



SERVICE AGREEMENT

24 Bulawayo Avenue, Kenridge, 7550
 Email: info@kenridge.co.za
 Tel:0861 564565 Fax:021 976 8139

Contract No: _____

Radio Number																					Client Number																				
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Customer's Name	Title	First Name	Surname / Company																	
Customer Email address																				
Contacts	Home	Work												Cell						
Customer's Physical Address																Postal Code				
Postal Address																Postal Code				

The Service to be provided to the Customer at the Premises by KNI under this agreement are those marked with an X in Schedule 1 and initialled by the Customer. The Service is subject to the standard KNI terms and conditions. An installation fee of R450 and an annual radio license fee of R100 is required for the Monitoring Service. Please read all the terms and conditions in this document before signing this document.

Agreement Period	12 Months	Monthly Service Charge (Patrols)	R 155.00	Monthly Service Charge (Monitoring and Response)	R130.00
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All charges are inclusive of VAT

Signatures:	
Please ensure that all of the details contained in this document are correct. You should only sign this Agreement if you are prepared and able to keep to its legal terms and conditions which are available on request or on the KNI website (www.kenridge.co.za). If the Customer is a tenant, KNI may require the Landlord to sign this Agreement and in so signing becomes party to, and binds himself to observe and perform all of the Customer's obligations to KNI in terms of this Agreement, without the benefits of excussion, division, cession of action, de duobus vel pluribus reis debendi and the Landlord acknowledges that it knows and understands the meaning and full force and effect of such benefits.	
Customer Signature: _____	Date _____
Print Name: _____	
Landlord Signature: _____	Date _____
Print Name: _____	
Landlord Address: _____	
Landlord Telephone number: _____	

Schedule 1:

Service Levels	
<input type="checkbox"/>	1. STREET PATROLS by Armed Reaction Officers
	<p>The Street Patrol Service consists only of:</p> <ol style="list-style-type: none"> 1.1. Patrolling each street within the Area at least four times per day increasing to a maximum of twenty four times per day in accordance with the targets associated with the number of subscriptions as per the web site www.kenridge.co.za 1.2. Questioning of any suspicious people in the Area and reporting suspicious activity to the KNI Alarm Receiving Centre or the police where necessary 1.3. Logging of suspicious activity to the Alarm Receiving Centre and alerting members via SMS of such incidents <p>The patrol vehicles are in constant radio contact with the Alarm Receiving Centre and are contacted hourly by the controller to ensure that patrols are being adhered to. In addition to this, satellite tracking is fitted to the patrol vehicles and the KNI Advisory Committee reviews these on a weekly basis to ensure that the speed of the vehicle does not exceed 40 km/h, that stand off times do not exceed 20 minutes and that patrol routes are being adhered to.</p>
<input type="checkbox"/>	2. ALARM SYSTEM MONITORING and ARMED RESPONSE
	<p>The Monitoring Service consists only of:</p> <ol style="list-style-type: none"> 2.1. Monitoring of the System by radio; 2.2. In the event of an activation signal being received by the Alarm Monitoring Centre, notification in KNI's discretion to: <ul style="list-style-type: none"> • a Key Holder • the police • the KNI Armed Response service provider; the fire authority and/or medical service provider (if the KNI deems it necessary in its sole discretion), <p>The Customer hereby accepts that the process for providing this service is as follows: On receiving an activation signal in the Alarm Monitoring Centre, the controller will call the Customer and request a password.</p> <ul style="list-style-type: none"> • If the password matches the password as indicated in Schedule 2 and the Customer states that no action is required, no action will be taken • If an incorrect password is given, a duress signal is received or the Customer requests assistance, an Armed Reaction Officer will be dispatched to the premises within 5 minutes and notification will occur as per 2.2 • If no answer is received, a Key holder as indicated in Schedule 2 will be contacted and will be asked to accompany an Armed Reaction Officer to the premises if action is required
<input type="checkbox"/>	3. ALARM SYSTEM MAINTENANCE
	<p>The Alarm Maintenance Service consists only of:</p> <ol style="list-style-type: none"> 3.1. Upon receiving a request from the Customer to repair an alarm system, sending a qualified technician to the Premises to carry out any work necessary within 24 hours. This Service is subject to a minimum call out fee of R250 and the technician will provide the Customer with a quote for any work that is necessary should the maintenance require additional alarm system components or exceed labour time in excess of one hour.

KNI's Obligations

The following obligations are an outline of the obligations as detailed in the KNI standard terms and conditions and do not in any way replace the purpose of the System and Service as detailed in clause 5 of the terms and conditions:

1. To ensure that the Alarm Monitoring company and the Patrol Service company have adequate and appropriately trained resources to provide the Service
2. To ensure that there are adequate systems and processes in place to receive and respond to alarm activation signals at all times
3. To ensure that adequate records are kept of street patrol times and routes, alarm activation signal times and actions taken. These records are to be made available to the Customer on request.
4. To ensure that the Alarm Monitoring company and the Patrol company have adequate insurance to cover any act of professional negligence on their part which may result in them being successfully sued by the Customer for losses and / or damages

Customer's Obligations

The following obligations are an outline of the obligations as detailed in the KNI standard terms and conditions and do not in any way replace the Customer's Obligations as detailed in clause **Error! Reference source not found.** of the terms and conditions.

1. To test the alarm system at least once a month
2. To inform the Alarm Receiving Centre at least 72 hours prior to leaving the premises unattended for any period exceeding seven days.
3. To notify the KNI should any names / addresses / contact number of Key holders change
4. To ensure that the Premises are sufficiently insured against damage or theft

Schedule 2:

Key Holder Details				
	Key Holders / Additional Contacts	Tel (C)	Tel (W)	Tel (H)
1				
2				
3				
4				
5				
SPECIAL INSTRUCTIONS:				
PASSWORD:				
DURESS PASSWORD:				
MEDICAL:				
DOGS:				
<u>BUSINESSES ONLY</u>				
Opening Time:		Opening Window	Minutes	
Closing Time:		Opening Window	Minutes	
<u>Key holders And their duties:</u>				
<p>The Customer is required to provide the KNI details of at least one person to be contacted in case of emergency when the Customer is not available at the Premises. They must:</p> <ul style="list-style-type: none"> ▶ live at separate addresses within 20 minutes travelling distance of the Premises. ▶ have agreed to hold the keys to the Premises; and ▶ be able to operate the Customer's System. 				