



# SERVICE SCHEDULE H

## SMART SURVEILLANCE

PSIRA Reg. 1142851



<b>Schedule H (to be completed per each additional premises)</b>									
Client Acc. No.		Consultant		PSIRA Reg. Number					
<b>PART A: CLIENT DETAILS</b>									
Client / Business Name									
Owner / Representative Full Names									
ID of Supplier / Owner / Representative Signing Agreement									
Company Reg No.				Company VAT Reg No.					
Postal Address					Code				
<b>PART B: MONITORING ADDRESS</b>									
Building / House / Unit Number									
Street Name									
Suburb					Town / City				
Type of premises	Residential		Commercial (small)		Commercial (medium)		Commercial (large)		Industrial
Shop front									
<b>PART C: SIGNAL, TRANSMISSION AND MONTHLY FEES</b>									
Control Equipment 1					Monitoring Service fee (ex VAT)	R			
Dahua					Rental Equipment Fee ex VAT (if applicable)	R			
Hikvision					SLA (maintenance fee)	R			
Value of monitoring equipment (outright purchase only)					TOTAL MONTHLY FEE	R			
Number of cameras					Once off License Fee	R			
<b>PART D: RESPONSE INFORMATION</b>									
Appointed Company									
Special Instructions									
A SITE-SPECIFIC SOP TO BE ATTACHED TO THIS SERVICE SCHEDULE									
Directions:									
Access onto property:	Keypad		Master lock		Other				
<b>PART E: CLIENT AND KEY HOLDER CONTACT DETAILS (to be added to a WhatsApp group)</b>									
Premises Phone					E-mail address				
1st Contact Name & Surname					Contact No.				
2nd Contact Name & Surname					Contact No.				
Key holder 1 Name & Surname					Contact No.				
Key holder 2 Name & Surname					Contact No.				

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## PART F: GENERAL

Type of installation	Take-over		Link-up		Upgrade		New		Other	
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## PART G: DURATION AND RENTAL PERIOD (WHERE APPLICABLE)

Month to month				Commencement Date	
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## PART H: OPERATING HOURS

Day of the week	Open time	Close time	12 hour Monitoring
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

## PART I: BILLING DETAILS

Business Name			
Company Reg No.		Company VAT Reg No.	
Email Address		Code	

## DEBIT ORDER INSTRUCTION

Account Holder Name					
Banking Institution		Branch name		Code	
Account Number					
Type of account	Savings		Cheque		Transmission
Debit order date	1st day of the month		Date of first debit order		/ / 20

## SIGNATURES & ACKNOWLEDGMENTS

**The terms and conditions hereof form part of this Agreement, and the signatory acknowledges that he/she has read and understands these terms and conditions.** The signatory guarantees that he/she has authority to sign this agreement. I/We, the undersigned, hereby bind myself/ ourselves as surety/ies and co-principal debtor/s jointly and severally with the CLIENT, without the benefits of seizure by law, division and cession of actions, for the due fulfillment of all the terms and obligations of the above agreement by the CLIENT in favour of THE COMPANY.

SIGNED AT	ON DATE	/ / 20
Signature of CLIENT	Signed by (full names)	
Signature of THE COMPANY	Signed by (full names)	

THE COMPANY is duly registered with the Private Security Industry Regulatory Authority with registration number 1142851.

## 1. PARTIES

- 1.1. The parties being DDL Security Services (Pty) Ltd 24-7 T/A 24-7 Security Services (Reg: 2004/004622/07: PSIRA Number 114285), referred to as the “THE COMPANY”, and (“The CLIENT”) (REG OR ID NUMBER) \_\_\_\_\_
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have entered into a SERVICE AGREEMENT, which is supplemented by this SERVICE SCHEDULE. To the extent that there is any conflict between the signed SERVICE AGREEMENT and this SERVICE SCHEDULE, the provisions of this SERVICE SCHEDULE shall apply.

## 2. OBJECT OF SERVICE

The COMPANY undertakes to supply offsite CCTV monitoring services in order to reduce and/or prevent risk, loss and/or damage to the CLIENT as a result of theft, burglary, or malice.

## 3. DEFINITIONS

- 3.1. “Monitoring system” refers to CCTV surveillance equipment, cameras, onboard vehicle cameras (either pre-existing or installed by the COMPANY);
- 3.2. “Monitoring Service Fee” shall mean the monthly cost of the monitoring and reaction service cost inclusive of the installation, , insurance and any other costs associated with procuring the requisite MONITORING SYSTEM on behalf of the CLIENT.
- 3.3. “Installation Warranty” shall mean six (6) months from the date of installation, during which time the COMPANY undertakes to maintain and repair any faults that may arise.
- 3.4. “Guarantee period” shall mean the third-party product supplier guarantee period, for repair and/or replacement of defective and/or or faulty equipment. The battery is a consumable specifically excluded from the Guarantee Period, and replacement will be for the CLIENT’s cost.
- 3.5. “SOP” means the COMPANY’s Standard Operating Procedures available on the COMPANY website [\(insert link\)](#).
- 3.6. “Site Specific SOP” means any deviations from the SOP, as agreed between the COMPANY and the CLIENT and attached to this SERVICE SCHEDULE.

## SECTION A: INSTALLATION AND/OR CONNECTION

## 4. MONITORING

The COMPANY undertakes to connect and/or install (as applicable) monitoring equipment for remote monitoring of the CLIENT’s premises and/or vehicles as described in this SERVICE SCHEDULE, from the control room of the COMPANY.

## 5. MONITORING SYSTEM

The monitoring system will consist of the components agreed between the Parties and set out in the



proposal to the CLIENT ("MONITORING SYSTEM"). The CLIENT confirms that they are satisfied with the MONITORING SYSTEM as set out in the proposal and warrants that the MONITORING System is appropriate to the CLIENT's needs and requirements.

## **6. DATA COSTS**

The CLIENT is wholly responsible for all data costs associated with securing the connectivity and signal transmissions from the MONITORING system installed at the CLIENT's premises and/or vehicles to the COMPANY's control room for the duration of the contract period.

## **7. INSTALLATION (GENERAL)**

- 7.1 THE COMPANY will install the MONITORING SYSTEM with due care. The CLIENT shall afford THE COMPANY every assistance to complete the installation and will not interfere with the COMPANY's employees and/or representatives in the performance of their installation duties. The CLIENT further agrees to accept sole responsibility for any damages to the PREMISES caused by the installation of the MONITORING SYSTEM and/or the warning boards.
- 7.2 The CLIENT understands that installation may require drilling holes in interior and/or exterior walls. The COMPANY limits its' liability to the patching of said holes and Company cannot be responsible for providing paint or wall coverings to match those colours or coverings existing within CLIENT'S premises.

## **8. OWNERSHIP, MAINTENANCE AND GUARANTEE**

- 8.1 The ownership of the MONITORING SYSTEM (where rented by the CLIENT), shall at all times, during the subsistence of and after the termination of this Agreement, remain vested in the COMPANY and the COMPANY shall have the right, without obligation to repossess that equipment with or without notice, and to avail itself of any legal remedy should the CLIENT default on its obligations in terms of this Agreement.
- 8.2 It is specifically agreed that it is the responsibility of the CLIENT to test the MONITORING SYSTEM and its corresponding signals and transmissions at least once a month and to ensure that all motion detection devices and/or cameras connected to the MONITORING SYSTEM provide adequate protection as required by the CLIENT and/or his insurer from time to time. The COMPANY shall not be liable for any claim of whatsoever nature and howsoever arising, based upon a faulty MONITORING system or any other component thereof not reported to the COMPANY immediately upon the fault has being detected by the CLIENT.
- 8.3 THE COMPANY agrees to maintain the MONITORING SYSTEM for the duration of the Installation Warranty Period. Should any third party in any way interfere with, connect additional components or effect repairs to the MONITORING SYSTEM during the warranty period, the Warranty will immediately become null and void.
- 8.4 Should the MONITORING SYSTEM (where rented by the CLIENT), during the Guarantee Period, fail to operate for any reason, the CLIENT shall notify the COMPANY which will commence repairs thereto as soon as reasonably possible. The CLIENT shall not be entitled to claim for damages or to a reduction of fees against the COMPANY, nor shall the CLIENT have the right to cancel this Agreement



or to withhold payment of any fees as a result of the failure or delay by the COMPANY to complete the repairs.

- 8.5 If the MONITORING SYSTEM fails to operate, send signals and transmissions to the COMPANY'S control room due to the fault or negligence of the CLIENT, its agents, employees, servants or any other third party or due to fire, theft, lightning, a power surge, power outage (including scheduled load shedding or grid collapse) or due to malicious or accidental damage, the cost of such repairs and/or replacements shall be borne and paid by the CLIENT and are excluded from any Guarantee in terms of this Agreement.
- 8.6 THE COMPANY shall at all times be entitled to remove any part of the MONITORING SYSTEM from the PREMISES in order to effect any necessary repairs which cannot be effected on the PREMISES.
- 8.7 It is the CLIENT'S sole responsibility to call on THE COMPANY to inspect and determine the need for an upgrade or amplification of the MONITORING SYSTEM at appropriate intervals.
- 8.8 Where the CLIENT has not elected to pay the monthly maintenance fee ("SLA"), the cost in respect of the labour required to repair or replace any defective components or to make mechanical adjustments to the MONITORING SYSTEM will be free of charge for a period of thirty (30) days from completion of the original installation whereafter, a call out fee will be applied. Any defective equipment will either be repaired or replaced at the sole discretion of the COMPANY for the duration of the Guarantee Period.
- 8.9 The COMPANY shall in no event be liable to the CLIENT for any consequential damages however occasioned. The Guarantee Period does not apply to the conditions listed below, in which case a call-out charge will be levied (whether the representative works on the system or not) as well as labour and materials as required:
- 8.9.1. Defects or alterations to the MONITORING SYSTEM caused by or arising from any circumstances beyond the control of the COMPANY including fire, flood, lightning, act of God, war, civil disturbance, malicious damage, vandalism, negligence, interference, modification to the premises, misuse, or failure to operate the MONITORING SYSTEM by the CLIENT or any other persons;
- 8.9.2 Failure of CLIENT to properly follow operating instructions provided by COMPANY at time of installation; and
- 8.9.3 Interruption in leased FIBRE/SSDL/LTE broadband line fault or service outage, or interruption to electrical power.
- 8.10 As part of the installation process of the MONITORING SYSTEM, and before the system goes live, the COMPANY'S installation technician will undertake a walkthrough test on site together with the nominated representative of the CLIENT to jointly check the following aspects:
- 8.10.1 The location and field of view of cameras;
- 8.10.2 The sensitivity of cameras;
- 8.10.3 The clarity of images received by the COMPANY control room;

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- 8.10.4 The accuracy of recorded data and signals received; and
- 8.10.5 Ensure all authorised persons on the CLIENT premises are informed that they should operate in a way that will minimise the occurrence of false activations of the MONITORING SYSTEM.
- 8.11 Upon conclusion of the testing of the MONITORING SYSTEM, any faults identified will be escalated to the COMPANY and any corrective actions, reconfigurations, or replacements will be carried out before the system goes live.
- 8.12 Any further errors or omissions identified in the MONITORING SYSTEM, must be called to the attention of COMPANY by the CLIENT, in writing, within ten (10) calendar days of completion of installation. Upon expiration of said ten (10) days, the installation shall be deemed accepted by CLIENT.
- 8.13 The CLIENT shall be responsible for carrying out any necessary modifications to premises and/or perimeter to ensure reliable MONITORING system operation (including without limitation, fixing any flapping materials, trimming shrubs and clearing litter. The CLIENT and/or its employees shall not locate stock, materials, vehicles or other obstructions to hinder or prevent detection by MONITORING system or prevent the detection of a genuine intrusion.
- 8.14 The CLIENT shall take all reasonable precautions to minimise the risk of any potential losses that might arise at the CLIENT premises.

## **9. COMMUNICATION COSTS**

The CLIENT shall be responsible at all times during the existence of this Agreement, to ensure that the connectivity and signal transmission from the MONITORING SYSTEM to the COMPANY's control room is functioning at all times, save where the COMPANY has installed and provided the connectivity for the CLIENT.

## **10. INSPECTION**

The COMPANY will have the right at all reasonable times, with prior arrangement with the CLIENT, to enter the PREMISES to inspect the MONITORING SYSTEM.

## **11. INSURANCE (OUTRIGHT PURCHASE ONLY)**

- 11.1 The CLIENT is obliged to insure the MONITORING SYSTEM for as long as the MONITORING SYSTEM is in CLIENT's possession for not less than the replacement cost thereof against all risks including political riot cover with a reputable insurance company or through an intermediary of CLIENT's own choice.
- 11.2 CLIENT warrants that COMPANY's interest in the MONITORING SYSTEM and this Agreement is disclosed to such insurer and CLIENT shall produce satisfactory proof thereof to COMPANY.
- 11.3 If the MONITORING SYSTEM or any part thereof are lost, stolen or damaged, irrespective of the cause, CLIENT shall notify in writing COMPANY and the insurer immediately. The CLIENT will have no claim or defence against COMPANY if all costs in respect of the repair or replacement of the MONITORING SYSTEM are not recovered in full or at all from the insurer.



## **SECTION B: MONITORING SERVICE**

### **12. SERVICE**

- 12.1 The COMPANY, will remotely monitor signals and/or transmissions received from the CLIENT's MONITORING SYSTEM in the COMPANY's control room which is staffed 24 hours a day and 7 days a week.
- 12.2 The COMPANY will, on noticing an exception/incident or irregularity, act in accordance with the COMPANY's standard procedures, which procedures are available on the COMPANY's website unless any other term or condition is agreed upon, in writing, by the COMPANY and contained in this SERVICE SCHEDULE.
- 12.3 The COMPANY will attempt to communicate with the CLIENT or key holder(s) by VOIPcall, WhatsApp and/or Telegram, SMS using the contact details furnished by the CLIENT in respect of exceptions/ incidents and/or irregularities noticed by the COMPANY's employees.
- 12.4 It is understood by the CLIENT that in the event of a storm and/or area power failure (scheduled or unscheduled) that signals and/or transmissions may be not received by the COMPANY.

### **13. KEYHOLDERS**

The CLIENT will at all times keep the COMPANY notified in writing of the name, and contact numbers of one (1) or more person(s) (key holders) with whom the COMPANY may communicate regarding the MONITORING system, its operation and the PREMISES in which it is installed.

## **SECTION C: REACTION SERVICE**

### **14. SERVICE**

- 14.1 On noticing an exception/incident and/or irregularity and if no satisfactory explanation is given telephonically or by any other electronic means of communication from the CLIENT, the COMPANY will immediately, either itself or by way of an approved sub-contractor, contact a reaction officer who will proceed as quickly as operational circumstances may permit to the PREMISES, the purpose being minimising the actual loss, injury or damage suffered by the CLIENT, his/her family, property or assets through the prompt reaction to the PREMISES, and offer every reasonable assistance in the handling of the situation. It is specifically agreed that the COMPANY cannot guarantee a specific response time.
- 14.2 It is accepted that the reaction vehicles of the COMPANY and/or its sub-contractors are not classified as emergency vehicles and therefore it will not be expected of the COMPANY and/or its sub-contractors to be involved in high-speed traffic pursuits or the violation of any traffic regulations.
- 14.3 Subject to the specific request of the CLIENT and provided that a safe means of access is given by and at the expense of the CLIENT, the reaction officer will carry out inspections at the PREMISES in terms of which the reaction officer will enter the grounds of the PREMISES and inspect the perimeter of the dwelling and outbuildings.





- 14.3 The COMPANY, in the instance where the CLIENT fails and/or refuses to remove the cause of false or accidental exceptions/incidents and/or irregularities, reserves the right to charge the CLIENT an additional fee.
- 14.4 Should the reaction officer detect any visible damage or disturbance of the security of the Premises, and in the CLIENT's absence, the control room will notify the CLIENT and/or key holder(s). The COMPANY will also, at the risk and expense of the CLIENT take such steps at its sole discretion and as the circumstances permit to attempt to ensure the security of the Premises, until the arrival of the CLIENT, its key holder or any other person so instructed by the CLIENT. Should it be necessary, and at the CLIENT's request, the COMPANY will post a guard at the premises, which cost shall be debited to the CLIENT's monthly account. The placement of a guard shall be subject to availability of guards.
- 14.5 It is the responsibility of the CLIENT to attend to the PREMISES and secure the PREMISES after any such notification.
- 14.6 In the event that the CLIENT/key holder called upon does not attend the PREMISES within (40) forty minutes from the time the COMPANY contacted the CLIENT there is no obligation on the COMPANY to secure the premises, but the COMPANY will attempt to arrange the placement of a guard on request of the CLIENT. The CLIENT will bear the expense of such a guard.
- 14.7 There will be no responsibility on the COMPANY in terms of this agreement or otherwise to assist the CLIENT and/or his agents and/or his employees or servants, and/or any other person on the PREMISES in respect of any situation caused from and arising out of domestic violence or drunken disorderly conduct, however the COMPANY will at its own discretion inform and request the South African Police Service to attend at the PREMISES.
- 14.8 In the event of a positive break-in and/or disturbance detected as a result of the remote monitoring of the CLIENT'S premises and/or vehicle, the COMPANY will in addition to the notification/ feedback provided in this clause 12, provide the CLIENT with a written report in respect of the incident as soon as reasonably possible but no later than forty eight (48) hours after the incident has occurred.

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