

# EMCS REQUEST FOR CENTRAL STATION CONNECTION FORM

## EMCS REQUEST FOR CCTV CONNECTION FORM OC08/18

### Installer Details

Alarm Installer		Projected Start Date	
Company Code		Application Type	
Name of Person submitting this form		Associated Intruder Alarm	

I confirm that I am authorized to complete this request on behalf of the Alarm Installer.

I / We understand that a binding contract shall be formed in accordance with the Terms and Conditions for the Provision of Monitoring Services incorporated in the Credit Account Application Form which I / We submitted to EMCS and that this contract shall apply to all services referred to in the Application for Services from the earlier of: a) the date that EMCS accepts this EMCS Request For Central Station Connection Form and b) the time that I / We first make a connection to the Communication Centre for the services referred to in this EMCS Request For Central Station Connection Form. Please click [here](#) to see our terms and conditions.

### Site Details

Site Name	
Address 1	
Address 2	
Address 3	
City	
Post Code	
Site Tel No	
Site Password	

### Transmitter Details

Transmitter Type	
Other - Please specify:-	
IP Address	
Username / Site ID	
Transmitter Password	
Is Audio Installed on site ?	

### Monitoring Times For The Premises

Day	Open	Close
Mon		
Tue		
Wed		
Thur		
Fri		
Sat		
Sun		

### Keyholder 1

Name	
Tel 1	
Tel 2	
Password	
Email Address	

### Keyholder 2

Name	
Tel 1	
Tel 2	
Password	
Email Address	

### Keyholder 3

Name	
Tel 1	
Tel 2	
Password	
Email Address	

### Keyholder 4

Name	
Tel 1	
Tel 2	
Password	
Email Address	

Police Force	
CCTV URN	

Premises Type	
Site Type	
Set/Unset Operation	

Camera Number	Camera Type	Camera Location	Detector Type	Camera Number	Camera Type	Camera Location	Detector Type
1				11			
2				12			
3				13			
4				14			
5				15			
6				16			
7				17			
8				18			
9				19			
10				20			

# CCTV RESPONSE PLAN

Any system requiring police response must have a URN and conform to BS 8418 - Installation and remote monitoring of detector activated CCTV systems - Code of practice.

The response below will be taken in conjunction with our form "OC09 Alarm Monitoring Policy - Section 19. CCTV Activations" for each site supplied by the Customer.

If we do not observe any persons or suspicious activity, no further action will be taken and the alarm will be cleared down with an appropriate comment logged.

Please detail below any special requirements.

Intrusion Detected	Audio Warning	Keyholder	Police	Log Only
Person seen on site but not appearing to cause damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio warning ignored and failed to leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suspected Genuine Intruder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any additional instructions				

If your CCTV system has not sent a CCTV Signal in the last 24 hours EMCS will email the installler & any email addresses listed below:-

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All activations and faults recorded will be forwarded by report to the designated alarm installer/end user by Email or Fax on the next working day.

CCTV System Failures Response	Keyholder	Email	Log Only
Artificial Illumination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video Loss	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detector Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Control Equipment Restart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tamper Indication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transmission Path Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any additional instructions			



## EMCS REQUEST FOR CENTRAL STATION CONNECTION FORM EMCS CCTV SENTRY FORM

EMCS will notify you and your customers by email all of the above system failures within 1 hour as well as sending a daily report for all of your systems. You will also be able to view the status of all your connections through our EMCS CCTV Sentry web portal. This proactive approach to maintenance allows issues to be rectified in a much timelier manner rather than waiting until a fault is discovered by the end user or when a critical incident occurs.

<b>Monitored by EMCS ?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	If Yes - EMCS Contract Number	
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Please note, not all CCTV systems are compatible with EMCS CCTV Sentry.  
For a complete list of supported products, please contact the EMCS CCTV Department [cctv@emcs.co.uk](mailto:cctv@emcs.co.uk) or 0844 80 999 12.

<b>Transmitter Type</b>		<b>User Name</b>	
<b>IP Address</b>		<b>Password</b>	
<b>Port Number</b>			

The Web Service and WebAPI use port 80 by default. This can be changed to another port number if required.  
This port will need to be forwarded to the DVR in your router.

**FAULT REPORTING TO SUBSCRIBER & ALARM CO ?**

<b>Full Status Report Required ?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		<b>Time Required</b>	
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Faults on the system as well as the current status all the selected options above will be reported on a daily basis.

<b>Email Address for Installer</b>	
<b>Email Address for Installer</b>	
<b>Email Address for Subscriber</b>	
<b>Email Address for Subscriber</b>	

**PLEASE NOTE THIS IS A 12 MONTH CONTRACT**

# CCTV MONITORING SERVICE

## Detector Isolation

If your CCTV system exceeds the allotted false alarm thresholds of 10 per rolling 24hrs, EMCS will isolate the relevant camera. The relevant Camera/Detector will remain isolated until we receive written confirmation from the Alarm Company that the problem with the Camera/Detector has been rectified. The ARC will document all isolated detectors within the software as a record. Please advise how you would like to be notified:-

Please highlight a preferred contact method for Detector Isolations below:-

a	Site / Keyholders	By Phone	<input type="checkbox"/>	By Email	<input type="checkbox"/>
	Email Address/s				
	Name & Phone Number				
b	Installer / Maintenance	By Phone	<input type="checkbox"/>	By Email	<input type="checkbox"/>
	Email Address/s				
	Name & Phone Number				
c	Log Only (Informed by report)		<input type="checkbox"/>		
	Email Address/s				

## Acceptance

The customer accepts the conditions on this form for the provision of a CCTV Monitoring Service at the site(s).

\_\_\_\_\_  
(EMCS) Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
(Customer) Company Name

\_\_\_\_\_  
Date

Click here to accept the terms and conditions below.

# CCTV MONITORING SERVICE

1. Where specified in this Contract for CCTV Monitoring Services, and provided that the Customer complies with its obligations under clause 5, EMCS shall use its reasonable endeavours during the continuance of the Agreement to:
  - 1.1 Provide the CCTV Monitoring Services in accordance with the Contract for CCTV Monitoring Services;
  - 1.2 As part of the commissioning process of a CCTV system before live operation can occur, an engineer walk test should be undertaken on site by the installing engineer in association with the owner and/or user and in conjunction with EMCS CCTV Support Team. The basic tests should ensure compliance with BS8418 (see BS8418 section Commissioning) in the following aspects:
    - 1.2.1 Location and field of view of cameras and associated detectors
    - 1.2.2 Sensitivity of detectors, including those used to operate lighting
    - 1.2.3 Clarity of images
    - 1.2.4 The accuracy of recorded data, notably labels used to describe the CCTV system
  - 1.3 A detector/input should not be allocated to more than one camera.
  - 1.4 VMD should not be used
  - 1.5 Prior to the commencement of the CCTV Monitoring Services, EMCS shall in accordance with this Form (OC08), test the CCTV System on a 7 day trial to identify any trends at the Premises.
  - 1.6 Upon conclusion of the trial period of the CCTV System verify any activation of the CCTV System. Any faults identified will be notified by EMCS to the customer. All corrective actions, re-configurations, or replacements shall be carried out before the system is re-submitted for another trial period and notified to the EMCS CCTV /support Team. If this is not carried out within 7 days. The CCTV system monitoring will be suspended.
  - 1.7 In the event of an activation of the CCTV System, EMCS shall follow the instructions provided by the Customer in the response plan as set out in this form and in conjunction with our Alarm Monitoring Policy (OC09); and
  - 1.8 Retain a digital record of all CCTV pictures received on activation of the CCTV System for a period of one month from the date of activation.
  - 1.9 If the site is considered to be clear (which will be determined by instructions provided on the response plan), the CCTV operator will cancel the activation and enter descriptive comments.
- 2 In the event of loss of monitoring facilities at EMCS, data from affected systems will be routed to our back up centre. If this is not achieved in less than 15 hours then the customer will be notified so that systems can be monitored locally at the site.
- 3 The Customer acknowledges that the CCTV Monitoring Services requires an interpretative response from EMCS as to whether there has been an Activation. Responses are based purely on the information available at the time and in the reasonable judgement of the person concerned. For the avoidance of doubt, due to the subjective nature of the CCTV Monitoring Services, EMCS accepts no liability for any damage or loss resulting from an incorrect response based upon the reasonable judgement of EMCS.
- 4 The Customer shall at all times during the continuance of the CCTV Monitoring Services:
  - 4.1 Request for CCTV Connection Form (our ref. OC08) and a site map with location and field of view of cameras and associated detectors must be completed and received by EMCS at least 24 hours before an engineer attends site for all new CCTV connections.
  - 4.2 Comply with all requirements and obligations placed upon the Customer under this CCTV Contract for Monitoring Services;
  - 4.3 Where Police attendance is required ensure that the CCTV System conforms to British Standard 8418;
  - 4.4 Ensure that there are sufficient lights on the Premises to illuminate the Premises and that the picture received by EMCS is in its reasonable opinion of sufficient quality to enable an Activation to be identified regardless of the time of day.
  - 4.5 Ensure all authorised persons on the Premises are informed that they should operate in a way that will minimise the occurrence of False Activations of the CCTV System.

# CCTV MONITORING SERVICE

- 5 The Customer agrees that neither the Customer, its agents nor the End User shall add to or modify the CCTV System without obtaining the prior written consent of EMCS.
- 6 The installer shall carry out two maintenance visits per annum and six monthly preventative maintenance visits.
- 7 False Alarm Policy:
- 7.1 In the event of multiple False Activations occurring from the CCTV System for no identifiable reason, or for reasons to be determined by EMCS acting reasonably to be the environment, animal nuisance or poor positioning of the CCTV System EMCS shall be entitled to suspend the CCTV Monitoring Services until the causes of the false activations are investigated and corrected by the Customer/Installer.
- 7.2 The False Alarm Activity threshold is 10 false activations, per 24hr rolling period, per detector.
- 7.3 If a camera exceeds the False Alarm Activity (FAA) threshold, our CCTV Operator will make contact with the end-user and advise them that the Camera has been isolated due to excessive activity, pending investigation by the Installer.
- 7.4 The following day the Installer will be advised of any cameras that have been isolated and placed "on test" due to excessive FAA by way of the usual automated Daily Activation Report AND a newly created report (which will also transmit daily), showing all CCTV sites across their estate with cameras/zones/detectors in an isolated or "on test" status.
- 7.5 The next working day our False Alarm Support Team (FAST) will dial into all affected sites and identify which detectors have generated the FAA, if necessary the system will then be updated so that ONLY the offending detector is isolated i.e. if a camera has 5 detectors connected but the False Alarm Activity is only coming from one of the detectors, this will be isolated leaving the remaining 4 detectors unaffected.
- 7.6 The FAST will then contact the Installer by e-mail, advising of any sites detectors that have exceeded the FAA threshold. The e-mail will include our False Alarm Activation Form OC74 and show site name/chip reference, which detector/s have been isolated and highlight the issues surrounding the activity.
- 7.7 The detector will remain isolated/on-test until we receive written instruction from the Installer via our OC74 form, that the issue has been identified and rectified on site
- 7.8 Once the form has been returned showing that the issue has been addressed on site our FAST team will then un-isolate the detector and it will return to usual monitoring service
- 7.9 If the detector exceeds the FAA threshold as a result of the same issue/s for a second time the process will be repeated but, upon return of the completed OC74 form from the Installer the detector will then be subject to a 7day probationary period, whereby the camera will need to achieve 7 consecutive days of compliant activity (i.e. below the 10 False Alarm Threshold) prior to being reinstated.
- 7.10 If the detector fails to achieve the required 7 consecutive days of compliant activity, the Installer will be notified by our FAST via telephone and ALSO in writing by e-mail.
- 7.11 The detector will therefore remain isolated until the issue has been addressed after which we will implement a further 7day probationary period. This process will be continued until all parties are happy that the camera/zone/detector is performing effectively.
- 7.12 EMCS will send a daily report of CCTV systems that are isolated.
- 7.13 If the causes of any False Activations are not corrected to the reasonable satisfaction of EMCS, EMCS shall be entitled to terminate the CCTV Monitoring Services upon one months notice in writing to the Customer.