



Business Protect Enhanced IP

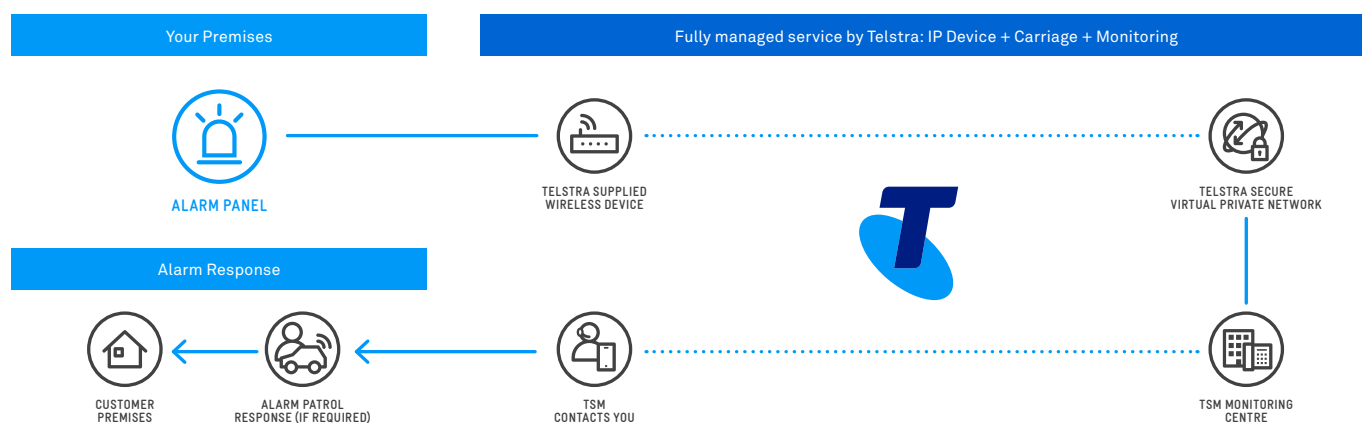
Business Protect Enhanced IP is a wireless alarm monitoring service that can extend the lifespan of your current compatible alarm panel. Leveraging the Telstra Secure solution, it helps to ensure your security monitoring solution is compliant with Australian Standards and **nbn™** network ready.

The Enhanced service offers supervised open/close monitoring of your premises to keep you informed of the alarm being armed or disarmed within the premises or zones outside specified operational hours. Your alarm panel is also monitored for activities such as tamper, low battery and unavailability. The service is quick and easy to install, works with most alarm panels, and is offered at an affordable fixed charge.

The service offers polling every 60 minutes – a periodic “heartbeat” check to confirm that the alarm panel is online and operational. Polling rates can be increased at no additional cost. In the event of an intrusion, the monitoring centre will execute the alarm response procedure. This procedure can be customised for your business – you can choose to contact a nominated site manager or always dispatch an alarm response patrol team.

Business Protect is delivered by Telstra SNP Monitoring (TSM), a 51% Telstra owned joint venture security company. TSM operates Grade A1 monitoring facilities located in Australia and are supported by a national technical support network and alarm response patrol teams.

How does it work?



As part of the service, a licensed technician will conduct a full test of your current alarm system and install the Telstra Secure device (Telstra supplied wireless device). Your alarm communicates with TSM's security monitoring centre over the Telstra Secure VPN, a purpose built virtual private network on the Telstra Mobile Network.

The Telstra Secure device is a wireless communicator that replaces the fixed PSTN line connected to your alarm and transmits the monitoring data to and from your alarm over the VPN.

The secure communication network offers:

- 256 bit AES data encryption
- ISO-27001 security certification for dedicated VPN access.

Features	Benefits
nbn ready	Help ensure your security monitoring solution won't be affected during the switch to the nbn network because it works over the Telstra Mobile Network (avoids the need to purchase additional battery back-up solutions to meet Australian Standards).
Wireless monitoring	Encrypted wireless connectivity over the Telstra Mobile Network. Intruders can't disconnect the communication path.
Fixed monthly charges	Bundles wireless access. No usage charges ensures fixed monthly cost irrespective of polling.
Single bill	Save time and effort managing multiple suppliers.
Free alarm testing	Thorough testing of alarm system at installation to ensure it meets Australian Standards and communicates with security monitoring centre.
60mins polling	Frequent polling ensuring alarm availability and proactive notification of issues. Can be increased free of charge to suit business needs.
Customise alarm response	Alarm response procedure customised to suit your business.
24/7 monitoring	Dual 24/7 Grade A1 monitoring centres for technical support and alarm response with complete redundancy.
Tamper detection	Telstra Secure is purpose-built for alarm monitoring that detects tamper to connectivity, alarm panel, back-up battery and all alarm generated events.
Supervised open/close monitoring	Enable flexible working hours and manage access to your premises at different hours. The monitoring centre will monitor your business ensuring it's accessed in accordance to defined hours. Your site manager will be contacted by phone if the alarm is turned ON/OFF outside the nominated business hours and initiate the response procedure.

About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Telstra Mobile Network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

 **contact your Telstra account executive**

 **call 1300 telstra**

 **telstra.com/enterprise**

Things you need to know

Although the monitoring is wireless with Business Protect IP, you will still need to move your affected business fixed phones/ broadband onto the **nbn** network when it becomes available. You need to be in the Telstra Mobile Network coverage area for wireless monitoring. See telstra.com.au/mobile-phones/coverage-networks/our-coverage/index.htm for coverage areas. The alarm monitoring service and installation is provided by Telstra SNP Monitoring Pty Ltd (TSM). Telstra services on the **nbn** network are not available to all areas or customers. Once you are connected to the **nbn** network, you won't be able to move to our copper network. Telstra Corp Security License Numbers: NSW 408064817, QLD 3926974, ACT 17502335, VIC: 653-608-61S (lic); 653-608-40S (reg), WA: SA51399, SA: ISL 267566, NT: 347. TSM Security Licence Numbers: NSW 000101018, ACT 17502283, VIC 874-798-31S / 874-798-10S, QLD 3709952, WA: SA49240, SA: 262413, TAS: 20607, NT: 348. Complies with Australian security monitoring standards (AS/NZS 2201.1-5:2008 Intruder Alarm Systems). To meet the accredited level, your alarm panel must also comply with the AS2201.5 2007/2008 Standard.

nbn™, nbn co and other **nbn™** logos and brands are trade marks of nbn co limited and used under licence. **™** and **®** are trade marks and registered trade marks of Telstra Corporation Limited, ABN 33 051 775 556.

