



Redcare Classic Service Schedule

1. INTERPRETATION

In this Service Schedule the following terms, in addition to those stated in clause 1 of the Conditions, have the meaning shown next to them:-

“**Redcare**” means an analogue Access Circuit over which up to 8 separate bits of information can be transmitted from STUs to the Monitoring Equipment;

“**Redcare serial**” means an analogue Access Circuit over which 12 byte data packets can be transmitted both to and from STUs and the Monitoring Equipment;

“**Contractual Delivery Date**” means the last day of the period set out in BT’s Price List by which BT is to complete provision of the Service or such later date agreed with the Customer;

“**Private Circuit**” means a terrestrial telecommunications link between two or more specified points not provided over a public switched telecommunications system;

“**Served Area**” means the area where the Service is available.

2. SERVICE DESCRIPTION

2.1 The Service provides for the transmission of alarm signals from STUs at End Users’ premises within a Served Area to the Customer’s Monitoring Equipment via the Redcare System to enable the Customer to provide a security service to End Users.

2.2 The Service can be provided in the following ways to End Users’ premises via:

- (a) Redcare; or
- (b) Redcare serial;
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2.3 The Service does not include the provision or repair or maintenance:

- (a) of telephone service to the End User; or
- (c) installation of the Monitoring Equipment and STU; or
- (d) of a Private Circuit to connect the Monitoring Equipment to the Redcare System.

2.4 The Redcare and Redcare serial Services may cause transmission problems with digital equipment connected to the Access Circuit.

3. BT’S OBLIGATIONS

3.1 BT agrees to provide the Service by the Contractual Delivery Date and in accordance with the Guarantee Scheme. Where BT fails to provide Service by the Contractual Delivery Date, the Guarantee Scheme shall apply.

3.2 BT will provide a helpdesk facility to offer support for the Service to the Customer. The helpdesk is available 24 hours per day and 365 days per year.

3.3 BT will respond to a Customer who has a query or reports a fault as follows:

- (a) by providing advice by telephone and, where appropriate, advising on tests and checks to be carried out by the Customer;
- (b) where possible, performing diagnostic checks from BT premises; and
- (c) if a) and b) above do not diagnose or clear a fault, and if BT deems it necessary, BT will visit the Customer’s premises or the End User premises (or both).

3.4 BT will carry out fault repair on the Redcare System 24 hours per day and 7 days per week, including public and bank holidays. BT will aim to respond to a fault report within 4 hours of receipt and will keep the Customer informed of progress if the fault is not cleared during this period.

3.5 BT will provide reasonable advice and guidance to the Customer where an End User experiences problems with digital equipment connected via the Access Circuit caused by the Redcare or Redcare serial Services.

4. CUSTOMER OBLIGATIONS

It shall be a condition of Service that the Customer will:

- (a) separately arrange for connection of the Monitoring Equipment to the Redcare System via a Private Circuit;
- (b) ensure that the Monitoring Equipment and the STUs used are and remain approved for connection to BT’s public switched network;
- (c) obtain the necessary consents and approvals for the connection of the Redcare System to each End User’s Access Circuit; and

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(d) supply, install and maintain in good working order the Monitoring Equipment and the STUs in accordance with the manufacturer's instructions. The Customer will be responsible for any work required to enable installation of the STUs and the Monitoring Equipment.