

CERTAS support line

Supplemental Terms and Conditions of Contract (STC)

(Version of 01.08.2026)

These Supplemental Terms and Conditions of Contract shall apply exclusively to the Certas Support Line (CSL) service and together with the General Terms and Conditions of Contract (GTC) of Certas AG, as amended from time to time (available at <https://www.certas.ch/en/gtc-payment-options>).

1. Calling emergency services

- **Certas Support Line (CSL) of Certas AG is generally not a first point of contact for calling the emergency services (police, fire brigade, ambulance service).**
- However, Certas AG offers to organise the deployment of emergency services to selected customers **who have defined pertinent processes in their instructions (only Certas support line Prio 1 customers)** if the caller has not yet called the emergency services in case of need. In this case, Certas AG sets up a 3-way call and hands over the caller to the emergency service.
- Certas AG points out that without express and clear instructions from the caller, it cannot assess whether a call is necessary or requested ("Unclear Situations"). In particular, misunderstandings, hearing or speech errors, an abruptly silent line or a lack of instructions could lead to misjudgements. In Unclear Situations, Certas AG shall be entitled, but not obliged, to call the emergency services at its own discretion.
- If Certas AG offers to organise the deployment of emergency services, the customer shall in any event be deemed to be the caller who has triggered the deployment and shall bear the associated costs and sole responsibility, in particular with regard to technical malfunctions or any delays, such as due to high volume of calls to the Certas alarm centre or the call centres of the emergency services.
- **For this reason, Certas AG excludes – in particular by way of derogation from clause 11.1 of its General Terms and Conditions (version 01.01.2025) – any liability for direct and indirect losses to the extent permitted by law.**
- By signing the contract, the customer consents to this and releases Certas AG from any liability.

2. Prioritisation in the case of emergencies (Prio 1)

Telephone calls from CSL Prio 1 Customers that are received on the customer-specific emergency number at Certas AG are prioritised and put through to the next available call handler. If there are delays in answering the call, the caller is under an obligation, in an acute threat situation, to dial the general emergency number 112 independently.

3. Triggering external communication systems

If the order involves the triggering of an external communication system (e.g. a school bell system), the client must ensure that an automatic acknowledgement of the triggering occurs – e.g. via a voice announcement. Without this acknowledgement, the service cannot be provided.



One crucial step ahead.