

Special Terms and Conditions for Alarm Transmission and Response

1. Scope of the agreement

- a. These special terms and conditions are an integral part of the Agreement between AVARN Security Solutions AB and/or AVARN Security Services AB (hereinafter "AVARN") and the Customer and apply to Alarm Transmission and Response services.
- b. Special Terms and Conditions for Technical Secured Facilities apply to AVARN's terms and conditions for delivery, installation and service of the Alarm Facilities on behalf of the Customer.
- c. In the event of any conflict, these Special Terms and Conditions shall take precedence over AVARN's General Terms and Conditions. Terms defined in AVARN's General Terms and Conditions shall have the same meanings in these Special Terms and Conditions.

2. Definitions

"Monitoring Address" means the address in the town in Sweden stated in the services agreement where AVARN maintains alarm response preparedness.

"Alarm" means a signal which is emitted from an Alarm Facility to an alarm recipient in AVARN's alarm centre.

"Alarm service" means an agreement for alarm centre services and alarm transmission services according to the Description of Services.

"Alarm Facility" means a facility which is equipped in the event of break-in, assault or other similar criminal act, or in the event of fire and/or smoke, or other measurable deviations from the norm, to visually or through digital remote readings, emit a signal to an alarm recipient and, upon indication of fire, also a loud siren. The alarm facility covers the components listed in the main agreement and alarm signs.

"Alarm installer" means AVARN or an alarm installer approved by AVARN.

"Alarm Receipt". This agreement governs alarm signals designated A-alarm, B-alarm, assault alarm and fire indication alarm. An A-alarm is alarm signals from two separate sections. A B-alarm is an alarm signal in one section. Assault alarms are triggered by the customer in the event of an assault. Fire indication alarms are triggered by smoke detection.

"Alarm response" means a security guard response by one or two guards, at AVARN's discretion, in each individual case who, on site at the monitoring address, carry out external visual controls for at least 30 minutes at ground level and, when storage of keys is included in the agreement, also interior checks and such measures as are deemed necessary in order to achieve a reasonable level of security.

"Action Instructions" means AVARN's standard document which is prepared together with the Customer setting forth measures in conjunction with alarms, alarm response, contact persons, duty lists, troubleshooting, recording, etc.

3. Handling alarms

- a. AVARN undertakes to provide personnel and technical equipment at an alarm centre in order to allow for the transmission from the Alarm Facility of Alarms or other services from the AVARN Centre. In the event of an Alarm, AVARN shall take any measures agreed according to the Action Instructions.
- b. AVARN has no obligation to comply with any instructions from the Customer other than those set forth in the Action Instructions. The Customer shall be responsible for ensuring that the information set forth in the Action Instructions is kept updated and current. No changes in the Action Instructions shall apply until agreed by AVARN.
- c. AVARN registers Alarms which have been transmitted on a separate alarm report and/or data media. The registration is stored for two years. Upon request and payment of a fee, a copy of the register shall be provided to the Customer.

4. Transmission of alarms

- a. AVARN is responsible for the agreed Alarm Transmission provided that the Customer handles the Alarm Facility in accordance with

AVARN's instructions. AVARN is not responsible for errors or defects in Alarm Transmission caused by circumstances attributable to the Customer, for example hardware or software, network connections, electricity and telephone lines, cables, etc.

- b. In the event AVARN did not install the Alarm Facility, the Customer shall be responsible for ensuring that Alarms are transmitted from the Alarm Facility to AVARN's alarm centre free of any disruptions.

- c. The Customer shall ensure that service, maintenance and administration of the Alarm Facility is performed according to the manual. AVARN shall have the right to temporarily discontinue Alarm Receipts and Alarm Responses following repeated false alarms until remedied by the Customer. The Customer is obligated, at its own expense, to remedy any defects in the Alarm Facility.

- d. AVARN shall have the right to compensation according to the pricelist for responses to alarms caused by the Customer or parties for whom the Customer is responsible (for example due to children, pets, erroneous installation or handling in contravention of the Action Instructions).

- e. The Customer shall be obligated to notify AVARN in writing of any changes or additions that may be assumed to affect the Alarm Facility and AVARN's liability for the Alarm Service.

- f. The Customer undertakes to inform its personnel and tenants of the terms and scope of the Agreement with respect to the Action Instructions.

5. Rental of alarm facilities

- a. In conjunction with the rental of an Alarm Facility, the Alarm Facility shall remain the property of AVARN. The Customer shall only have the right to use the Alarm Facility and does not acquire any title to the Alarm Facility.

- b. The Customer may not assign, pledge, lease or otherwise use the Alarm Facilities without the written consent of AVARN.

- c. In the event the Customer's property becomes subject to execution proceedings, attachment or other similar security measures, or the Customer is declared in bankruptcy, the Customer shall immediately notify AVARN and submit this Agreement to the trustee in bankruptcy or other third party informing such party that AVARN is the owner of the Alarm Facility.

6. Alarm response

- a. Alarms are remedied through an Alarm Response in accordance with the Action Instructions. AVARN shall determine the security need in each individual case.

- b. Alarm Responses that require longer than 30 minutes to effect security measures at the monitored object are charged to the Customer in accordance with the applicable pricelist.

- c. The Customer undertakes to provide AVARN with exact directions including positioning, for example GPS, to the monitoring address.

- d. In conjunction with Alarms which, by law, are also forwarded to the police, fire department, or emergency services, AVARN shall not be responsible for ensuring that the police, fire department or emergency services respond.

7. Camera surveillance

In the event the Agreement includes camera surveillance or other receipt of pictures from the Alarm Facility or the equivalent (alarm verification, remedying, gate opening, camera rounds, or other digital remote surveillance, etc.), the Customer shall, at its own expense, be responsible, for providing AVARN with an approved digital connection with sufficient transmission capacity (broadband).

8. Statutory requirements

The Agreement with AVARN does not affect the Customer's obligations pursuant to law or regulations issued by public authorities.