



Conditions for **BT redcare Security Services - Fire Brigade Service Schedule**

1. INTERPRETATIONS

The following additional interpretations will apply to the Contract

“**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;

“**redCARE Reduced Charges Scheme (RRCS)**” means the scheme set out in the relevant Section of BT’s Price List.

“**redCARE Total Maintenance**” means maintenance service, as defined in BT’s Conditions for Maintenance Service, of the STU, and also the Access Circuit between the STU and the Redcare Network.

“**Served Area**” means the area in which the Service is available as stated in paragraph 2.4(a);

2. SERVICE DESCRIPTION

2.1 The Service provides for the transmission of alarm signals from STUs at the Customer’s premises within a Served Area to the fire brigade or commercial security control rooms over a BT analogue exchange line and the BT redCARE System.

2.2 The Service does not include the provision or repair or maintenance of:

- (a) an alarm system; or
- (b) an alarm monitoring or response service; or
- (c) an STU; or
- (d) a telephone service.

2.3 The Service includes redCARE Total Maintenance on the Access Circuit, which is subject to BT’s Conditions for Maintenance Service.

2.4 The Customer acknowledges the Service :

- (a) is only available in the following areas: Norfolk, Suffolk, Cambridgeshire and Fife; and
- (b) has limited capacity for new connections. BT will need to confirm

to the Customer that there is capacity available before any additional connections are supplied.

2.5 The Service may cause transmission problems with digital equipment connected to the Access Circuit. The connection of such equipment is at the Customer’s risk.

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 the Service by the Contractual Delivery Date the RRCS will 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.

3.4 BT will carry out fault repair on the redCARE System 24 hours per day, 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.

4. CUSTOMER OBLIGATIONS

It is a condition of Service that the Customer will:

- (a) have direct analogue connection to BT’s public switched telecommunications network; and
- (b) be responsible for any work required to enable connection to the Service.