



## Security SMS/Email Monitoring Agreement

Contract #:SMS \_\_\_\_\_

This Agreement is made between Western Plains Security Network (Birkgate PTY LTD) and the customer as indicated below.

Customer Name \_\_\_\_\_

Phone (Home) \_\_\_\_\_ Phone (Business) \_\_\_\_\_

Installation Address \_\_\_\_\_  
(the Premises)

Invoice Address \_\_\_\_\_

Contact \_\_\_\_\_ E-Mail \_\_\_\_\_

ABN \_\_\_\_\_

Alarm Response  YES  NO      Keys Held:  YES  NO      Number of keys \_\_\_\_\_

Alarm Response Company:  WPSN       OTHER

**Total Amount Due per 3 months inclusive of GST = \$ \_\_\_\_\_**

**MONITORING/RECURRING SERVICE AGREEMENT INITIAL PERIOD= \_\_\_\_\_ MONTHS**

24HR DIALER SMS MONITORING \$.....PER WEEK       Maintenance service schedule \$.....PER WEEK inc

All polled monitoring devices remain the property of WPSN unless otherwise indicated in this agreement.

ACCEPTANCE The Customer orders the Security Services as set out in this form and in accordance with the Terms and Conditions overleaf and the person signing on behalf of the Customer warrant his/her authority to place this order. This agreement will remain in force for the term as set out in the service agreement monthly period.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Signed for and on behalf of Western Plains Security Network

Business Name \_\_\_\_\_ Position \_\_\_\_\_  
If different from above

Print Name \_\_\_\_\_ Signature \_\_\_\_\_

## Conditions of Supply

### **1 INTERPRETATION**

In this agreement unless the context otherwise requires “**Central Station**” means the premises from which Western Plains Security Network or any of its third party bureau monitoring operators provides the relevant service, “**Western Plains Security Network**” means Western Plains Security Network. “**Commencement Date**” means the date on which the Security System (or other alarm equipment) is connected to the Central Station and is ready for use; “**Customer**” means the person or business described as such in the Quotation, “**Customer Contract**” means the person described as such in the quotation; “**Customer Instructions**” means the instructions provided by the Customer to Western Plains Security Network in accordance with Clause 3.3; “**Extra Work**” means work carried out by Western Plains Security Network in accordance with this agreement and for which an extra charge is payable by the customer based on Western Plains Security Network standard rates for that work at the time it was carried out; “**Normal business hours**” means 8am-5pm Monday to Friday excluding holiday; “**Premises**” means the installation address specified in the Quotation; “**Quotation**” means the quotation on the face of this document; “**Security System**” means the items specified in the quotation; “**Term**” means the period of the supply of alarm monitoring, maintenance and/or alarm response services under this agreement as specified in the Quotation. Unless otherwise stated the term shall be 24 months.

### **2 INSTALLATION OF SECURITY SYSTEM**

2.1 All cutting of ways, making good, excavation and cable trenching and the provision of mains power connections are Extra Work unless specified in the Quotation as forming part of the security system price.

2.2 The Customer shall provide at the Customer’s cost, mains power connection so as to enable installation of the Security system at the Premises.

2.3 Any telecommunication connections required for the Security System will be arranged by the customer and any connection fees will be paid by the Customer unless otherwise agreed.

2.4 Unless otherwise specified on the quotation the Customer must provide Western Plains Security Network with free access to the Premises during Normal Business hours. An extra charge is payable by the customer where the Customer requires installation to be carried out outside these hours.

### **3 PROVISION OF MONITORING SERVICES**

3.1 Western Plains Security Network shall from the date when monitoring commences provide monitoring and alarm response services to the Customer for the Term.

3.2 The Customer acknowledges and agrees that:-

(i) Western Plains Security Network cannot take any steps on receipt of an alarm signal except as directed by the Customer.

(ii) **Basic Monitoring** means monitoring the alarm signals only from the Security System and actioning of alarm received as soon as practicable in accordance with the Customer instructions. After receiving an alarm signal Western Plains Security Network will use all reasonable efforts to notify the customer contact by telephone and once the customer contact has been informed Western Plains Security Networks responsibility will have been fulfilled except in the case of a smoke detector alarm or medical duress alarm. Police or patrols will not be contacted unless directed in accordance with the Customer instructions.

In the event of Western Plains Security Network being unable to make telephone contact with the Customer, the Customer hereby authorises Western Plains Security Network, if Western Plains Security Network considers it necessary to despatch an alarm response officer forthwith, in accordance with sub-clause 3.2 (vi) and if Western Plains Security Network considers it necessary to alert the Police, and the Customer agrees that such a service is extra work.

In the event that the premises is found to have been violated and the Customer Contact is unable to be contacted by telephone, the Customer authorises Western Plains Security Network to arrange for a security guard to attend and remain on the Premises, as an agent of necessity, if Western Plains Security Network considers it necessary, until the next regular working day, or to arrange temporary work to secure the premises and agrees that such a service is Extra Work.

Where a smoke detector alarm is connected to the Security System, Western Plains Security Network will only contact the Australian Fire Service on behalf of the Customer, if Western Plains Security Network had telephoned the Premises and received verification that the Premises is on fire or if Western Plains Security Network attempts to telephone the Premises have proven unsuccessful.

Where a medical duress alarm service is provided at the Premises, Western Plains Security Network will upon receipt of an alarm signal notify the Customer Contact as soon as practicable and in the event the Customer contact is unable to be notified, will contact the relevant emergency response services.

Any expenses associated with the provision of any emergency response service including but not limited to charges made by the Australian Fire Service, Ambulance or Police shall be to the account of the Customer.

(iii) **Supervised Monitoring** means Basic Monitoring of entry and exit signals for the Security System.

(iv) **Alarm Activity Reports** means alarm system activity reports sent to the Customer at intervals described in the Customer instructions.

(v) **Key holding** means Western Plains Security Network or its representative holding the Customer’s keys and listing them in a code register, but does not include attendance at the premises by a representative of Western Plains Security Network.

(vi) **Alarm Response Services** means attendance at the premises, as soon as practicable, after receipt of an actionable alarm signal by Western Plains Security Network, during alarm response service hours (depending on the location and availability of patrol staff) to observe whether the premises appears secure by means of a visual external check at street level of areas immediately adjacent to the area in alarm. If Western Plains Security Network holds keys and codes, the alarm response officer will reset the alarm. Alarm response service hours vary from the area and from time to time and may be confirmed through Western Plains Security Network branch office. Attendances will be charged at Western Plains Security Networks standard rates unless a Basic Response Fee is specified in the Quotation. Where the Basic Response Fee is specified in the Quotation that fee only covers attendance on-site for up to fifteen (15) minutes is Extra Work and will be charged at Western Plains Security Network standard rates.

3.3 The Customer shall to the extent necessary give Western Plains Network detailed instructions which may be varied either in writing or orally (and immediately confirmed in writing) as will facilitate Western Plains Security Network provision of and the time period of the monitoring. The data base record kept by Western Plains Security Network will be conclusive evidence as to all oral variations. Details of current instructions may be checked with Western Plains Security Network.

3.4 The Customer acknowledges that Western Plains Security Network monitoring obligations shall be suspended during any period in which the telephone line to the Premises is incapable of transmitting signals to or from the Security System and/or Central Station.

3.5 The Customer understands that Western Plains Security Network may need to record all telephone conversations to and from its Central Station and agrees to the practice of the procedure.

3.6 The Customer undertakes not to write keypad codes in public or insecure places, and to ensure that key cards, keys and other security access devices are kept under secure care. The Customer furthermore undertakes to ensure that when an authorised code or key holder no longer has the Customer’s authorisation for entry and/or use of the Security System, the Customer will delete the current code and request a new code from Western Plains Security Network. The Customer will caution each code holder not to make the code known to others.

3.7 Should monitoring services be terminated at any time, it states the Customers responsibility to arrange for the disconnection of any telephone monitoring link. If the monitoring link is not disconnected, the Customer accepts responsibility for any telephone charges that may be incurred.

### **4 PROVISIONS OF MAINTENANCE SERVICES**

4.1 Western Plains Security Network shall throughout the term provide in respect of the Security System the maintenance services set out in the Quotation.

4.2 **Routine Testing** means inspection of the Security System based on AS2201-1. Up to number specified in the Quotation in any period of twelve (12) months to be performed when reasonably requested by the Customer during Western Plains Security Networks normal office

hours, unless otherwise agreed. Repairs and replacement parts will be Extra Work and charged at Western Plains Security Network standard rates.

4.3 **Comprehensive Maintenance** means attendance at the Premises by a technician of Western Plains Security Network during office hours, unless otherwise agreed, to reset, adjust or repair the Security System in accordance with AS2201-1. Any other repairs and replacement parts, unless otherwise agreed will be Extra Work and charged at Western Plains Security Network standard rates.

4.4 Where Western Plains Security Network considers that any alarm equipment is no longer economically serviceable (due for example to age, obsolescence or unavailability of spare parts) then Western Plains Security Network may elect to cease to provide maintenance of that equipment, or any part of it. Western Plains Security Network will give the Customer one month's notice of its intention to cease to provide maintenance and will adjust the maintenance fees payable by the Customer to reflect the reduction in maintenance services provided. Unless the parties otherwise agree, a reduction in maintenance service under this clause 4.4 will not affect the remainder of this agreement, which will continue in full force and effect.

## **5 WARRANTIES**

- (a) The Company warrants that any Products sold to the Customer hereunder will upon delivery or upon installation and commissioning by the Company (as the case may be), free from defects for a period of one (1) year on parts or 3 months on labour from the date of the invoice or the date of commissioning (as the case may be) and will be of the kind and quality specified in the Product Specification issued by the Company. If any such defect appears within the period the Company will, at its option repair, replace or issue credit based on equitable adjustment in price to Purchase Replacement parts or Products will be furnished on an exchange basis and will be either reconditioned or new. All defective parts will be returned to the company and will become the Company's property. The Company will remedy free of charge any defective installation appearing within the period.
- (b) The customer shall notify the Company in writing within fourteen (14) days of the discovery of any relevant defects.
- (c) The company shall promptly attend to such defects free of charge provided that the company is satisfied that after delivery the Product has been properly handled, carried, installed, stored, used and maintained and that the customer has complied with any applicable recommendations of the Company and that the Product has been altered or modified in any way by any person. Where remedial work is required to be carried out outside Normal Business Hours and additional charge may apply.
- (d) The company will not be responsible for the non-performance of malfunction of or damage to and Products supplied by the customer arising from any of, or any combination of the following:
- (i) Adverse environmental conditions, including without limiting the generality of the foregoing, electrical noise or electromagnetic radiation that may be direct coupled or induced in the Product's components, circuitry, power supply paths, single paths, communication paths; or
- (ii) The provision of utilities or services by the Customer or any third party which are not within operating limits specified in the product specifications issued by the company or any other manufacturer of the Products (or part thereof); or
- (iii) Interworking with other equipment or software not supplied or approved by the company; or
- (iv) Any reconfiguration or modification by the Customer or any third party or a Product or system data base supplied by the Company.
- (v) Careless use of the Products by the Customer or use by unskilled or untrained employees of the Customer; or
- (vi) Fire, flood, water, wind, lightning, impact or any Act of God or other cause outside the control of the Company. Any cost or expense incurred by the Company in detecting or isolating such non-performance malfunction or damage so caused and rectification thereof will be borne by the Customer.
- (e) The Company shall not be liable for any loss of profits or any consequential loss of any kind whatsoever suffered by the Customer arising from any defect of any Product or Service or in any kind form any breach of any of the company's obligations in connection with this Agreement from any negligence, misinterpretation or other act or omission on the part of the Company, its servants, agents or contractors.
- (f) Notwithstanding anything else contained in this Agreement, the liability of the company, whether in contract or in tort of otherwise howsoever, in respect of all claims, arising from breach of any of the Company's obligations arising in connection with this Agreement from any negligence, misrepresentation or other act or omission on the part of the Company, its servants, agents or contractors shall not in aggregate exceed the price of the Products or Services, whichever is applicable.

## **6 EXTRA WORKS**

6.1 In addition to those services specified in this agreement as "extra work", all services performed and equipment provided by Western Plains Security Network which are not specifically referred to in this agreement shall constitute Extra Work.

6.2 Where the customer asks Western Plains Security to perform work or provide materials which constitute Extra Work and Western Plains Security Network agrees to such request, or such work is provided in accordance with this agreement without an express request from the Customer, then the provisions of this agreement shall apply to the Extra Work and the Customer shall pay for the Extra Work at the following rate:

- (a) Where Western Plains Security Network has quoted an amount prior to performing or providing the Extra Work, the amount quoted; or
- (b) Where Western Plains Security Network has not given any such quote, an amount calculated for work done at Western Plains Security Network then standard rates for such work.

## **7 FEES**

7.1 The customer shall pay Western Plains Security Network the fees specified in the quotation (and as amended from time to time under clause 7.3) during the term.

7.2 Payment of all fees and any extra charges are due 7 days from the date of Western Plains Security Networks invoice.

Where any of the fees specified in the quotation have been included (with the agreement of Western Plains Security Network) in rentals payable to a leaser in respect of the customer's lease of the Security System, the parties acknowledge that:

- (a) Such fees have been included in the rentals at the request of the customer under a direction given by the Customer to the leaser to have such fees paid by the leaser to Western Plains Security Network; and
- (b) The Customer has given that direction.

7.3 If the direct and/or indirect cost to Western Plains Security Network of providing the services specified in the Quotation increases at any time after the date of this agreement, for any reason, then Western Plains Security Network may at any time after giving written notice to the customer, increase the fees payable for such services by the proportion as the increase in the cost of Western Plains Security Network. Such increase shall take effect from the date on which the cost to Western Plains Security Network increases.

7.4 The customer may not deduct or set off any monies owing under this agreement.

7.5 Western Plains Security & Locksmiths reserves the right to charge a cancellation fee of not less than \$50 plus GST. This fee covers the administration costs of data base and account cancellations. The customer will provide Western Plains Security & Locksmiths with access to the premises on at an agreed time during normal business hours (Monday to Friday 9am to 5pm) to de-program the communication pathways of the alarm system to prevent nuisance traffic to Western Plains Security & Locksmiths monitoring centres after cancellation date.

## **8 CUSTOMERS' OBLIGATIONS AND ACKNOWLEDGEMENTS**

8.1 The Customer will, except where otherwise provided in the agreement:-

- (a) Be liable for any break of this agreement committed by the Customer;
- (b) Pay Western Plains Security Network interest on overdue monies at the current rate for the time being certified by Western Plains Security Networks bank for business overdrafts under \$100,000, interest to be calculated on daily balances and to accrue both before and after judgement.
- (c) Ensure the Premises will at all times be a safe working environment and (without limitation) shall not contain asbestos or similar hazards or any infectious or building disease.

8.2 The customer acknowledges that:-

- (a) It has not relied on any representation or warranty except as set out in this agreement and it is reasonable for Western Plains Security Network to limit its liability in the manner set out in this agreement.
- (b) The prices charged by Western Plains Security Network under this agreement are based solely on the value of service provided and are not related to the value of the Customer's property or the property of others located on the Premises;
- (c) Western Plains Security Network may use subcontractors to provide all or any other services to be provided under this agreement;
- (d) To the full extent permitted by law it has or will have on delivery of the Security System satisfied itself by prior enquiry, investigation and examination as to the condition of quality of the Security System, its suitability or fitness for ordinary or any special use or purpose and as to the correspondence of the Security System to any description of the Security System.
- (e) It will ensure all authorised personnel of the customer have received adequate training in the use of the Security System or other alarm equipment before its commissioning and undertakes to ensure that any additional authorised personnel receive similar training and, if applicable, to pay Western Plains Security Network its reasonable fees for such training.
- (f) It will promptly arrange for its personnel to be fully conversant with the procedures contained in any handling guide issued by Western Plains Security Network and undertakes to ensure that additional personnel are also made fully conversant with such procedures:
- (g) It shall properly notify Western Plains Security Network should it or its personnel have any difficulty in understanding or implementing the provisions contained in any handling guide issued by Western Plains Security Network.
- (h) Payment of monies due to Western Plains Security Network within the period agreed between the parties is a condition of this agreement and that to the maximum extent permitted by law Western Plains Security Network shall have no liability whatsoever to the customer in respect of any act or omission on the part of Western Plains Security Network for any work required to be undertaken by Western Plains Security Network pursuant to this agreement of the circumstance or event which would otherwise give rise to liability occurs at a time when the customer is in breach of its payment obligations to Western Plains Security Network:
- (i) This agreement sets out the whole agreement between the parties relating to its subject matter and all representations, terms, warranties, conditions and collateral agreements where implied or otherwise, except as set out in the agreement, are expressly negated so that no party shall have any obligation towards the other in any way in relation to the subject matter of this agreement except as set out in this agreement.
- (i) The customer acknowledges that Western Plains Security Network is not an insurer of the Premises or other property risks, that the services provided under this agreement cannot be guaranteed to prevent all or any unauthorised entry, loss or damage at the premises and that the customer should effect and maintain all normal and prudent insurance policies in respect of all usual risks including fire, burglary, theft and consequential loss and damage to the Premises (including the contents of the Premises).

8.3 The Customer shall itself or through its agents:-

- (a) Carry out regular testing of the Security System or other alarm equipment and the telecommunications connection with Western Plains Security Network, comply with all operating and maintenance instructions in relation to the Security System or other alarm equipment, fix and defects without delay and otherwise do all things to maintain the Security System or other alarm equipment, in good working condition; and without delay and otherwise do all things to maintain the Security System or other alarm equipment; and
- (b) Immediately notify Western Plains Security Network of any defects in the Security system or other alarm equipment; and
- (c) Seek evaluation of its security requirements from Western Plains Security Network if the use or layout of the Premises or the level of risk changes from that applying at the commencement date.

8.4 The customer shall promptly notify Western Plains Security Network of any break-in or attempted break-in to the Premises and shall allow Western Plains Security Network access to the Premises whenever reasonably required by Western Plains Security Network for the purpose of testing the Security System or other alarm equipment.

#### **9 CREDIT CHECK**

9.1 Western Plains Security Network may make such enquiries as it considers necessary to determine the credit worthiness of the customer and the Customer hereby authorises any other person or organisation to provide such credit related information to Western Plains Security Network as Western Plains Security Network requires.

9.2 If Western Plains Security Network, in its absolute discretion, is not satisfied with its enquiry into the credit worthiness of the Customer and no arrangement acceptable to Western Plains Security Network (by way of guarantee or otherwise) has been provided by the Customer then Western Plains Security Network may terminate this agreement with immediate effect and at no cost to Western Plains Security Network. The Customer remains responsible for any charges already incurred in relation to the supply or installation of the Security System or any other services which have been supplied by Western Plains Security network notwithstanding termination under this clause.

#### **10 LIMITATION LIABILITY**

10.1 (a) It is agreed that the sole obligation of Western Plains Security Network shall be to use its reasonable endeavours to provide the Customer with the services specified in the Quotation.

(b) All implied terms, warranties, guarantees and conditions are excluded from this agreement except to extend that they cannot lawfully be excluded.

(c) In the event Western Plains Security Network breaches its obligations under this agreement Western Plains Security Network agrees at its election to either perform the relevant services again or pay the costs of having those services performed again.

(d) Western Plains Security Network total liability under this agreement is to the extent permitted by law expressed in this sub-clause, and Western Plains Security Network shall have no further or other liability to the Customer whatsoever.

10.2 The customer assumes all liabilities for the Security System or other alarm equipment and its usage whether by the Customer or any other person.

#### **11 DEFAULT TERMINATIONS**

11.1 The parties agree that any breach by the customer of any provision of this agreement which is not rectified within seven (7) days of notification shall entitle Western Plains Security Network to terminate this agreement.

11.2 If Western Plains Security Network terminates this agreement for cause the Customer shall pay Western Plains Security an early termination payment equivalent to three (3) months monitoring and maintenance fees.

11.3 This agreement will continue for further terms of twelve months after the expiry of the initial terms unless one party gives the other three months' prior written notice of their intention to terminate the agreement at the expiry of the current term.

11.4 In the event where your overdue account is referred to a collection agency and/or law firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs.

#### **12 PASSING OF TITLE**

12.1 Title to any part of the Security system purchased by the Customer until payment in full is received by Western Plains Security Network and the customer shall:-

- (a) Maintain such part or parts in good order and condition; and
- (b) If payment is not made by the due date, irrevocably authorise Western Plains Security Network to enter the customer's premises where the part or parts is or are suspected by Western Plains Security Network to be, and Western Plains Security Network shall be entitled to take possession of the part or parts without liability to the customer.

#### **13 GENERAL PROVISIONS**

13.1 **Notice** either party may give the other notice under this agreement by letter or facsimile sent to the address or facsimile number last known to the party giving the notice and any such notice shall be considered given when the letter or facsimile have been delivered in the ordinary course of post or transmission.

13.2 **Assignment** The Customer shall not assign its interest in the agreement without prior written consent of Western Plains Security Network. Western Plains Security Network shall be entitled at any time to assign, subcontract or license any part of its rights and obligations under this agreement.

#### **14 GST**

- (a) Where any supply under these terms and conditions is or becomes subject to a GST, an amount equal to the GST paid or payable in respect of that supply shall be added to the amount exclusive of GST paid or payable for that supply under these terms and conditions:

- (b) The provisions contained in sub-clause (a) apply notwithstanding any other clause of these terms and conditions whatsoever.
- (c) Each party agrees to do all things, including providing invoices and other documentation, that may be necessary or desirable to enable or assist the other party to claim any credit, set-off, rebate or refund in relation to any amount of GST paid or payable in respect of any supply under these terms and conditions:
- (d) in this clause:
  - (i) the expression "GST" means any tax in the nature of a tax on or on the supply of goods, real property, services or other things (or similar tax) levied, imposed or assessed by the Commonwealth of Australia or any state or Territory of Australia, which may operate at any time during these terms and conditions, other than any interest, fine, penalty fee or other payment imposed on or in respect of the above;
  - (ii) the expression "supply" means any form of supply whatsoever and includes any supply within the meaning of any commonwealth, State or Territory legislation imposing or relating to the imposition of GST

#### **15 FORCE MAJEURE**

Any failure or delay in the performance of any obligations under this agreement by Western Plains Security Network will not be deemed to be a breach of this Agreement if that failure or delay is due to Exceptional Circumstances.

### ***Self monitoring via SMS conversation service***

Self monitoring via SMS and email conversation service is not a Grade A1 monitoring service and makes no claims to compare or imitate the same service. It is not a recommended secure service and offered to clients who agree to the following:

All signals received at the control room receivers are managed in the following way.

All signals received via the clients communication network are processed by our FE9000 receiver installed and maintained to meet the grade A1 control room standard of AS987932904709865

Once the signals have been received by our FE9000 receiver they are processed by our Elaborate Rules Based Notification Software System.

This process is automated and has NO operator interaction. The software then converts the customers alarm signal to SMS or Email Format and then returns the information to the Telstra network for distribution to the customer via their own SMS or email receiving device as requested by them.

The entire process is automated and other than the conversion process all alarm signals are completed by the customers and communication networks for which our company has no legal or financial responsibility for.

Our control room is only for the entry of the client's data and the redirection path. Once the customer's account is set up with the client's data supplied by them, receipt of the clients alarm signal is processed automatically by the software management systems.

We take no responsibility for the loss of communication between the customers alarm system and our receivers or the loss of that information from when returned to the communication network and the clients receiving device. We make every endeavour to return the information to the client as required but admit no liability if unable to access the public communication networks to complete the transmission service as the control and maintenance of these services is not the responsibility of WPSN security services.

We maintain that it is the customer's responsibility to test in full alarm condition all functions of their alarm panel and the transfer of data from the alarm system to their receiving devices. This will remain the customer's responsibility and our company will not and cannot be held for any undetected failure that results in damage or financial loss to the customer as a result of the alarm or communication failure.

The customer agrees that this is a self monitoring system service and accepts all responsibility and consequences for any failure. Our company only provides part of a service that facilitates the customer to self monitor their own systems and this service does not meet the Grade A1 service Standards.

The customer must provide the current and correct contact numbers and or email service address and accepts they must provide any changes as they occur, to facilitate the correct allocation of any alarm signals received from the client's alarm system.

The client will be charged \$2.20 dollars per week including GST for access to the SMS conversation service provided by WPSN. This charge will be invoiced as per written agreement. (Usually invoiced every 13 weeks in advance) payable by the customer to WPSN.

There is a one off account setup fee comprising of \$150.00 excluding GST, This allows for the creation of the client's database for the SMS conversation system and access to the same during the current paid service period. The fee also allows the creation of credit account with WPSN which follows all the current credit supply laws.

A fee of \$30.00 dollars plus GST will be invoiced for each client request for phone support to access their account and help with changes to the account information and setup after the initial setup visit and training if and when required.

The customer agrees to follow the normal termination process as set out in this document and agrees that a termination fee of \$90.00 dollars excluding GST will be invoiced to the customer and payable to WPSN including any outstanding amounts. The customer also agrees to provide WPSN technical access to the alarm system and or premises of the contracted system to remove all WPSN dialling information upon termination stopping the system reporting to our SMS service receivers. The customer accepts normal travel charges if outside Dubbo city boundaries and any other costs associated with the termination process foreseen or not.

Any costs or charges incurred by WPSN for the supply, setup and or termination of this service will be passed to the customer and the customer will refund to WPSN in the dollar amount as invoiced. Any credit recovery costs will be the responsibility of the customer payable to WPSN.