

Between Camba.tv Ltd. and _____ (“The Customer”)

Silver - Alerts to customer Gold - Alerts to Camba.tv

1. Camba.tv Ltd and the Customer agree to enter into a service agreement which shall continue from year to year unless terminated by written notice on behalf of either party to this Agreement.
2. Camba.tv Ltd will provide:
 - Annual maintenance inspection to include cleaning, service and testing of all hardware
 - Up to date firmware on all devices
 - 24hr uptime monitoring with email alerts to customer
 - Free Email & Phone support (office hours)
 - Call out response within 24hrs (Normally 48hrs)
 - 50% reduction on call out rate (see Camba.tv/pricing)
 - Replacement parts not covered by the manufacturers warranty will be chargeable.
3. Camba.tv Ltd shall be entitled to transfer or assign its rights in this agreement.
4. The Customer acknowledges and accepts that the CCTV System is supplemental to and not in any way a substitution for the substantive protection of the premises by means of its physical security devices and insurances thereon and that the CCTV System was supplied and / or taken in hand by Camba.tv Ltd subject to the standard terms and conditions of Camba.tv Ltd.
5. Maintenance inspections shall be in accordance with EN 50132 standards and the maintenance explanation overleaf which forms part of this agreement.
6. Service calls over and above one calls per annum shall be charged at 50% of rates at Camba.tv/pricing.
7. The annual charge may be increased in the case of increased costs.
8. This agreement is subject to payment in advance of the annual fees. Non payment shall automatically terminate this agreement without further notice and all service facilities will be suspended.
9. The Customer also agrees not to permit any third party to tamper with the security system without the written consent of Camba.tv Ltd.
10. If the system is monitored by a central security station, the Customer agrees to be bound by the standard terms and conditions of the monitoring station. The Customer also agrees that no liability will apply to Camba.tv Ltd in the event of the failure of the monitoring system by reason of failed signalling paths or other circumstances outside of the control of Camba.tv Ltd.
11. The Customer will inform Camba.tv in advance if there will be a change of broadband supplier or significant works taking place that may affect the installation.

The Customer	Camba.tv Ltd.
Sign: _____	Sign : <u>Vincent O'Farrell</u> _____
Name: _____	Name: Vincent O'Farrell
Date: _____	Date: _____