

# Grade A1 Alarm Monitoring Centre



## ASIAL CERTIFIED GRADE A1 MONITORING CENTRE

MSE Alarms utilises 'ASIAL Certified' Dual Grade A1 Central Monitoring Centres that meet with AS 2022.2 being the highest achievable Australian Standard for Alarm Monitoring Centres.

The 'A' refers to the highest standard for equipment and construction of the monitoring centre which consists of a commercial building containing a reinforced concrete construction that houses the monitoring centre staff, backup power systems, generators, sophisticated computer and telephone systems to ensure security, reliability and redundancy.

The '1' refers to the highest standard of service provided 24 hours a day, 365 days a year by receiving, processing and initiating the appropriate responses to all the Alarm Conditions received from a client's premises in accordance with the relevant standards.



## ASIAL CERTIFIED REDUNDANT MONITORING CENTRES

Above and beyond the Australian standard for a Grade A1 monitoring centre MSE utilises ASIAL Certified Redundant Monitoring Centre Standards which is TWO completely separate Grade A1 monitoring centres configured as back up to each other.

In addition to complying with all these standards these Grade A1 Redundant Monitoring Centres are approved for SA Police, SAMFS and SA Ambulance responses to all compliant alarm conditions.

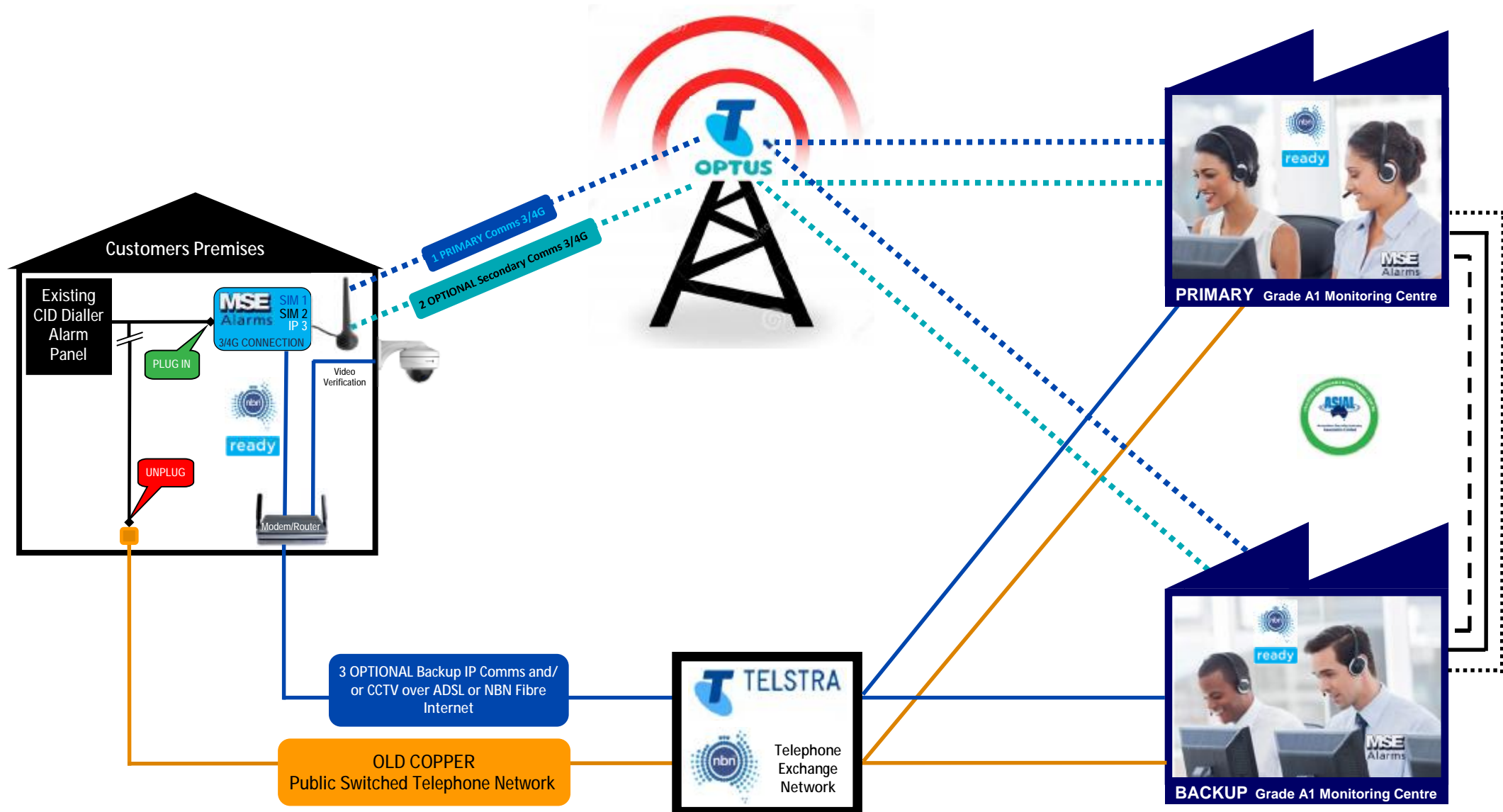


## VIP MONITORING






In addition to all the above compliance and certification MSE Alarms has gone to extremes to ensure the electronic systems and the level of service provided to all our clients exceeds all industry standards ensuring the highest levels of safety, security and customer service are provided by our dedicated VIP station within the Monitoring Centre. To make certain VIP service levels exceed all industry standards MSE Alarms have established additional systems and standards that include the use of the most experienced operators, dedicated telephone answering points and daily reporting systems that result in minimum response times with maximum reliability and accountability.

[www.msealarms.com.au](http://www.msealarms.com.au)

# Monitoring Technology Explained



# Monitoring Types & Security Levels

TYPES OF MONITORING	SECURITY CLASS SUPERVISION LEVEL	MONITORING COST	CONNECTION COST	TELCO REQUIREMENTS	TRANSMISSION COSTS
Dialler <b>COPPER - END OF LIFE AND WILL BE OBSOLETE BY 2025.</b> In the past was the most common form of monitoring which uses the old copper Public Switched Telephone Network for dial communications.	Class 1 & 2	\$6 + GST Per week Domestic Only  \$7 + GST Per week Commercial	<b>OBSOLETE by 2025</b> Not NBN Compatible	Client's Copper PSTN Land Line Line Rental \$35-\$50 Mth depending on Telco provider	\$0.40 cents per 1300 call
IP over Ethernet ONLY— Internet/nbn A low cost option over over NBN Fibre, A/DSL, Wireless internet connection <b>MSE DO NOT RECOMMEND IP OVER ETHERNET ONLY</b>	Class 2	\$7 + GST Per week	From \$199 + GST	Client to provide Internet <b>IP ONLY NOT RECOMMENDED</b>	No communication cost
<b>3/4G Wireless + Ethernet (Optional)</b> 21st Century technology providing multiple paths of communication for redundancy and varying levels of supervision for security.  SINGLE SIM Comms through Telstra 3/4G + SECONDARY SIM Comms through Optus 3/4G + BACKUP INTERNET Comms through Client's internet	Class 2 (Single SIM Only) 12 Hr Supervision  Class 2+ (Dual SIM) 1 Hr Supervision  Class 3 (Dual SIM) 120 Sec Supervision  Class 4 (Dual SIM + Internet) 60 Sec Supervision  Class 5 (Dual SIM + Internet) 20 Sec Supervision	\$8 Per week + GST <i>MSE Recommend Domestic Only</i>  \$12 Per week + GST  \$16 Per week + GST  \$18 Per week + GST  \$22 Per week + GST	From \$199 + GST    	All SIM and Call Costs included in monitoring cost.          <b>NOTE:</b> Client to provide Reliable Internet Connection	No communication cost
<b>3G with Video Verification</b> Videofied Proprietary systems can be monitored with Video verification	Class 2 (Single SIM Only) 12 Hr Supervision	\$16 Per week + GST		All SIM and Call Costs included in monitoring cost.	No communication cost
<b>3G GPS Tracking &amp; Personal Alarm</b> Lone Worker Personal Duress Man Down  <b>GPS Tracking with Fleet Information System</b> Geofencing Speed Alerts SMS notifications Email notifications	Supervision Level is subject to individual client's OH&S policy & Procedures for testing.	\$14 Per week + GST       \$18 Per week + GST		3/4G LTE SIM Data + SMS + Calls enabled depending on client services required.	SIM Costs subject to services required and level of communications.

*NOTE: Costs indicative for comparison only, cost smay vary depending on client's individual requirements.*

# Alarm Conditions & Response Types

## ALARM CONDITIONS

Hold Up (Cat A)  
Duress  
Fire  
Man Down  
Lone Worker  
Medical  
Burglary (Cat A)  
Burglary (Cat B)  
GPS (Satellite) Tracking  
Tamper  
Power Fail  
Low Battery  
Battery Fail  
User ID  
Time Management  
Temperature High/Low

### VIP Monitoring Station



## RESPONSE TYPES



IMPORTANT NOTE: The type of response to your Alarm Condition may vary depending on the circumstances relating to the type of Alarm and MSE Alarms Standard Operating Procedures. From time to time our Standard Operating Procedures may vary without notice to ensure we comply with Legislative, Government, Legal and Industry requirements.