

## **Bold Alarm Management Software Training**

The effectiveness of any system depends not only upon its functionality but also its ease of use. At Bold we aim to ensure that our systems are as user-friendly as possible. However, fast-paced control room environments demand a certain level of operator expertise. The best way to improve knowledge is with hands-on practice and small group tuition in a pressure-free environment. Our training courses are designed to ensure that our clients gain the most benefit from their Bold system whilst ensuring that staff are operating with the maximum degree of efficiency.

### ***Location***

Courses can be run at:

- Bold Communications HQ in Warrington, Cheshire
- At the client's premises.

The client's premises may be anywhere within the UK. Where travel and accommodation expenses are incurred by the trainer, these costs will be charged to the client.

### ***Specific Training Needs***

Courses run by Bold Communications are designed to meet the specific needs of the client. In order to help us achieve this, we ask for a short questionnaire to be completed which identifies the areas of particular interest which need to be covered.

System overview / introduction courses are run for a minimum of one day, to ensure enough time for the operators to be able to respond to alarms efficiently and effectively.

Specific course requirements, for example in-depth training on reporting, or administrator training for the maintenance application, are run for a minimum of half a day.

### ***Costs***

The daily fee is **£795** (exc. VAT) which provides one full days training for up to four candidates. A day's training at our Warrington office begins at 9.30am and ends at approximately 4pm and includes a buffet lunch.

Half day sessions are charged at **£450** (exc. VAT) per session, again for up to four candidates. Half day morning sessions held at our Warrington office will begin at 9.30am and end at 1pm, with afternoon sessions beginning at 1.30pm and ending at 5pm. Half-day sessions held at client's premises are flexible dependent on location and client preference.

## Training Booking Form

Thank you for your enquiry about Bold Training.  
Please complete and fax this form back to us on **01925 710001** or return by post to the address at the foot of this form.

1. Organisation.....
2. Address (1).....  
Address (2).....
3. Contact name.....
4. Contact Tel No.....
5. Email address.....
6. Preferred dates (please give at least two) (1).....
7. Preferred location.....
8. Which product do you require training for (please tick boxes where appropriate)  
Gemini                       Mini Bold                       RX3000                       RX2000   
BoldGuard                       BoldNet IP                       Networking for Security Systems
9. How many days training do you require (minimum – half day).....
10. How many staff do you wish to be trained per day (max 4).....
11. Please provide names of attendees for our records  
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12. Which specific areas of the system do you require training in? If you wish to discuss your requirements prior to ordering, please contact us on 01925 713224.  
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Number of Days @ **£795** per day:

.....

Number of Half Days @ **£450** per day

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Signed:.....

Total (exc. VAT): .....

Position:.....

Purchase Order No.....

***Training Terms***

Training fees exclude VAT and are valid for 30 days. Unless the client has a credit account and is operating within the terms of that account, payment for the provision of training must be received seven days before the training is due to be provided, in lieu of which Bold reserves the right to cancel. Notice of cancellation must be received by Bold Communications Ltd no less than seven days before due date, failing which the full fee is due.

## TERMS & CONDITIONS

**Products and services provided by Bold Communications Ltd are supplied strictly subject to the following terms and conditions:**

### **1. Pricing**

Prices are as quoted in UK pounds, US Dollars or Euros and exclude VAT or local taxes, packaging and carriage. Quoted prices are valid for 30 days unless otherwise stated. We reserve the right, at any time, to increase the price of our goods and services in the event of any variation in the cost to ourselves in supplying the same, or any part thereof caused by any reason whatsoever beyond our control.

### **2. Credit Terms**

Credit terms are subject to status. Title of all goods remains with Bold Communications Ltd until paid for in full. Payment terms are strictly 30 days from the date on the invoice. Credit terms are entirely at the discretion of Bold and may be changed with 30 days notice. Where the terms of credit are not complied with by the customer, Bold reserve the right to close a credit account. In the event of payment default, the customer is liable for all recovery and collection costs incurred by Bold Communications Ltd. The costs will be added to the total value of the invoice.

### **3. Payment**

The customer shall make all payments here under in full without deduction, set off or counter claim whatsoever from, or against the same, regardless of any delays in delivery or performance or any corrections or adjustments that may be necessary to the products or systems supplied. Bold will apply payments received to the customer's outstanding debt or interest for overdue accounts or any other debt owing from the customer to Bold at its absolute discretion.

### **4. Interest**

The customer shall pay interest on any monies payable by the customer to Bold which are not paid when due at an annual rate of 3% above Barclays Bank plc base rate from time to time compounded with monthly rests calculated from the date of due payment until the date of actual payment.

### **5. Customer's Responsibilities**

It is the customer's responsibility to provide equipment accommodation, mains power, communications services, customer personnel resources and all other pre-requisites identified and agreed between Bold and the customer to facilitate the supply and installation of ordered systems. These pre-requisites will be detailed in a project plan which will form the basis of Bold's project delivery. Any changes to the plan will be agreed by both parties. As technical resources are scheduled for project completion, where a date has been agreed between Bold and the customer, and it is not possible to carry out the work on that date through default of the customer, a call out fee will be charged, normally at the engineer's day rate plus travelling expenses where applicable. This will include, for example, where an engineer's visit or scheduled training is cancelled or re-scheduled with less than 7 days notice, or where the agreed customer infrastructure has not been prepared in accordance with the project plan at the time of the engineer arriving to carry out the works.

Bold Communications has a policy of continuous improvement and reserves the right to change product specification without notice. If any variation in the goods or the contract is agreed or is required for compliance with any applicable law, regulation or safety recommendation, or due to any other reason outside our control, the customer shall pay such additional amount and Bold will have reasonable additional time to perform the contract. The customer will provide all reasonable assistance to facilitate completion of the contracted project in a timely manner. Where a contracted project cannot be completed due to default of the customer, written notice of default, specifying the grounds, will be given to the customer by Bold. At this point, any outstanding monies owed to Bold will become due on demand and any increase in the costs of products and services which have become effective since the project was originally costed will be additionally payable.

#### **6. Trademarks, Intellectual Property & Agency**

Nothing in this summary of agreement or any other agreement, except as expressly agreed, is intended to create an agency for any business or individual with Bold, or any rights, including any exclusive rights, to use, sell or deal in Bold products and services, or to use the Bold name and trading styles.

#### **7. Software Licenses & Technical Support**

All alarm management, receiver and configuration software supplied is subject to an annual licence and support fee, calculated as a percentage of the cost of the software. The continuing use of Bold software is strictly dependent upon the purchase of an annual software licence. Within the terms of the Bold licence and support contract, support will be provided at all times for so long as the customer allows a remote network access facility to Bold for the purpose of support, including out of hours support. Where the customer does not provide remote network access to the Bold system, support will only be provided during office hours. The licence and support agreement will renew for a further twelve month period unless the date on which written notice of termination is served no later than two months before the expiry of the original twelve month term. The customer agrees not to copy or disclose or alter the programs without Bold's prior written consent and will in all respects comply with the terms of any licence granted to the customer which relate to the use of the software.

#### **8. Custom Product Development**

Where the customer has requested and Bold has agreed to create a custom development for the customer, a Design Request Form (DRF) will be prepared by Bold and communicated to the customer, who may then request changes and make comments. These changes may be incorporated into the DRF which is a binding document, setting out the design and scope of the custom work to be delivered. Therefore, any amendments to the DRF or the delivered work should be communicated as soon as possible and within two weeks of delivery at the latest. Where no amendments are requested within this allocated time period, the work will be deemed to be accepted by the customer as delivered and a new DRF will be required for any further custom development and additional costs will be payable. Where any design or functionality change or addition is made to a Bold product or service, whether requested by a customer or other third party or not, all property rights shall remain with Bold Communications Ltd. No property rights in Bold products and services can be acquired by using or specifying Bold products and services.

#### **9. Title to Goods**

Title of risk of damage to or loss of the goods shall pass to the purchaser at the earlier of the time when Bold notifies the purchaser that the good are available for collection or upon Bold first tendering the goods for delivery at the purchaser's address.

#### **9. Training**

Bold Communications Ltd, Unit 10, Webster Court, Carina Park, Westbrook, Warrington,  
Cheshire WA5 8WD

Tel: +44 (0) 1925 713224 Fax: +44 (0) 01925 710001

Web: [www.boldcommunications.co.uk](http://www.boldcommunications.co.uk) Email: [info@boldcommunications.co.uk](mailto:info@boldcommunications.co.uk)

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#### **10. Limitation of Liability**

All products supplied have the benefit of a 12 month return to base repair warranty. Bold Communications accepts no liability for the use or efficacy of products supplied, or for consequential losses as a result of product performance or services supplied or advice tendered. No warranty is extended in terms of the use to which the customer intends for products and services purchased from Bold, and they must satisfy themselves that such products and services are appropriate for the purpose for which they intend to use them. The customer understands and accepts that otherwise Bold's maximum liability is limited to the value of the goods.

#### **11. Third Party Systems & Communications Networks**

No advice or warranty is provided or liability accepted for the use or reliability of third party security systems and communications networks. Bold does not warrant that data transmitted from third party systems will be received by Bold management systems. This is especially so where the third party system does not require transmission acknowledgement. It should be noted that all networks go off-line and data can be corrupted during transmission. This will prevent successful data transmission and is outside Bold's control. Customers should therefore satisfy themselves that any monitored third party security product, signalling process and transmission method, is all in accordance with the intended purpose for which the system will be used.

#### **12. Jurisdiction**

In the event of a dispute, UK law shall apply.