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# TECHNICAL NOTE

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## S M S      D I S C L A I M E R

**13/3/2006**

Euro-MERiDIAN includes the facility to send electronic signals to an Alarm Receiving Centre (ARC), and also to send SMS text messages to mobile 'phones.

Alarm, etc. signals may be transmitted via a PSTN link, using a variety of formats, to suitable receiving equipment located at the premises of an independently operated Alarm Receiving Centre.

The SMS facility uses a PSTN connection to a special SMS Centre (SMSC), where the information is transferred to the GSM network for delivery to the client's designated mobile telephone(s).

The SMSC services are provided by GSM network operators or other reputable companies, whose operation is outside of the control or influence of Castle Care-Tech Ltd.

Castle Control Panels have an embedded premium rate telephone number that is used to contact a Castle host computer prior to commissioning, in order to download the SMSC details and appropriate call routing authorisation. The control panel will continue to contact this CHC at regular intervals, to verify the operation and update and confirm the routing information and authorisation as appropriate. The charge for this service is raised by the use of the "premium rate" telephone number.

Whilst we will use our best endeavours to resolve any issues relating to these uses of equipment manufactured by us, Castle Care-Tech are in no way responsible for the operation of the PSTN, the Alarm Receiving Centre or the SMSC - or for the end-to-end security and delivery of information and messages involved.

**30/03/2010**

All calls to SMSC bureaux are outside the control of Castle Care-Tech Ltd and the charges required for sending SMS messages may increase or decrease without notice.

By signing up to the CHC it is considered that the end user has accepted all of the above conditions. Note that Castle Care-Tech Ltd has no means of disabling the SMS service; the end user must contact their alarm installer. Castle Care-Tech Ltd accept no responsibility for any faults or alarms on the system should the end user disable the telephone line to the control panel.

It is the responsibility of the end user to ensure that 09 and 07 numbers are not barred on their telephone line as this will stop the SMS service from working correctly.

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