

CSL

DualCom

SIGNALLING CHANGES

DualCom Product Range Specifications

| Features | G2 | G3 | G4* | Plus |
|------------------------------|-----|-----|--------|------|
| Priority Polling™ | | yes | yes | yes |
| Gemini Callback™ | yes | yes | yes | yes |
| 21CN Mode™ | yes | yes | yes | yes |
| Remote Grade Change | yes | yes | yes | |
| Remote Firmware upgrade | yes | yes | yes | |
| GSM Secondary Reporting Path | yes | yes | yes | |
| Managed Network | yes | yes | yes | yes |
| Insurance Specified | | yes | yes | yes |
| Memory Log | | | 96 hrs | |

| Polling Times | | G2 | G3 | G4* | Plus |
|--|---------------|---------|---------|---------|---------|
| Fault reporting when both paths are OK | Radio Path | 3 mins | 3 mins | 3 mins | 3 mins |
| | Landline Path | 99 secs | 99 secs | 99 secs | 99 secs |

| | | | | | |
|--|--|------|----------|-------|-------|
| Priority Polling over Radio when PSTN has failed | | 1 hr | 15 min** | 3 min | 3 min |
|--|--|------|----------|-------|-------|

| | | | | | |
|--|---------------|--------------|--------------|-------|-------|
| Priority Polling over PSTN when Radio has failed | Landline Path | programmable | programmable | 3 min | 3 min |
|--|---------------|--------------|--------------|-------|-------|

* = available from Feb '08

** = average 10 – 20 expected

CSL DualCom Limited

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Registered in England No. 3155883



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SIGNALLING CHANGES

Glossary of Terms

PRIORITY POLLING™

Every DualCom GPRS G3 that has been installed within the last two years will enjoy an enhanced 10 minute polling cycle – completely free of charge. This polling frequency is upgraded from the one hour polling currently enjoyed by DualCom GPRS customers. www.csldual.com/news

GEMINI CALLBACK™

For additional peace of mind all DualCom products will incorporate this unique Callback feature. If a DualCom fails a GPRS polling call, we will call the DualCom over the GSM path (at no extra cost) to verify that the DualCom is able to make a call before keyholders get disturbed unnecessarily.

www.csldual.com/callback

21CN MODE™

All DualCom products have a programmable 21CN mode whereby enhanced polling on the radio path will avoid unnecessary keyholder contact from telephone or IP path disruptions. 21CN-MODE™ can also be used to increase polling over Holiday or high-stock periods.

www.csldual.com/news

REMOTE GRADE CHANGE

When the Risk Assessment grade of a Signalling Installation needs to change, for example an insurance requirement, then the changes to DualCom may be done remotely. DualCom can 'gear change' between EN Grades 2, 3, 4 and Fire. There is a one-off administration charge from your ARC of £25 for this service in addition to the recurring annual tariff difference.

REMOTE FIRMWARE UPGRADE

If a new feature or software change is required in a DualCom product, for example a change in operation to meet legislative changes, then a software update to DualCom may be done remotely via a remote firmware download. These upgrades are free.

GSM REPORTING PATH

The GSM Data reporting path effectively allows DualCom to contact the ARC via three alternate paths. DualCom utilises the GSM network in the unlikely event that the GPRS service is not available. CSL DualCom make no charge for this service.

GEMINI MANAGED NETWORK

All of the paths that the DualCom can use to pass alarm and polling messages to the ARC are permanently monitored for availability by the six Gemini Polling Servers. Every call on every path is logged by the Gemini Polling Servers.

www.csldual.com/gemini

INSURANCE GRADING

All DualCom products comply with the structured risk assessment that the EN50131 standard specifies - the grading of each product is as follows :

| Dualcom GPRS | G2 | G3 | G4* | Plus |
|--------------|--------------------------------|----------------------------------|----------------------------------|----------------------------------|
| EN GRADE | 2 | 3 | 4 | 4 |
| ATS VALUE | Primary ATS2 Secondary ATS1 | Primary ATS4 – Secondary ATS3 | Primary ATS5 – Secondary ATS4 | Primary ATS5 – Secondary ATS4 |

MEMORY LOG

The DualCom GPRS G4 has the memory capacity to record 96 hours of continuous activity.

*Available February 2008

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