



Reliance Protect Device Catalogue

May 2009

Table 1 - Service Features																
	New Device - One User				Managed Services				Short Term Rental				Pooled/Shared Usage of Device			
	i750 – GSM Identicom	i770 – GSM Identicom with man down function	i757 – GSM Identicom with GPS	i777 – GSM Identicom with GPS and man down function	Customer owned Mobile Phone & Customer owned SIM	Customer owned Mobile Phone and SIM Provided by Supplier	Customer owned Identicom Device & Customer owned SIM	Customer owned Identicom Device and SIM Provided by Supplier	i750 – GSM Identicom	i770 – GSM Identicom with man down function	i757 – GSM Identicom with GPS	i777 – GSM Identicom with GPS and man down function	i750 – GSM Identicom	i770 – GSM Identicom with man down function	i757 – GSM Identicom with GPS	i777 – GSM Identicom with GPS and man down function
Contract Term Option																
1 Year	•	•	•	•	•	•	•	•					•	•	•	•
2 Year	•	•	•	•	•	•	•	•					•	•	•	•
3 Year	•	•	•	•	•	•	•	•					•	•	•	•
4 Year	•	•	•	•	•	•	•	•					•	•	•	•
5 Year	•	•	•	•	•	•	•	•					•	•	•	•
Less than 1 year									•	•	•	•				
Minimum Required Device Mandatory Accessories																
Identicom Device	•	•	•	•					•	•	•	•	•	•	•	•
Identicom Power Supply	•	•	•	•					•	•	•	•	•	•	•	•
UK Plug adapter for power supply	•	•	•	•					•	•	•	•	•	•	•	•
Identicom lanyard (blue)	•	•	•	•					•	•	•	•	•	•	•	•
Identicom plastic lapel clip	•	•	•	•					•	•	•	•	•	•	•	•
Identicom lanyard plug (x3)	•	•	•	•					•	•	•	•	•	•	•	•
Identicom SIM Door	•	•	•	•					•	•	•	•	•	•	•	•
SIM Card	•	•	•	•		•		•	•	•	•	•	•	•	•	•
Device / User Services																
Warranty - Damage/Fault	•	•	•	•					•	•	•	•	•	•	•	•
Battery Replacement	•	•	•	•					•	•	•	•	•	•	•	•
Replacement - Loss / Theft	•	•	•	•					•	•	•	•	•	•	•	•
SIM Warranty / Replacement	•	•	•	•		•		•	•	•	•	•	•	•	•	•
Standard Training	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Training User Guide & Quick Reference Guide	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Additional Pooled/Shared User Training													•	•	•	•
Network Services																
GPS Location			•	•							•	•			•	•
GSM Location	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Auto Man Down Facility		•		•						•		•		•		•
SIM Coverage Swap / Return	•	•	•	•		•		•	•	•	•	•	•	•	•	•
Amber Alert Function	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

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Red Alert Function	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Audio Evidence Capture	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Battery Status Check	•	•	•	•			•	•	•	•	•	•	•	•	•	•
Contract Services																
Product Review	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Project Management	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Free Phone - Service Desk Access	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Web Portal Access	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Management Information	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Sales, marketing & publicity	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
New Device Testing	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Account Management	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Billing & Reporting	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Manned Alarm Response Service	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Service Desk	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Billing Options																
Early Payment Option by Direct Debit– Discounted Payment Terms	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Standard Payment Terms - 30 Days	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

Key:

Feature included in Service Option	•
Feature excluded from Service Option	Blank

1. Maximum Charges – New Devices / Services

The Charges for the Services will be dependant on the Term of the Contract and will be as shown in Table 2A and 2B. The Charges are per month and per User, and the rate shown shall apply to the entire duration of the Term of Contract, subject to Maximum Charge Variation Procedure.

Table 2A – New Device / Service Charges

Maximum Charges - New Device One User								
Contract Term	i750 – GSM Identicom	i770 – GSM Identicom with man down function	i757- GSM Identicom with GPS	i777– GSM Identicom with GPS and man down function	Customer Owned Identicom Device & Customer owned SIM	Customer Owned Identicom Device & Supplier provided SIM	Customer Owned Mobile phone & Customer owned SIM	Customer Owned Mobile Phone Device & Supplier provided SIM
1 Year	£15.55	£17.07	£19.56	£21.17	£5.41	£7.29	£5.41	£7.29
2 Year	£11.15	£12.37	£13.76	£15.08	£5.41	£7.29	£5.41	£7.29
3 Year	£9.68	£10.81	£11.83	£13.05	£5.41	£7.29	£5.41	£7.29
4 Year	£8.95	£10.03	£10.87	£12.05	£5.41	£7.29	£5.41	£7.29
5 Year	£8.52	£9.57	£10.30	£11.45	£5.41	£7.29	£5.41	£7.29
Short Term Rental Monthly Charge (6-12 months)	£11.15	£12.37	£13.76	£15.08	N/A	N/A	N/A	N/A

Table 2B – Additional Pooled / Shared User One Off Charge

Maximum Charges – Additional Pooled/Shared User – One Off Charge – No monthly fee Services as detailed in paragraph 3.6 below	
Additional Pooled/Shared User Training Charge – Supplier to invoice on receipt of Services	£29.65 per additional Pooled/Shared User

2. Optional Device Accessories

When requested by the Customer. Optional Device Accessories are on a capital sum basis and become the property of the Customer.

Table 3 – Optional Device Charges

Optional Device Accessories		
Accessory	Part number	Purchase Price
Identicom additional power supply	EXT1001	£9.27
Identicom Manual (E/F/G) – PDF Version	EXT1013	PDF version Free on request
Identicom In - Car Charger	EXT1017	£12.36
Identicom Silicon Rubber Case	EXT1012	£12.36

3. Early Termination

- Where a Customer terminates or purports to terminate the Services relating to a User or Contract/Order prior to the expiry of the relevant initial Term of Contract then, other than on expiry or in the case of termination by the Customer, the Customer shall pay to the Supplier an early termination fee set out in Table 5. This early termination fee shall be a one off payment and the amount will vary depending on when the Services are terminated e.g. the early termination fee to terminate a 5 year contract in Year 1 is £39.96 but the cost of terminating the same contract in Year 4 is £18.40.
- Where a Customer terminates or purports to terminate the Services relating to a User or Contract/Order during a contract extension period then, other than on expiry or in the case of termination by the Customer under, the Customer shall pay to the Supplier an early termination fee set out in Table 4. This early termination fee shall be a one off payment.
- Where a Customer terminates or purports to terminate a Short Term Rental Contract other than on expiry or in the case of termination by the Customer the Customer will be required to pay the full contracted rental Charges that are remaining.

Table 4 - Early Termination Fees

Early Termination Fees – One Off Charge per User					
Identicom	Year of Termination				
Initial Contract Term	1	2	3	4	5
1 Year	£18.40	N/A	N/A	N/A	N/A
2 Year	£23.79	£13.00	N/A	N/A	N/A
3 Year	£29.18	£18.40	£13.00	N/A	N/A
4 Year	£34.57	£23.79	£18.40	£13.00	N/A
5 Year	£39.96	£29.18	£23.79	£18.40	£13.00
Early Termination during a Contract Extension	£13.00	£13.00	£13.00	£13.00	£13.00
Managed Services : Own Mobile or Identicom SIM and Customer owned SIM	Year of Termination				
Initial Contract Term	1	2	3	4	5
1 Year	£17.55	N/A	N/A	N/A	N/A
2 Year	£22.10	£13.00	N/A	N/A	N/A
3 Year	£26.64	£17.55	£13.00	N/A	N/A
4 Year	£31.19	£22.10	£17.55	£13.00	N/A
5 Year	£35.74	£26.64	£22.10	£17.55	£13.00
Early Termination during a Contract Extension	£13.00	£13.00	£13.00	£13.00	£13.00
Customer owned Mobile Phone and SIM Provided by Supplier	Year of Termination				
Initial Contract Term	1	2	3	4	5
1 Year	£17.55	N/A	N/A	N/A	N/A
2 Year	£22.10	£13.00	N/A	N/A	N/A
3 Year	£26.64	£17.55	£13.00	N/A	N/A
4 Year	£31.19	£22.10	£17.55	£13.00	N/A
5 Year	£35.74	£26.64	£22.10	£17.55	£13.00
Early Termination during a Contract Extension	£13.00	£13.00	£13.00	£13.00	£13.00
Pooled/Shared Usage of Device	Year of Termination				
Initial Contract Term	1	2	3	4	5
1 Year	£18.40	N/A	N/A	N/A	N/A
2 Year	£23.79	£13.00	N/A	N/A	N/A
3 Year	£29.18	£18.40	£13.00	N/A	N/A
4 Year	£34.57	£23.79	£18.40	£13.00	N/A
5 Year	£39.96	£29.18	£23.79	£18.40	£13.00
Early Termination during a Contract Extension	£13.00	£13.00	£13.00	£13.00	£13.00