

24-7 Sentinel Private Limited

Live Remote Monitoring

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This Agreement is made on this ____ day of _____ 20__

Between

24-7 Sentinel (Private) Limited, a company duly incorporated under the laws of Sri Lanka and registered under the Registrar of Companies (Business Registration No: **PV-00324866**), having its registered address at **167/119 Rathnapura Road, Wekada, Panadura, Sri Lanka**, and operating in the process of obtaining of the **Ministry of Defence of Sri Lanka**, hereinafter referred to as the "**Service Provider**,"

And

M/s _____

Address: _____

Hereinafter referred to as the "**Client**."

The Service Provider and the Client shall collectively be referred to as the "**Parties**."

1. Purpose of the Agreement

The purpose of this Agreement is to provide professional **CCTV LIVE remote monitoring services** for properties owned, leased, or managed by the Client.

2. Scope of Services

The Service Provider agrees to provide the following services:

- **2.1** Continuous CCTV LIVE monitoring for the agreed duration (**12 hours or 24 hours per day**).
- **2.2** Immediate identification and notification of suspicious activities, emergencies, or unusual incidents observed through the CCTV system.
- **2.3** Preparation and submission of **daily, weekly, and monthly monitoring reports**, including incident logs where applicable.
- **2.4** If the Client possesses an existing static or dynamic IP address, all necessary access credentials and viewing permissions shall be provided to the Service Provider.

- **2.5** If the Client does not possess a suitable IP configuration, the Client shall arrange for the creation of required remote access facilities to enable monitoring.
- **2.6** Where motion detection features are available in the Client's CCTV system, the Service Provider shall utilize such features to enhance monitoring efficiency.
- **2.7** Where cloud-based CCTV systems are used, the Client shall provide authorized access credentials. The Service Provider shall maintain confidentiality and security of such access.
- **2.8** The Service Provider shall **not** alter, modify, or tamper with the Client's CCTV hardware or recording settings without written consent.
- **2.9** Two (2) weeks free demonstration period may be provided at the discretion of the Service Provider. Continuation after the demonstration period shall be subject to formal subscription and payment.

3. Service Fees and Payment Terms

The Client agrees to pay the following monthly monitoring fees:

Service Description	Monthly Fee
One camera with 12-hour daily monitoring	LKR 12,500 per month
One camera with 24-hour monitoring	LKR 18,750 per month
Additional cameras or changes in monitoring hours	Fees adjusted based on the number of cameras and hours

- **3.1** An invoice shall be issued at the beginning of each billing cycle.
- **3.2** The Client shall settle all invoices within **seven (7) days** from the date of invoice.
- **3.3** Payment confirmation or deposit slip must be forwarded to the Service Provider after payment.
- **3.4** Failure to make payment within the stipulated period may result in **temporary suspension of monitoring services** until settlement.

4. Duration and Termination

- **4.1** This Agreement shall be valid for a fixed period of **one (1) calendar month** commencing from the effective date.
- **4.2** Upon expiry of the initial term, the Agreement shall **automatically renew** for successive one-month periods unless terminated in accordance with Clause 4.3.
- **4.3** Either party may terminate this Agreement by providing **thirty (30) days written notice** to the other party.

- **4.4** Termination shall take effect at the end of the applicable monthly billing cycle.
- **4.5** Outstanding payments, if any, shall be settled **prior to termination**.

5. Client Responsibilities

The Client agrees to:

- **5.1** Maintain all CCTV cameras, recording devices, routers, and internet connections in proper working condition.
- **5.2** Ensure uninterrupted electricity supply and stable internet connectivity.
- **5.3** Immediately rectify technical faults relating to hardware, internet, or power supply.
- **5.4** Provide accurate emergency contact numbers and update them when necessary.
- **5.5** Ensure that installation of CCTV systems complies with Sri Lankan privacy and surveillance regulations.

6. Confidentiality and Data Protection

- **6.1** The Service Provider shall maintain **strict confidentiality** of all CCTV footage and monitoring reports.
- **6.2** CCTV data shall **not** be shared with third parties without written consent of the Client, except where required by law or court order.
- **6.3** Access to monitoring data shall be restricted to **Directors and authorized monitoring officers** of the Service Provider.
- **6.4** The Service Provider shall implement reasonable security measures to protect digital access credentials.

7. Limitation of Liability

- **7.1** The Service Provider shall **not** be responsible for service interruptions caused by power failures, internet disruptions, hardware malfunction, natural disasters, cyber-attacks, or other events beyond its reasonable control.
- **7.2** Upon detecting emergencies, the Service Provider shall promptly notify the Client using the provided contact details.
- **7.3** The responsibility for responding physically to any incident lies with the **Client or designated authorities**.
- **7.4** The Service Provider may notify emergency services such as police, fire department, ambulance services, institutional security, or pre-authorized contacts strictly in accordance with instructions provided by the Client.
- **7.5** The Service Provider **does not guarantee** prevention of theft, damage, or criminal activity and shall **not be liable** for consequential or indirect losses.

8. Ownership of Equipment

- **8.1** All CCTV systems, equipment, recordings, and related hardware remain the **sole property of the Client**.
- **8.2** This Agreement does **not** grant the Service Provider any ownership or proprietary rights over the Client's equipment.

9. Dispute Resolution and Governing Law

- **9.1** This Agreement shall be governed by and construed in accordance with the laws of the **Democratic Socialist Republic of Sri Lanka**.
- **9.2** Any dispute arising out of or relating to this Agreement shall fall under the **exclusive jurisdiction of the courts of Sri Lanka**.

10. Entire Agreement

This Agreement constitutes the **entire understanding** between the Parties and supersedes all prior discussions or representations.

Any amendment to this Agreement must be made **in writing** and signed by both Parties.

Signatures

For 24-7 Sentinel (Private) Limited

Name: _____

Designation: _____

Signature: _____

Date: _____

For the Client

Name: _____

Designation: _____

Signature: _____

Date: _____