



Don't get caught in a pickle. The NBN is coming.



Pickle's Simply Awesome Strata Solutions powered by Pixel provides a standalone solution to replacing existing duress and emergency service PSTN phone lines that are being decommissioned due to the nbn roll out.

Highlights

- Reliability – addresses the problem of the nbn not functioning in the event of power outages.
- Capability – allows dual-SIM providing extra protection in the event of mobile network outages
- Certified – meets ACMA standards
- Monitoring – 24/7
- No changes to internal lift cabin required
- Near instant updates – through SMS/email alerts, with the health of the device checked every 60 seconds
- Detailed reporting dashboard

The nbn™ (National Broadband Network) is the new landline and Internet network in Australia. The nbn network will replace all PSTN lines by 2020.

With the nbn, traditional lift phones that that rely on power over PSTN line will no longer work in the case of a black out and therefore do not meet the required industry specifications. To address this, Pickle is offering a standalone wireless based solution that replaces the need for PSTN and meets the required standards. Your communications can be migrated without interruption to existing services and without needing access to the lift cabinet which can be costly.

The Emergency Lift Phone PSTN Replacement is provided as a low monthly reoccurring cost.

Emergency Lift Phone PSTN Replacement features

- Battery back-up supply, up to 4 hours talk time with simple battery expansion if required
- Automatic fault notifications and remote management via SMS and online web service

Call us on:

1300 239 205

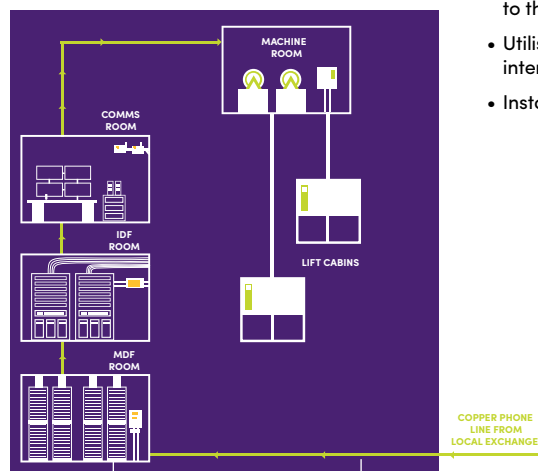
- Easy on-site installation and maintenance
- Self-testing and reporting in accordance with EN: 81-28 standard
- Designed to operate line powered telephones
- SMS and voice communication with gain control
- Compatible with emFONE and ACMA approved telephones as used by major lift manufacturers
- Durable, self-contained wall cabinet designed for industrial application
- Turn off line voltage to the FXS port when no SIM is present or the network is unavailable
- The relay will open when power or network is unavailable

Easy installation

The unit can be installed anywhere along the green line in the diagram, ensuring a quick and easy install without the need to access the lift cabin.

You can:

- Install the system in the MDF Room and utilise the building's existing telephone cabling to the Machine Room
- Utilise the building's electrical room with zero interference to the existing infrastructure
- Install directly into the Machine Room



Monitoring

Device health of the gateway unit is monitored 24 x 7 to provide you with peace of mind. The following items are monitored:

- Power outage
- Low Battery
- Loss of primary or backup SIM
- Extended warranty included
- Identify nuisance calls*
- Identify ghost lifts*

* When integrated to lift control line

The system can alert you via SMS of power status, battery status and alarm calls.

Additional reporting capability is provided through the online web as shown on the right.

A Lift Monitoring System is also optionally available, designed to aid in the monitoring and analysis of various operational parameters of elevators and escalators.

The Lift Monitoring System is linked to every lift/escalator, providing real time monitoring and reporting. Specialised hardware collects data from elevators/escalators and transmits it over an Ethernet based network to a Lift Monitoring System computer.

A suite of software running on this computer allows a user to see the status of all monitored devices, and to generate various reports that present subsets of the collected data.

SCOPE OF WORKS

ON SITE

- **Step 1** - On-Site audit of existing phone lines, internal cabling and mobile coverage.
- **Step 2** - Conduct cabling and power upgrades.
- **Step 3** - Equipment installation and sim card activation.

REMOTELY MANAGED

- **Step 4** - Quality assurance testing
- **Step 5** - Disconnection of old PSTN lines from Telstra*
- **Step 6** - Go Live with the Pickle Strata Solutio

* Disconnection of PSTN can only occur if managed by Pickle

PROVISIONS BY PICKLE

- Determine installation using a signal strength analyser for each site to establish location and suitability.
- Provide updated contact information to relevant 3rd parties of the lift emergency number.
- Install all equipment as per relevant Australian Standards and requirements by competent and qualified technician.
- Two-way testing of phone unit at the completion of the installation process.
- Install all necessary hardware for operation (power cabling and equipment, telecommunications cabling and equipment, connections, security enclosure, signage).

PROVISIONS BY OWNERS CORPORATION

- Provide access to site/equipment as requested.
 - Provide access to switchboards and MDF.
 - Allow for electrical and telecommunications wiring to be run in adjacent areas of MDF and connections to the MDF frame.
 - Allow for the antenna to be installed in a suitable location inside or outside the premises.
 - Update contact information to all stakeholders
- Report any issues to Pickle immediately. 1300 239 205 or strata@thinkpickle.com.au



Services offered

Managed Service inclusions:

- Pixel EM-4GE2 Wireless Gateway
- Warranty for extent of the contract period
- Device monitoring service
- Dual carrier SI connectivity
- Installation of Emergency Lift Phone PSTN Replacement by licensed electrician
- Standard maintenance call outs (includes - battery replacement and repair under warranty)
- Project management and support services

Additional ad-hoc services

- Full PSTN audit
- Non warranty EM-4GE2 device replacement
- Non - Standard customer call outs
- NBN Phone Lines
- Internet services
- IoT SIM cards

Ad hoc professional services

- Labour hourly rate - for out of scope work
- Labour hourly rate overtime - for out of scope work
- Hourly labour rate for travel if charged - regional
- Vehicle cost per kilometre if charged - regional
- Additional power cabling up to 30M (from main distribution board)

Pickle Sales Representative / Account Manager Details			
Sales Order Reference			
Name			
Telephone		Mobile	
Email Address		Sales Channel	[TAM/Business]

Pickle Strata Services	
Transaction Type	[Add / Move / Existing]
Product Description	
Customer Name	
ABN	Customer Reference
Order Contact Name	
Order Contact Title	
Mobile	
Email	

Quantity	Access/Service	One-Time	Monthly	Term
	Total			

Site Details	
Status	[New / Existing]
Site Address	Key Safe Code
Site Suburb	
Site State	
Site Postcode	Total Lifts
Contact Name	Title
Email	Mobile
Parking Instructions	



Contract formation and incorporation of terms

The Parties Agree that:

1. By signing and delivering to Us this Form:
 - (a) you (the "Customer") acknowledge and agree:
 - (i) this Form constitutes an irrevocable offer by the Customer to order the services detailed in this Form (the "Services") on the terms of Agreement; and
 - (ii) the Customer has read and understood the Agreement;
 - (b) on acceptance by Us (at our sole discretion), in whole or in part:
 - (i) the Customer is bound by the Agreement; and
 - (ii) the Agreement:
 - A. replaces and supersedes any existing service agreement between the Customer and Us; and
 - B. applies to all present and future services supplied by Us.
2. In this Form the following terms have the following meanings:
 - (a) "Agreement" includes the following documents:
 - (i) this Form (including any Provisioning Order Form (POF)/Application for Service Form and associated schedules signed by you) and any attached pricing terms/price book;
 - (ii) any Service Schedule(s) applicable to the Service(s)
 - (b) "Service Agreement" means either the
 - (i) Pickle written and signed agreement between the Customer and Us relating to Our supply of services to the Customer; or
 - (ii) otherwise, the current Pickle Business Standard Service Agreement.
 - (c) "We", "Us", "Our" or "Pickle" means Think Pickle Pty Limited (ABN 36 165 711 731) and any Related Body Corporates of Pickle Limited, where applicable.
3. **Personal Information and Privacy:** In this Form, we collect personal information about employees, principals or directors of the Customer. Please see Our Personal Information Collection Notice and Our Privacy Policy at www.thinkpickle.com.au, which sets out important information about Our use of personal information.
4. **Customer Acknowledgments**
On behalf of the Customer:
 - I confirm that:
 - (a) I am fully authorised to provide the information contained in the Form, execute the Form and bind the Customer accordingly; and
 - (b) all information provided by the Customer to Pickle in this Form is true and correct.
 - I acknowledge that supply of the services under the attached pricing is conditional on Pickle supplying the Customer with Local, National, Fixed to Mobile and International call types. If this condition is not complied with, Pickle reserves the right at its sole discretion to cancel the service or substitute another pricing or rate plan under which cancellation charges may apply.

Signed for and on behalf of Customer

Name/Title	Signature	Date
		/ /
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Name/Title	Signature	Date
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