



Home Safety Package (Pro-Active) – complete page 6 and 7	
R114.00 incl. VAT per month per household on debit order This is a month to month contract.	<ul style="list-style-type: none"> o Attention to incidents o Paramedic Medical Response o Crime & Incident Scene Management o Random Patrols - Crime Control & Visibility o Investigation & Profiling of Crime in your Area o Intelligence Gathering o Area Utility Management (Monitoring & Reporting) o Monitoring of Vagrants o Reporting & Statistics o Security Tips & Warnings to the community o Crime/Incident facilitation guide o Offer a 'tuck in' service and meet residents at their gate if late at night
FULL PACKAGE including Alarm Monitoring & Armed Response – complete page 2,3 and 4	
This is a month to month contract. R460.00 per month (no initial admin fee and no annual ICASA fee.) Pensioner rate is R 341.00 per month False alarms are not charged for. OPTIONAL EXTRAS: R 22.80 per month per phone R80.00 per month per phone.	<ul style="list-style-type: none"> o Includes the Home Safety Package – see above o Armed Response o Monitoring o Security Assessments, installations, Repairs & Maintenance o An electric fence can be linked to the house alarm o SMSes sent for: Mains failure, battery low, mains restore. <p>Panic & Burglary SMSes Notification via SMS of alarms being switched on and off.</p>
Panic Alarm system - complete page 6 and 7	
Once off cost of R 2 070.00 including VAT and Installation. Monthly cost R271.00 per month (made up as follows:R114.00pm (for the requisite safety and security package and R157.00pm (for the panic monitoring and response) This is a month to month contract.	<ul style="list-style-type: none"> o Includes the Home Safety Package – see above o Plug and Play system (which is the resident's property and can be taken if the resident relocates) o 3 X remotes o 1 X Radio / Transmitter which will link your panic alarm to Community Support Services.
Gate Buddy	
Once off fee of R1395.00 incl. VAT (members only) R2205.00 incl. VAT (Swing gate motors & non-members)	<p>If the gate is in the closed position and anyone attempts to breach the gate by lifting it, the 'Gate Buddy' will alarm and send a signal to the armed response company. If there is an attempt to steal your gate motor the 'Gate Buddy' will also activate, sending a signal to the control room indicating that the 'Gate Buddy' has activated.</p> <p>If after an allocated time period, gate is still open the 'Gate Buddy' will arm again and will activate sending a signal to the Control Room</p>

COMMUNITY SUPPORT SERVICES

Email: sales@support-services.co.za

Phone: 011-791-7917

Fax: 086-609-0464

Mobile: 082-789-0928

Please contact Claudia directly should you need any further information: 010 442 9214

COMMUNITY SUPPORT SERVICES

011 791 7917

Service Agreement

Company Reg. No: 2009/227548/23 VAT No: 4950260192
Acc No:

52 Randpark Drive

TEL: 011 791 7917

Randparkridge

FAX: 086 609 0464

P.O. Box 71, Northriding, 2162

E-MAIL: info@support-services.co.za

Memorandum of Agreement for Services entered into between CSS Protection cc (hereinafter called "CSS") on the one part and the client as listed herein (hereinafter called "Client" of the other part.

CLIENT DETAILS

Client (Full Name): _____

Site Address: _____

Postal Address: _____

ID No: _____

E-Mail: _____

INITIAL COST SCHEDULE

SERVICE SCHEDULE

Installation of Radio Transmitter	R	Monitor & Response	Yes	No	R
Administration Fee	R	Armed Response	Yes	No	R
Sub Total excluding VAT	R	Monitoring	Yes	No	R
Annual communication fee	Included	Mains Failure	Yes	No	R
Total excluding VAT	R	Electric Fence	Yes	No	R
Plus VAT	R	SMS - Open/Close	Yes	No	R
TOTAL	R	SMS - Burglary/Fence	Yes	No	R

Deposit Received by: _____

Total Monthly Fee incl. VAT

R

Date: _____

Effective date of

Commencement of Service: _____

Effective date of Commencement

of Billing: _____

PLEASE NOTE: Your Presence during handing over will be required.

EQUIPMENT DETAILS

Radio Code: _____

Panel Make: _____

MONITORING DETAILS

Site Telephone: _____

Password: _____

Keyholder 1: _____

Telephone No: _____

Keyholder 2: _____

Telephone No: _____

Keyholder 3: _____

Telephone No: _____

Domestic Name: _____

Gardener Name: _____

Nearest Corner: _____

Access keypad Code: _____

ACCEPTANCE

Client: Signed at _____

this _____

day of _____

Client Signature: _____

CSS Signature: _____

See terms and conditions on back

Terms & Conditions

CSS Protection c.c. hereby agrees to provide the services as requested by the client on the following conditions

1. DURATION

- 1.1 This agreement will come into operation on the commencement date and will continue for a period of 1 month from that date. Thereafter, unless terminated by the client giving 1 (one) calendar month written notice, this agreement will automatically renew on the same terms and conditions on a month-to-month basis.
- 1.2 This agreement will commence on this date of the last party signing this agreement.

2. OWNERSHIP

- 2.1 The client will take ownership of the equipment specified in the EQUIPMENT SCHEDULE once all amounts have been paid. These amounts are payable immediately after installation.
- 2.2 Ownership of the radio transmitter and antenna will at all times remain vested in CSS and the client therefore agrees to the removal of this equipment in the event of cancellation of this Agreement by either party for what ever reason
- 2.3 CSS may delegate its obligations in terms of this agreement to any of its subsidiaries, associated companies or similar CSS approved companies.

3. DELIVERY AND INSTALLATION

- 3.1 CSS undertakes, as soon as reasonably possible after the commencement date to install the equipment and/or the radio transmitter and antenna whereafter any one or more of the service(s) specified in the Service Schedule will commence;
- 3.2 The Client will at all reasonable times allow CSS free access to the premises, to enable CSS to complete the installation;
- 3.3 Not specifically agreed upon in writing by CSS, no structural work or the chasing of walls will be undertaken. It is also agreed that any necessitated by structural work, including plaster, paving and painting, will be the responsibility of the Client.

4. PAYMENT

- 4.1 The total balance due in the terms of the initial cost schedule will be paid by the Client to CSS immediately after installation, unless otherwise agreed upon in writing by CSS.
- 4.2 Any other amounts payable in terms of this agreement, will become payable on demand.
- 4.3 The client will pay CSS all amounts set out in the services schedule, monthly in advance. The first payment due in terms of the Service Schedule is payable on the date of completion of the installation and all further payments will be made by not later than the 7th (seventh) day of each and every successive month without any deductions or demand.
- 4.4 In the event of the Client authorising payment by way of a debit order, then CSS will be entitled to draw against the Client's banking account any amount in terms of this Agreement, including arrears and any other amounts due and payable to CSS.
- 4.5 An annual communication link fee is payable to CSS before Installation of the radio transmitter and thereafter annually on the 1st(first) day of each succeeding year. CSS undertakes to pay the relevant authorities all amounts due in respect of the communication fee.
- 4.6 The client agrees that the communications link fee and pro-rate portion of the first month's service fee may be debited to his/her account and collected via debit order at the beginning of the first month following the signing of this Agreement.

5. INCREASE IN FEES

- 5.1 CSS will at its sole discretion be entitled upon 1(one) month's written notice to the Client, to increase its monthly fees which at all times will be reasonable and based on both economic factors and industry norms.

6. LIABILITY

- 6.1 It is expressly agreed that the services rendered and equipment installed are for the purpose of preventing or minimising the risk of loss or damage to property and injury to persons by housebreaking, burglary or attack and the Contractor gives warranty or guarantee that such services or equipment will be able to prevent or minimise such loss, damage or injury. It is therefore agreed that CSS will not be held liable for any loss, damage injury or consequential loss of whatsoever nature arising out of the housebreaking, burglary or attack.
- 6.2 CSS shall be relieved of all obligations including liability, should the client's account be in arrears.
- 6.3 Although CSS will use its best endeavours to take reasonable care to minimise the client's risk, no guarantee by CSS can be issued in this regard.
- 6.4 The Client indemnifies CSS against any claim of a third party, regarding legal liability arising out of CSS's acts or omissions. It is recorded that CSS Protection has no duty of care towards the Client, save for the fact that it has concluded this Agreement towards the Client.

7. BRIEF DESCRIPTION OF SERVICES

- 7.1 ARMED REACTION: The dispatch of an armed reaction officer to investigate a bona fide call and if possible, contain the situation that was brought to attention of the control room by any means.
- 7.2 MONITORING: The monitoring of electronic or mechanical device by the CSS control room and/or Reaction vehicle.
- 7.3 PANIC ONLY
 - 7.3.1 On the receipt of an alarm signal, CSS shall respond in accordance with the standard CSS procedures unless otherwise agreed between the parties in writing;
 - 7.3.2 On the receipt of a panic alarm signal, a CSS Armed Reaction officer shall be dispatched to the Client's premises to investigate the call;
 - 7.3.3 The Client shall be responsible for resetting the alarm system.
- 7.4 MEDICAL RESPONSE: CSS shall on receipt of a medical request, respond in accordance with standard CSS procedures and shall contact the medical response provider appointed by CSS.

8. ONLY THOSE SIGNALS AND/OR SERVICES IN THE CSS STANDARD AGREEMENT WILL BE RESPONDED TO.

- 8.1 Whilst this system is an advanced design security system, it does not offer guaranteed protection against burglary or emergency. Any alarm system, whether commercial or residential, is subject to compromise for a variety of reasons. For example:
Intruders may gain access through unprotected areas or openings or have the necessary expertise to bypass an alarm sensor or disconnect an alarm warning/ signalling device.

- . A user may not be able to reach a panic or emergency button quickly enough.
 - . Passive infrared motion detectors can only detect intrusion within the designed ranges as diagrammed in their installation manual. By nature of their design, they do not provide volumetric area protection but do create multiple beam protection within the protected area where the beams are unobstructed. They cannot detect motion or intrusion that takes place behind walls, partitions, ceilings, closed doors.
 - . Alarm warning devices such as sirens, bells, strobe lights etc; may not alert people, or even if heard or seen, may not react.
 - . Radio equipment, like any other electrical device, is subject to component failure.
 - . Even though this equipment is designed to last as long as 10 years, the electronic components could fail at any time.
- 8.2 The most common cause of an alarm system not functioning is inadequate maintenance. This system should be fully tested on a monthly basis to make sure all the sensors and transmission of alarm signals to your central monitoring station are working properly.

9. OBLIGATIONS OF CLIENT IN RESPECT OF THE EQUIPMENT AND/OR RADIO TRANSMITTER AND ANTENNA AND ADDITIONAL PAYMENTS.

- 9.1 The Client shall be responsible for ensuring that the equipment is used with due skill and care and that it is kept in good working order and housed under suitable conditions.
- 9.2 The risk of damage to, destruction or theft of the equipment shall pass to the Client on installation thereof on the Client's premises.
- 9.3 The Client will not alter or modify the Equipment or allow any alteration or modification in respect thereof.
- 9.4 The Client will ensure that the Equipment is not utilised for any purpose save for the purpose contained in this Agreement.
- 9.5 The Client will be responsible to ensure that the Equipment is at all times operational and undertakes to inform CSS of any faults or problems in respect of such Equipment as soon as the fault is discovered.
- 9.6 The Client will be responsible to test the communication to the CSS control room at least once per month to ensure the proper function of the communication.
- 9.7 The Client will be responsible for paying all cost in relation to the supply of electricity and the reticulation thereof to any of the Equipment, together with any other charges in regard thereto.
- 9.8 In the event of the Client's premises being burgled and/or the Client's security breached and if under such circumstance CSS is unable to contact the Client for whatever reason, CSS may either in its sole discretion repair all the damage necessary to secure the premises, or arrange for the placement of a security officer at the premises, the additional charges in regard thereto being for the Client's account.
- 9.9 The Client agrees at his own expense to keep the premises in a condition which is conducive to the proper operation of the Equipment and will take all reasonable steps to ensure that the Equipment is not exposed to situations where it may be activated for reasons other than a bona fide breach of security.
- 9.10 The Client will not allow the radio transmitter and antenna to become subject to any lien, hypothec, pledge or any other encumbrance or judicial attachment, nor let any part or possession of nor abandon same, nor offer nor attempt to do any of the foregoing. Should the radio transmitter become subject to any lien, hypothec, pledge or any other encumbrance, the Client will immediately procure the release thereof.
- 9.11 The Client will at all reasonable times allow CSS, its servants or agents, free access to his/its premises, to enable them to perform their duties.
- 9.12 The Client will at all times eliminate nuisance alarms and the Client will be responsible for payment of any additional cost incurred by CSS, at CSS's normal charge.
- 9.13 The Client will forthwith notify CSS of any structural alteration or any other modification to the premises which might affect the proper functioning of the Equipment and/or radio transmitter and antenna.
- 9.14 The Client will, move at his own expense, any heavy equipment and obstacles, to enable CSS to perform any service/ maintenance in terms of this agreement
- 9.15 South African Telecommunications Regulatory Authority (SATRA) is in the process of reallocating the radio frequency spectrum. All cost of altering replacing the radio transmitter will be charged to the Client.
- 9.16 The Client will be responsible for the replacement of batteries contained in all wireless auxiliary equipment such as remote panic buttons and wireless security devices.

10. GUARANTEE

Our principal suppliers under their warranty cover all equipment for a period of twelve (12) months from the date of completion of installation. All guarantees/ warranties, however implied, expressly exclude normal fair wear and tear, labour and travel cost and also specifically exclude the following:
:-Lightning damage; power surges; water damage; malicious damage and acts of God, all of which will be for your account.

11. DOMICILIUM CITANDI ET EXECUTANDI

- 11.1 CCS and the Client hereby choose as their domicilium citandi et executandi for all purposes in terms of this Agreement the address as set out on the face hereof.
- 11.2 Any document shall be deemed to have been received by the other party:
 - 11.2.1 on the date of delivery, if hand delivered;
 - 11.2.2 within 24 (twenty-four) hours, if sent by electronic mail or facsimile;
 - 11.2.3 within 7 (seven) days if sent by pre-paid registered post.

SIGNATURE: _____

The system will be programmed to fully report the following information to our Control Centre:

	RADIO LINK	
BURGLARY CODE	PANIC/DURESS CODE	MAINS FAUILURE/
OPEN/CLOSING	RADIO SELF TEST	LOW BATTERY

CSS Protection c.c.
T/A

Community Support Services

Reg No: CK2009/227548/23 P.S.I.R.A. No: 1998380 52 Randpark Drive, Randparkridge P.O. Box 71, Northriding, 2162	(W): 011 791-7917 (F): 086 609-0464 e-mail: info@support-services.co.za VAT No: 4950260192
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DEBIT ORDER INSTRUCTION

FROM Name: _____

 Street Address: _____

 Contract No: _____

 Debit Amount: _____

 Phone No: _____

 DATE: _____

 Commencement Date: _____

 Abbreviated name as registered with the Bank: CSS Protec

Dear Sir/Madam

The details of my bank account are as follows:-

BANK _____

BRANCH TOWN _____

BRANCH NUMBER _____

ACCOUNT NAME _____

ACCOUNT NUMBER _____

TYPE OF ACCOUNT CHEQUE (CURRENT) / TRANSMISSION / SAVINGS
(Delete as appropriate)

This signed Authority and Mandate refers to our contract as dated as on signature hereof ('the Agreement'). I/We hereby authorise you to issue and deliver payment instructions to the bank for collections against my/our abovementioned account at my/our above mentioned bank (or any other bank or branch to which I/We may transfer my/our account) on condition that the sum of such payment instructions will never exceed my/our obligations as agreed to in the Agreement, and commencing on the commencement date and continuing until this Authority and Mandate is terminated by me / us by giving you notice in writing of no less than 20 ordinary working days, and sent by pre paid registered post or delivered to your address indicated above.

The individual payment instructions so authorised to be issued and delivered as follows:
On the first working day ('payment day' of each and every month commencing on _____. In the event that the payment day falls on a Saturday, Sunday or recognised South African public holiday, the payment day will automatically be the very next ordinary business day. Further, if there are insufficient funds in the nominated account to meet the obligation, you are entitled to track my account and re-present the instruction for payment as soon as sufficient funds are available in my account.

I/We understand that the withdrawals hereby authorised will be processed through a computerised system provided by the South African Banks and I also understand that details of each withdrawal will be printed on my bank statement. Each transaction will contain a number, which must be included in the said payment instruction and if provided to you should enable you to identify the Agreement. A payment reference is added to this form before the issuing of any payment Agreement. A payment reference is added to this form before issuing of any payment instruction. I/We shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you.

MANDATE

I/We acknowledge that all payment instructions issued by you shall be treated by my/our above mentioned bank as if the instructions had been issued by me/us personally.

CANCELLATION

I/We agree that although this Authority and Mandate may be cancelled by me/us, such cancellation will not cancel the Agreement. I/We shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you.

ASSIGNMENT

I / We acknowledge that this Authority may be ceded to or assigned to a third party if the agreement is also ceded or assigned to that third party, but in the absence of such assignment of the Agreement, this Authority and Mandate cannot be assigned to any third party.

Signed at _____ on this _____ day of _____ 20_____

SIGNATURE AS USED FOR SIGNING CHEQUES

Assisted by:

FOR OFFICE USE

AGREEMENT REFERENCE NUMBER

This Agreement reference number is. _____

Safety & Security Application Form - Community Support Services

Billing Type: Annual / Monthly

Date: _____

Total:R _____

Main member name

Main member Surname

I.D. Number

Home Telephone number

Main member contact number

E-mail address

Spouse/Partner name

Spouse/Partner surname

Spouse/Partner contact number

E-mail address

Name

Number

Other contact in case of emergency

Other contact in case of emergency

Street name

Street number

Area

Response company used

Medical Aid & Medical Aid Number

Childs Name, sex & age

Childs Name, sex & age

Childs Name, sex & age

Vehicle type, colour & registration

Vehicle type, colour & registration

Vehicle type, colour & registration

E-mail / Fax EFT payment received

YES

NO

Fax: 086 609-0464

info@support-services.co.za

Authorized Signature: _____

Witness: _____

Date: _____

Payment Details: Community Support Services

Nedbank - Randridge

Branch: 151-405

Account: 1514 276 526

DEBIT ORDER INSTRUCTION

FROM NAME _____
STREET ADDRESS _____

POSTAL ADDRESS _____

PHONE No _____
DATE _____

TO COMMUNITY SUPPORT SERVICES
P.O. BOX 71
NORTHRIDING
2162.

The details of my bank account are as follows:-

BANK _____
BRANCH NAME _____
BRANCH NUMBER _____
ACCOUNT NUMBER _____

TYPE OF ACCOUNT CHEQUE (CURRENT) / TRANSMISSION / SAVINGS
(*Delete as appropriate*)

I/We hereby instruct and authorize COMMUNITY SUPPORT SERVICES to draw against my/our account with the above mentioned bank (or any branch/bank to which the account may be transferred), the amount of R_____.__ every month, on the **1st** working day of each month, commencing on **1 / ____ / 20____** . All such withdrawals from my/our bank account by COMMUNITY SUPPORT SERVICES shall be treated as though they had been signed by me/us personally.

I/We understand the withdrawals hereby authorized will be processed by computer through the ACB Magnetic Tape Service, and details will be printed on my bank statement. I/We agree to pay any bank charges relating to this debit order instruction.

This authority may be cancelled by me giving thirty days notice in writing. I/We shall not be entitled to any refund of amounts which have been withdrawn, while this authority was in force and such amounts legally owing to COMMUNITY SUPPORT SERVICES.

COMMUNITY SUPPORT SERVICES reserves the right to increase the debit amount as is deemed necessary following written notification of the increase.

Signed at _____ on this _____ day of _____ 20 ____

Signature/s as used for signing cheques.