SMHART SECURITY

Frequently asked questions
Cape Saint Francis

0861 101 516
ARMED RESPONSE

1. How many commitments have been received?

We have received 105 commitment forms so far and continue to receive more each day.

2. Is there an agreement that will be signed which outlines what Smhart must do that we can hold them to?

Once the required level of commitment is reached then there will exist a potential to transact. At that point we will sit down with the community to develop an agreement that best serves the interests of the town. Our agreements are generally developed to set performance standards, manage expectations, minimise conflict and resolve it quickly if it does occur.
We generally enter into multiple agreements:

1. **Service level agreement (SLA)** on both monitoring and armed response pertaining to the events observed on the camera network.
2. **Information key holder agreement (IKA)** to safeguard parties from POPI and outline responsibilities.
3. **Purchase agreement** - outlining the exact component list, specifications and transfer of ownership details.

Typically we only commence with these until there is an ability to transact as Smhart would spend considerable time and cost on legal fees to tailor these agreements.

3. Will the agreement state that the equipment becomes property of the community and transfers ownership in working order?

After the full fixed capital costs have been repaid at the end of 36 months the hardware equipment will automatically transfer ownership from Smhart Security to the community into which ever legal vehicle the community elects. At that point the equipment must be in good working order as it will be a requirement of our service level agreement.

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4. Does the hardware include only CCTV cameras or the monitoring hardware as well?

The hardware purchase agreement includes only the equipment relevant to the benefit of the community. All monitoring hardware required is paid for by Smhart Security as it is a requirement of readiness needed to earn the monitoring service fee. All security companies own their monitoring equipment.

5. Is it possible to move the monitoring from Smhart to another security provider?

Yes, monitoring is easily transferable between security companies. Any security company monitoring an IP camera can do so and will need only an internet connection and a monitor or television screen. It is ordinary in the industry that the security service provider procures, at their own expense, their own monitoring screens and internet connection to allow them the ability to monitor. Smhart has a cancellation notice period of 30 days.

6. Will the system be maintained during the initial 3 year period?

The maintenance required is provided free of charge and is included in the service level agreement. Maintenance typically includes lens cleaning, debugging the enclosures, equipment calibration and reconfiguration, software updates and management, hardware fault finding, equipment warranty management and replacement, network and connectivity troubleshooting, connection inspections and other routine maintenance.

7. Does the system only benefit Smhart clients?

No. The camera system is owned by the community and Smhart is employed to manage their camera system in which ever manner they require. The camera system serves to benefit the entire community regardless of which security provider the client elects to use in their home. Smhart is willing to cooperate with other security providers with the camera network resource if this is mandated by the owners of the camera system.

8. I have completed the commitment form and would like to pay, when could I do so?

Once we have received enough commitment to make the project viable - only then will payment be processed. Notice will be given to the community to inform them that the minimum commitment has been reached. Thereafter, each person will receive an invoice with their details on it for payment. Those who have selected debit order as their preferred method of payment will be contacted to inform them of the start date.

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