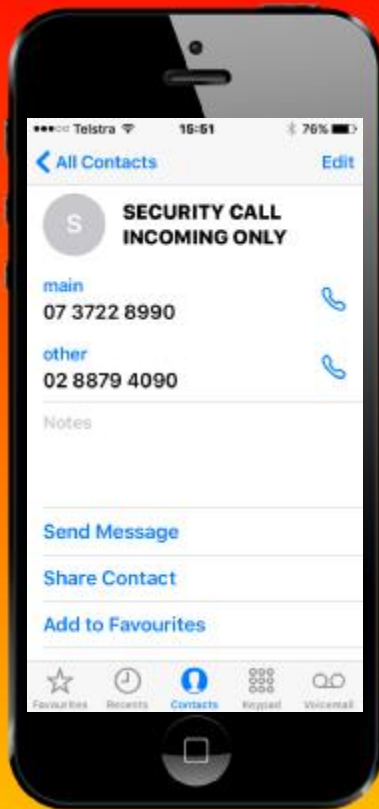
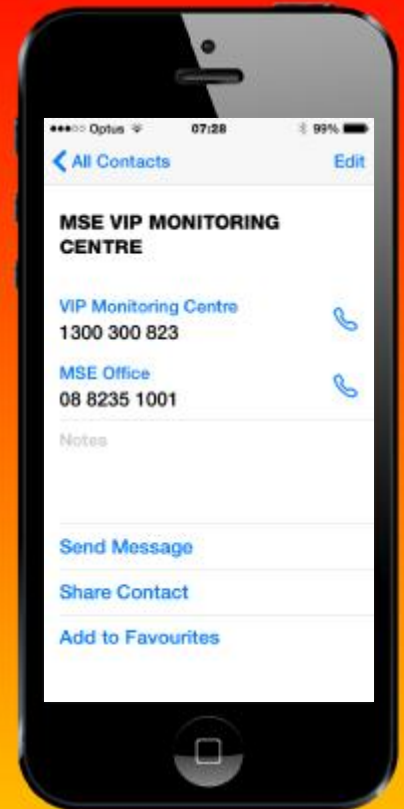


IMPORTANT UPDATE

PLEASE UPDATE YOUR PHONES WITH THESE IMPORTANT NUMBERS from May 2016



As part of MSE Alarms ongoing commitment to excellence in the provision of security services our VIP Monitoring service includes TWO (2) ASIAL Approved Grade A1 Monitoring Centres that are fully integrated and redundant to each other ensuring the highest levels of service without interruption. The Grade A1 rating ensures the highest standards of equipment and service are provided to Australian Standards AS 2201.2. Both centres have been independently certified by ASIAL to ensure compliance to these standards. The VIP service provided to MSE Clients is a dedicated service established within these two Grade A1 Monitoring Centres to ensure the level of service to MSE clients exceeds the Australian Standards and meets the expectation of our clients. We have recently upgraded the Telephone systems and the Secondary outgoing Caller ID number has been updated to meet with the telecommunications changes implemented as of May 2016.



CALLS FROM VIP MONITORING CENTRE

Primary 07-3722-8990

Backup 02-8879-4090

From May 2016



CALLS TO VIP MONITORING CENTRE

1300-300-823

UNCHANGED

MSE Sales, Service & Accounts Enquiries Call 08-8235-1001

NOMINATED EMERGENCY CONTACTS UPDATE FOR MONITORED CLIENTS

(Only return if your details have changed).

Client/Site Name: _____ Site Phone No: _____

Client/Site Address: _____

PERMANENT After Hour Contacts (Permanent contact details if recently changed)

Please establish routine maintenances for our site ☐

1st Name _____ Mobile No _____ Hm/Wk No _____

2nd Name _____ Mobile No _____ Hm/Wk No _____

3rd Name _____ Mobile No _____ Hm/Wk No _____

TEMPORARY After Hour Contacts (Temporary contact details while away)

Temporary dates for contacts to apply: Dates: From ____/____/____ To ____/____/____

Temporary name: _____ Mobile No: _____ Hm/Wk No: _____

Authorised Name: _____ Authorised Signature: _____

Forward all non urgent changes & requests to Operations on the following:

Telephone 08-8235-1001 Fax: 08-8235-0685 Email: operations@msealarms.com.au Post: 25 Murray Street HENLEY BEACH SA 5022