



Statewide Monitoring Services

Client Monitoring Data Sheet

Installation Comp		Date Data provided	Commissioning Date	
Reporting Code	Client Name			
Client Address	Post Code			
Premises Phone	Panel Number			
Panel Type	Reporting Format		Contact ID	IR Fast
Panel Location	Power Location			
GPRS Unit	SCSI – Permaconn – Multi-com - Multi-Path	Polling Rate	1Hr	24 Hr 90 Sec 120 sec
GSM Unit		GSM Number		
Printed Reports	Daily Weekly Monthly (Chargeable)	Periodic Test Freq	Daily Weekly Fortnight - Monthly	
Email Address	Fax Number			
Zone #	Equipment Type	Equipment Location	Area #	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				

Area Listing:

Area #	Area Name	Area #	Area Name
1		9	
2		10	
3		11	
4		12	
5		13	
6		14	
7		15	
8		16	

If Callouts exceed this limit please attach separate list.

Alarm Response	Mobile Phone	Home Phone	SMS Text Message
Callout #1			YES NO
Callout #2			YES NO
Callout #3			YES NO
Callout #4			YES NO

User #	Name	Voice Code	User #	Name	Voice Code
1			9		
2			10		
3			11		
4			12		
5			13		
6			14		
7			15		
8			16		

Preferred Response Company:

Name	
Mobile No	
Office No	
Keys	
User Code	

Special Instructions:

.....
.....
.....
.....
.....

Premises Time Schedule: OPEN (earliest time system disarmed) – CLOSE (latest time system armed)								
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Public Holi
Open								
Close								

Cleaners Time Schedule: Please supply system user # OPEN (earliest time system disarmed) – CLOSE (latest time system armed)								
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Public Holi
Open								
Close								

RESPONSE AND GENERAL PROCEDURES

Please indicate the client's response requirements by placing a tick ✓ in the appropriate

INTRUDER ALARMS;

- 1. Phone Keyholder, No answer, Send Patrol - (Charges Apply) { }
- 2. Phone premises no answer, Keyholder No answer, Send Patrol - (Charges Apply) { }
- 3. Phone premises no answer, Keyholder No answer, No Further Action { }
- 4. Phone premises no answer, Keyholder No answer, Police (May or may not Attend) { }
- 5. Keyholder And Patrol - (Charges Apply) { }
- 6. Send Patrol Only - (Charges Apply) { }
- 7. Send Patrol Only on Request - (Charges Apply) { }
- 8. Refer Special Instructions { }

SINGLE ZONE ACTIVATION;

- 1. NO action single activation unless with other zones or repeated activations on same zone { }
- 2. Refer Special Instructions { }

MULTIPLE ZONE ACTIVATIONS;

- 1. Phone Keyholder no answer Send Patrol - (Charges Apply) { }
- 2. Phone Keyholder no answer Police (May or may not Attend) { }
- 3. Phone Keyholder only { }
- 4. Send Patrol Only - (Charges Apply) { }
- 5. Refer Special Instructions { }

TROUBLE / BYPASS / PARTIAL EVENTS;

Business Premises;

- 1. Phone Keyholder, No answer, Send Patrol - (Charges Apply) { }
- 2. Phone Keyholder, No answer, No Further Action { }
- 3. Refer Special Instructions { }
- 4. No Answer Service Request / Email Installer { }

Private Residence;

- 1. Check history for system being armed in stay / home mode - no further action required { }
- 2. Phone Keyholder, No answer, Send Patrol - (Charges Apply) { }
- 3. Phone Keyholder, No answer, No Further Action { }
- 4. Refer Special Instructions { }
- 5. No Answer Service Request / Email Installer { }

VIDEOFIED ALARMS ONLY

- 1. In the event of an alarm activation and footage was received a call would be placed to the keyholder to ascertain if a staff member or registered Keyholder was onsite. { }
- 2. If the Keyholder stated that no-one was onsite a call would be placed to the local police station. { }
- 3. Police would be notified that an intruder was onsite and then police would be dispatched. { }
- 4. Refer Special Instructions { }

SHOULD BE ARMED; (Commercial Premises only)

- 1. Phone Premises No Answer Keyholder { }
- 2. Phone Premises No Answer Send Patrol - (Charges Apply) { }
- 3. Send "Should Be Armed" SMS text message and Await 30 minutes for Keyholder Call Back { }
- 4. Arm System By Remote - (Charges Apply) { }

NOT NORMALLY DISARMED; (Commercial Premises only)

- 1. Phone Premises No Answer Keyholder { }
- 2. Phone Premises No Answer Keyholder No Answer Send Patrol - (Charges Apply) { }
- 3. Do Not Phone Premises Phone Keyholder Only { }
- 3. Send "Not Normally Disarmed" SMS text message and Await 10 minutes for Keyholder Call Back { }
- 4. No Action Early Opening by valid user inside 120 Minutes of Opening Schedule { }
- 5. Refer Special Instructions { }

SHOULD BE DISARMED; (Commercial Premises only)

- 1. Phone Premises No Answer Keyholder { }
- 2. Phone Premises No Answer Keyholder No Answer Send Patrol - (Charges Apply) { }
- 3. Do Not Phone Premises Phone Keyholder Only { }
- 3. Send "Should Be Disarmed" SMS text message and Await 10 minutes for Keyholder Call Back { }
- 4. No Action Early Opening by valid user inside 120 Minutes of Opening Schedule { }
- 5. Refer Special Instructions { }

HOLDUP/DURESS/PANIC ALARMS;

- 1. Call Premises First (Private res only) { }
- 2. Send Police (May or may not Attend) { }
- 3. Send Patrol & Advise Keyholder - (Charges Apply) { }
- 4. Refer Special Instructions { }

SMOKE/FIRE ALARMS;

- 1. Phone Premises No Answer Keyholder No Answer Send Patrol - (Charges Apply) { }
- 2. Phone Premises No Answer Keyholder No Answer Fire Brigade (Approx \$1080.00 fee applies), This is by request (ONLY) { }
- 3. Refer Special Instructions { }

MEDICAL ALARMS;

- 1. Phone Premises No Answer Keyholder No Answer Send Patrol - (Charges Apply) { }
- 2. Phone Premises No Answer Keyholder No Answer Ambulance { }
- 3. Refer Special Instructions { }

REFRIGERATION ALARMS;

- 1. Call premises no answer Keyholder { }
- 2. Allow 60 minutes before actioning { }
- 3. No action required if immediate restore received { }

GPRS / GSM Poll Fails

- 1. Try Polling Unit { }
- 2. Call premises no answer Keyholder { }
- 3. Send Patrol & Advise Keyholder - (Charges Apply) { }
- 4. No action required if immediate restore received { }
- 5. Contact Optus / Telstra Faults Line for any outage faults { }

MAINS POWER;

- 1. No action required if immediate restore received { }
- 2. Call premises no answer Keyholder (Between 0600 and 2300 Hours only) { }
- 3. Refer Special Instructions { }

BACK UP BATTERY;

- 1. Keyholder Only (Between 0600 and 2300 Hours only) unless with outstanding Mains Fail { }
- 2. No Answer Service Request / Email Installer { }
- 3. Refer Special Instructions { }

MISSED PERIODIC DIALLER TESTS:

- 1. Keyholder Only Test System (daylight hours only) { }
- 2. No Answer Service Request / Email Installer { }
- 3. Refer Special Instructions { }

Customer Acceptance:

The below person acknowledges that the information supplied on these forms is true and correct at time of signing

Name: Title:

Signed: Date: / /