

**The Jablotron Security Centre (JSC) is a service centre for the customers of JABLOTRON SECURITY a.s.**

- The Jablotron Alarm Receiving Centre (ARC) is a dispatch station of the JSC with 24/7 operation which monitors and evaluates reports from the customer's protected buildings, coordinates the activities of the Alarm Response Team, informs the customer of the results from inspection of a protected building and receives instructions from customers for the protection of their buildings.
- The Jablotron Customer Line (JCL) is the contact point used by customers to send Jablotron their requirements.
- The Alarm Response Team (ART) are employees of a contractual subsupplier who carries out physical inspection of a customer's protected building or other agreed upon activities.
- The customer specifies his/her contact persons who are called in the case of an alarm or technological event by the ARC. The calls are made in the order specified by the customer. Information is transferred to the first available contact person.
- Contact persons marked as "Users" are informed about events in the building and are authorized to cancel the dispatch of an ART, unless the service conditions specify otherwise.
- Contact persons marked as "Administrators" have all the authorizations of "Users" and additionally can make changes in the settings of the provided service.
- The JSC monitors and archives communication between the ARC and the alarm as well as between the ARC and the customer and their contact persons.
- If the ART discovers that the protected building has been broken into, the ARC will provide this information to the Police of the Czech Republic or other responsible authorities. In the case of a break-in into the building, the ART trip costs are not charged for.
- The customer specifies a password consisting of arbitrary alphanumeric characters for secure communication with the ARC. Contact persons are obliged to identify themselves with the designated password when communicating with the ARC.
- The ART will perform an inspection of the building in the case of an alarm as long as the customer has purchased at least one of the Protection services: Total Protection, Standard Protection, Basic Protection. The customer defines the reaction method for the received alarm signal. Either he/she is informed before the ART departs (if the ARC can reach the customer) and he/she can decide on their dispatch, or the dispatch is automatic. After the inspection is carried out, the ARC will inform the customer of the results of the inspection.

#### **Service conditions for the Total Protection service:**

- The Total Protection service includes the price of ART dispatches. If the building has an excessive number of false alarms, the customer is obliged to implement corrective precautions. The JSC will provide assistance in this matter. In the case of demonstrable repeated non-solution of such situations by the customer, the JSC may propose that the customer switches to the Standard Protection service or may completely withdraw from the service contract.
- The customer may request an ART dispatch even in the case of water, gas, electricity failures etc. The ART will ensure the entry/arrival of the customer's ordered emergency services to the building. Costs for emergency services are covered by the customer.
- The customer is entitled to verify the activities of the JSC for free once per year through a deliberate false alarm.
- The customer may request two inspections of the protected building per year, for instance in the case of a long-time absence from the building. These inspections will be carried out in the requested period based on an order placed with the JCL. The results of the inspection are provided to the customer in the manner specified by the customer (e.g. via an SMS message).

#### **Service conditions for the Total Protection and Standard Protection services:**

- The TOTAL and/or STANDARD PROTECTION services include the JSC's inspections of interior areas of buildings. This inspection requires the provision of the appropriate keys to the building and also the alarm codes to the ART. The ART will prepare a report on the receipt of the keys. Keys are stored in security bags, whereas keys from internal areas of buildings are additionally stored in closed security envelopes.
- The ART prepares records for each inspection of the building including information on the use of keys.

- The customer is entitled to request a dispatch if he/she unintentionally leaves his/her keys in a protected building or if he/she loses the keys. After verifying the customer's identity, the ART will unlock the door using their entrusted keys. If the customer is locked out or the lock malfunctions, the ARC can secure the services of an emergency locksmith.
- The customer may additionally request the delivery of spare car keys in 6 hours to any place in the Czech Republic. This is available to customers who have purchased the additional service via the Customer Line and the storage of backup keys in the ARC safe. The delivery of keys is charged based on the current price list for additional services.
- The customer may define time periods when individual users can enter the building. If a user enters this building outside of this period, the customer is informed by the ARC\*.
- If a customer loses his/her payment card (or if it has been stolen), the ARC will provide him/her with the necessary information to block his/her card at his/her bank.

## Conditions for the Total Protection, Standard Protection and Basic Protection services:

- The customer may call for the arrival of an ART during an alarm. Such an alarm usually cannot be cancelled. Communication during an alarm is carried out in a manner which prevents any threat to the customer.
- The customer can define the time period during which the alarm must be set. If this does not happen, the ARC will inform the customer\*.
- When an alarm is triggered by accident or due to improper handling of the alarm, the customer may call off the ART dispatch, which will not be charged for if this is done immediately. If the alarm is deactivated within one minute after the alarm is activated by a user, the ARC considers this a case of incorrect handling of the alarm and will not react.
- The alarm's operation is monitored. If the ARC receives a signal that the alarm has a defect, it informs either the customer or his/her service organization based on an agreement.
- A customer can authorize his/her installation company to report the initiation and termination of maintenance work on the alarm.
- The contract for agreed upon services provided by the JSC is entered into by the issue of a Certificate for the provision of ARC services. The certificate contains, among other things, data about the protected building, the negotiated service and the date of its activation. Current conditions for the provision of JSC services are available at [www.jablotron.com](http://www.jablotron.com). If the conditions for the provision of JSC services are updated, the JSC will inform the customer of the changes by email.
- The customer agrees that the JSC may process his/her personal data which are contained in the contract for the purpose of service provision. Personal data will not be made accessible to third parties, unless agreed otherwise or unless it is necessary for the provision of services. If the customer believes that his/her personal data are being processed in conflict with the above conditions, he/she can request that the JSC informs the customer of the extent his/her personal data are being processed and the JSC will comply with this request.
- The monthly tariff for the provided services is covered by quarterly advance payments for the appropriate calendar quarter. The JSC will issue and send (by email) an invoice - tax document for the appropriate calendar quarter. In the case of the customer's delay with the payment, the JSC will continue to provide their services for the duration of one unpaid advance payment, i.e. a maximum of three months. This however does not affect the customer's obligation to cover the amounts owed for the provided services. Advance payments for services do not cover ART trips\*\* and on-site security guards.
- Any party can terminate the contract even without specifying a reason, but this may only be done at the end of a calendar quarter. The termination notice must be at least one month.
- The customer is obliged to inform the JSC about changes that are important for the identification of the building by the ART (visual changes to the building) or for inspection of the building by the ART (replacement of locks etc.).
- The reliable operation of the alarm requires its regular annual inspection by a technician of the installation company.

\* These services are only intended for companies

\*\* Total Protection includes ART dispatches

