



- > Around-the-clock monitoring
- > Works with a full range of security solutions

Customer Care Centres

Emergencies are never planned. That's why we're ready.

You never know when an emergency might occur. But you can be better prepared, with monitoring solutions by ADT. We have the team, the technology and the dedication to help you manage the complex security situations your business can face. Our two

Customer Care Centres (CCCs) are staffed around the clock by our trained and experienced professionals. So, whatever your needs, ADT can provide you with the monitoring service that helps meet them.

ADT. Always There.

helping to protect your business

24 hours a day, 7 days a week and 365 days a year

monitoring your business

Our CCCs can provide monitoring for a full range of security systems, including electronic access control, video surveillance, intrusion detection, security management (guard tours, video/alarm verification) and more. Our two CCCs interconnect to create one virtual security network throughout Australasia. That means that if a disaster strikes an area, disabling part of the network, the other CCC can receive and process information and data.

prepared for any disaster

Not only are both CCCs equipped with advanced technology and staffed with trained people, each centre itself is prepared to handle most any circumstance – from lightning strikes, to floods, to earthquakes. All of our systems have dual redundancy which benefits your business in terms of monitoring coverage and continuity. This means your business gets efficient service that can help save lives, property and profits.

three levels of monitoring

Standard Monitoring - The alarm system communicates all critical activity to ADT's CCC, such as an alarm activation, loss of mains power, low battery alarm, non communication between the alarm system and our monitoring equipment, smoke alarm, etc. We can contact you, and/or dispatch Alarm Response units based on your requirements.

Semi Supervised Monitoring - This is an enhanced level of security for commercial premises with a higher security risk, and ensures that if the alarm is left unset after a specified time, the client is advised.

Fully Supervised Monitoring - The normal service level for high risk commercial premises such as financial institutions, drug storage facilities, etc. A schedule is listed in ADT's monitoring software, defining when the alarm should be turned off, and when it should be set. If the alarm is turned off outside these hours, and no one calls ADT to advise they are on site and give a valid password, ADT will call the site to make contact with the person there, and verify they are authorised to be so.

customer benefits from monitoring experience

For over 130 years, ADT has led the security industry in experience, service and technology. We provide the systems and product solutions to help meet your security needs. By combining this technology with attentive service, we give you the confidence that you've chosen the best provider. To learn more about our Customer Care Centres and why they should become an essential part of your total security solution, call us today or visit our website.



- > One "virtual" customer interface
- > Real-time support
- > Multi-tiered disaster recovery



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