:adatlap@multialarm.hu">adatlap@multialarm.hu</a>	<a href="mailto:adatlap.pecs@multialarm.hu">adatlap.pecs@multialarm.hu</a>

Outgoing phone numbers of the dispatching centre: 20/881-1205, 20/881-1270, 30/344-2805, 30/344-2828, 1/666-2105, 1/666-2170

Postal addresses: 1106 Budapest, Fátyolka u. 8, 7630 Pécs, Basamalom út 33. Postbox: 1399, Budapest, Pf.: 694.

#### ADDRESS AND OFFICE HOURS OF CUSTOMER SERVICE POINTS

SETTLEMENT	ADDRESS	PHONE NUMBER (ONLY IN OFFICE HOURS)	OPENING TIMES
Budapest	1106 Fátyolka u. 8	06 1/666-2160, <a href="mailto:budapest@multialarm.hu">budapest@multialarm.hu</a>	M-TH: 08:00 – 16:30; Fr: 08:00 – 15:30
Balatonfüred	8230 Petőfi Sándor u. 37.	06 87/483-049, <a href="mailto:balatonfured@multialarm.hu">balatonfured@multialarm.hu</a>	H-P: 08:00 – 16:00
Debrecen	4026 Debrecen, Árpád tér. 37.	06 52/249-176, 30/689-1214, fax: 06 52/249-176, <a href="mailto:debrecen@multialarm.hu">debrecen@multialarm.hu</a>	M-TH: 08:00 – 16:30; Fr: 08:00 – 15:30
Dunaújváros	2400 Dunaújváros, Táncsics Mihály u. 8/A	06 25/500-250, <a href="mailto:dunaujvaros@multialarm.hu">dunaujvaros@multialarm.hu</a>	M-TH: 08:00 – 16:30; Fr: 08:00 – 15:30
Győr	9023 Győr, Tihanyi Árpád u. 10/A	06 96/421-285, <a href="mailto:gyor@multialarm.hu">gyor@multialarm.hu</a>	M-TH: 08:00 – 16:30; Fr: 08:00 – 15:30
Kecskemét	6000 Kecskemét, Csongrádi út 17.	06 30/656-7841, 06 30/686-1479, <a href="mailto:ugyfelszolgalat.kmet@multialarm.hu">ugyfelszolgalat.kmet@multialarm.hu</a> , <a href="mailto:kecskemets@multialarm.hu">kecskemets@multialarm.hu</a>	M-TH: 08:00 – 16:30; Fr: 08:00 – 15:30
Miskolc	3525 Miskolc, Palóczy László u. 9/A, fszt. 4.	06 30/559-0078, <a href="mailto:miskolc@multialarm.hu">miskolc@multialarm.hu</a>	M-TH: 08:00 – 16:30; Fr: 08:00 – 15:30
Pécs	7630 Basamalom út 33.	06 72-513-110, <a href="mailto:pecs@multialarm.hu">pecs@multialarm.hu</a>	M-TH: 07:30 – 16:00 Fr: 07:30-15:00
Szigetszentmárton	2318 Szigetszentmárton, Ráckevei út 18.	06 30/866-6511, <a href="mailto:csepelsziget@multialarm.hu">csepelsziget@multialarm.hu</a>	M-TH: 08:00 – 16:30; Fr: 08:00 – 15:30
Szolnok	-----	06 30/664-2795, <a href="mailto:szolnok@multialarm.hu">szolnok@multialarm.hu</a>	