MONITORING ORDER

Phone: 1300 132 390
Email: bureau.dataentry@smc.com.au

Please return completed form at least 24 hours prior to the commissioning of the alarm system.

Please tick appropriate box ☐ **NEW INSTALL** ☐ **UPGRADE** ☐ **CHANGE OF DETAILS**

Date:	Bureau Name:	Existing Line Number:
Servco #:	Bureau Phone #:	New Line Number:

Response Code: ◯ 1 ◯ 2A ◯ 2B ◯ 2E ◯ 3A ◯ 4A

Select your preferred alarm response plan. Refer to page 3 for further details.

Low battery events to be notified via: Response Code ☒ SMS ☐ Email ☐

Power Fail Events to be notified via: Response Code ☒ SMS ☐ Email ☐

Refer to SMC AutoNotify guide for further details, Please note if no option selected response code will be used.

Name:				Premise Voice Code*:	
Address:				Panel Location:	
Suburb:				Panel Type:	
X street:				Reporting Format:	
State:		Post Code:		Method of Communication:	
Prem #1:				Polling Plan:	
Prem #2:				Serial Number:	
ATI Option:				Installer/Master Code:	
Frequency:				Patrol Service Provider:	

*Premises Voice Codes are Mandatory, Contact voice codes are recommended.

Nominated Contact List for Alarm Response * Additional contacts see page 5

Contact List	Contact #1	Contact #2	Contact #3	Contact #4
First Name				
Last Name				
Voice Code				
Phone 1				
Phone 2				
Email Address				
Specific hours available				
Panel User ID				

Schedule Monitoring - Please select which schedule events you would like monitored. * Additional schedules see page 5.

Area Number ☐ ☐ Late to Close ☐ *Early Open ☐ Fail to Open

Schedule 1	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open							
Close							

Please note times placed in the above schedule will have a one hour buffer placed on them.
*Sites disarmed after 06:30am on nominated days above will be considered as staff accessing for the day and SMC will take no further action.

Additional Client Information/Special Response Request:*

*Please note any requests for special responses will be reviewed by the SMC operations team on a case by case and will only be applied to the account if approved.

Zone	Detector Type	Area	Location

Zone	Detector Type	Area	Location

Alarm Response

Response Codes	1st Action	2nd Action	3rd Action	Confirmed Break & Enter
1	Call Premise	Call Nominated Contacts	N/A	Call Police & Keyholders
2A	Call Premise	Call Nominated Contacts	Patrols	Call Police & Keyholders
2B	Call Premise	Patrol Provider*	N/A	Call Police & Keyholders
2E	Call Premise	Patrol Provider	N/A	Call Police & Keyholders
3A	Call Premise	Call Nominated Contacts	Patrols*(Intruder only)	Call Police & Keyholders
4A	Call Premise	Call Nominated Contacts	Patrols*(Multiple Intruder only)	Call Police & Keyholders

Response Options Explained

Response 1: If the alarm system is showing as disarmed or the status is unknown (i.e. the site does not send arming / disarming signals) the premises will be called. If the alarm system is armed, there is no answer at the premises or SMC are unable to verify the person/s on site, the nominated contacts will be called. Upon notifying a contact and/ or leaving messages SMC will take no further action.

Response 2A: If the alarm system is showing as disarmed or the status is unknown (i.e. the site does not send arming / disarming signals) the premises will be called. If the alarm system is armed, there is no answer at the premises or SMC are unable to verify the person/s on site, the nominated contacts will be called. If no response or if requested SMC will notify the nominated patrol provider. Contacts will be advised if the patrol identifies a break and enter at the premises.

Response 2B: If the alarm system is showing as disarmed or the status is unknown (i.e. the site does not send arming / disarming signals) the premises will be called. If the alarm system is armed, there is no answer at the premises or SMC are unable to verify the person/s on site, SMC will notify the nominated patrol provider. **The nominated contacts will be called in the event of an Early Open, Late to Close, Power Fail or Low Battery alarm; the patrol provider will not be notified unless requested or if contacts are unavailable.* Contacts will be advised if the patrol identifies a break and enter at the premises.

Response 2E: If the alarm system is showing as disarmed or the status is unknown (i.e. the site does not send arming / disarming signals) the premises will be called. If the alarm system is armed, there is no answer at the premises or SMC are unable to verify the person/s on site, SMC will notify the nominated patrol provider. *The nominated* ***patrol provider will be advised of all events*** *such as late to close, early opens, power fails etc.* Contacts will only be advised in the event that the patrol identifies a break and enter at the premises.

Response 3A: If the alarm system is showing as disarmed or the status is unknown (i.e. the site does not send arming / disarming signals) the premises will be called. If the alarm system is armed, there is no answer at the premises or SMC are unable to verify the person/s on site, the nominated contacts will be called. **If no response and the event is an Intruder alarm SMC will notify *the nominated patrol provider*.** * *For all events* ***excluding Intruder alarms*** *the patrol provider* ***will not be notified*** *unless requested by a nominated contact.*

Response 4A: *If the alarm system is showing as disarmed or the status is unknown (i.e. the site does not send arming / disarming signals) the premises will be called. If the alarm system is armed, there is no answer at the premises or SMC are unable to verify the person/s on site, the nominated contacts will be called.* ***If no response and the event is Multiple Intruder alarms SMC will notify the nominated patrol provider***. * *For all events* ***excluding Intruder alarms*** *the patrol provider* ***will not be notified*** *unless requested by a nominated contact.* ***SMC classes Multiple alarms as more than 1 signal from either single or multiple detectors within a 10 minute period.***

Important Information regarding Alarm Monitoring

1. Hold-up and Duress alarms are intended to be used only when confronted with the threat of violence. When activated SMC will only notify police as allowed by the current state and territory police reporting guidelines. In some jurisdictions there are additional conditions for this category of alarm that must be met to enable them to be reported to Police, contact the SMC Customer Care team for further information.

2. Reporting of multiple alarm activations to Police will be done by SMC as allowed by the current state and territory police reporting guidelines. In some jurisdictions there are conditions that must be met to enable them to be reported to Police, contact the SMC Customer Care team for further information.

3. In the event that an intruder alarm(s) is received followed by a disarming of the alarm system within 2 minutes of the first alarm being received SMC will class the event as an `Alarm on Opening' and take no further action. Please note SMC will not delay actioning the event by 2 minutes, action will commence as soon as an operator accesses the account. If a customer mistakenly activates their alarm system on entry they should call and advise the SMC control room to prevent any unnecessary contact notifications/ patrol attendances.

4. In the event that a Power Fail or Communications Fail is received and resets before an operator action has been completed SMC will clear the event as restored and take no further action.

5. In the event SMC receives confirmation of a power outage in an area prior to SMC commencing action SMC will class any A/C Fail alarms as being caused by the `Power out in the area' and will take no further action. Any Low battery event will be actioned as per the customers' response regardless of area based power outages.

Patrol Service Providers

A Bureau may nominate any Patrol Company as their preferred service provider, however SMC will not be responsible for the invoicing of Patrol responses. Arrangements for the invoicing of patrol attendances should be made directly between the Bureau and their nominated Patrol Service Provider, through means of a service agreement. Any Patrol invoices received by SMC for a patrol attendance charge will be forwarded to the Bureau for payment. SMC will not invoice a Bureaus customer directly.

Additional Zones

Zone	Detector Type	Area	Location

Additional Contacts

Contact List	Contact #5	Contact #6	Contact #7	Contact #8
First Name				
Last Name				
Voice Code				
Phone 1				
Phone 2				
Email Address				
Specific hours available				
Panel User ID				

Additional Area Schedules

Area Number		☐ Late to Close		☐ Early Open		☐ Fail to Open	
Schedule 2	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open							
Close							

Area Number		☐ Late to Close		☐ Early Open		☐ Fail to Open	
Schedule 3	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open							
Close							

Additional System Users

User #	Name	Voice code	User #	Name	Voice code