

MAMMOTH SECURITY MONITORING TERMS & CONDITIONS

1. Mammoth Security Pty Ltd shall arrange for an A1 Graded monitoring control room of Mammoth Security's choosing to monitor the security system installed in the client's property. All correspondence and communications from the client regarding the monitoring service shall be forwarded directly to Mammoth Security.
2. The client shall pay Mammoth Security for the monitoring service on 30-day payment terms in advance against tax invoice for the term of the agreement. Mammoth Security will ensure that any special instructions given to Mammoth Security by the client for reaction in the event of a breach at the client's property will be passed to the monitoring station as confidential advice and only privileged staff will have access to that information. The obligation remains on the client to accept and pay for all monitoring time agreed under this agreement with Mammoth Security.
3. Patrol guards sent to the premises at the request of the client or by the monitoring station on sufficient grounds will be charged directly to the client's account as will all charges for all other state or federal services which may be required to attend the premises for whatever reason and for whatever period of time such attendance is required. The client will be given a period of seven days in which to pay such fees.
4. All monies owed to Mammoth Security under this agreement will be paid by the client on or before the due date. Any late payment will be subject to a 5% late payment fee which will be added to all other costs and expenses incurred by Mammoth Security or its servants or agents in obtaining payment of all outstanding monies due from the client to Mammoth Security under this agreement.
5. The client will provide Mammoth Security with the name and address of a minimum of two persons (key holders) who may be contacted in the event of the security system being activated. Every effort will be made to contact these people in order of preference requested by the client on the contact phone numbers provided by the client. It remains the Client's responsibility to advise Mammoth Security of key holder contact details and any amendments to these details as may change from time to time.
6. It is acknowledged by the client that the monitoring of the premises may not prevent unlawful entry occurring in the premises and any loss or damage to the client's property or the death or injury of any person that occurs as a result thereof is not the responsibility of Mammoth Security.
7. It is acknowledged by the client that Mammoth Security shall not be held responsible for any loss or damage to the Client's property or the death or injury of any person that occurs as a result of any delay taken for alarm action response.
8. Early cancellation of this agreement by the client will require payment of the total monies outstanding for the remaining unused period of the agreement. This agreement will not be considered cancelled until full payment and 30 days written notice of cancellation is received by Mammoth Security.
9. Mammoth Security reserves the right to suspend monitoring of the premise if monitoring fees remain outstanding for more than 60 days from date of invoice. Monitoring fees will continue to be charged for the period of the agreement. Re-connection of the monitoring after suspension will incur a call-out fee.
10. If the premises is sold within the agreed period, this agreement may be cancelled when Mammoth Security receives 30 days written notice together with all outstanding monies due.
11. The client will at all times be responsible for payment of telephone charges incurred by the alarm system when reporting to the monitoring station during the monitoring of the system and when the monitoring has ceased.
12. It is the client's responsibility to request Mammoth Security to decommission the alarm system if monitoring is no longer required so as not to incur further telephone charges. The client remains responsible for any and all expenses incurred during decommissioning of the alarm system.
13. Lease agreements – The equipment is owned by Mammoth Security for the duration of this agreement and upon renewal of this agreement. The customer after the original contract term has the option to purchase the equipment outright at market value. Once the customer has purchased the equipment any provision of services will be charged at rates supplied by Mammoth Security outside of agreement values.