

1. What is the penalty if customer terminate the service within contract period?

A : Maximum penalty is 6 months subscription fee. However, if customer contract period is less than 6 months, customer only be penalized based on Monthly Package Fee X remaining month of contract period.

2. If customer to terminate or Relocate the Security and Surveillance service, where should customer go?

A : Customer can terminate or request for relocate the service direct to Panther 911 by filling up termination or relocation form. There will be installation fee required at the new premises.

3. Why I need to pay installation fee again when I move to another location?

A: Your current cabling cannot be used again and we need to assign installer to lay the new cabling and system configuration.

4. What is the treatment if existing Security and Surveillance customer would like to add another unit of CCTV?

A : Customer can contact Panther 911 HOTLINE and Panther 911 Sales Reps will contact customer for fulfillment

5. If customer faced a problem with their CCTV, to whom should customer channel to?

A : Customer can call Panther 911 Hotline directly at 1-300-22-9911 and 019-2291 911 (Emergency number) at 24/7. However, technical support is only available during office hours except an emergency cases eg: intruder break in.

6. Do customer need to make up front payment?

A: Yes. Customer need to pay upfront payment for Installation Fee upon Installation completed directly to Panther 911.

7. How Panther 911 works?

A: The Central Monitoring System (CMS) agent will verify whether it is genuine break-in or false alarm cases by unique 3-Line Zone software build into camera and issue 3 Step Alert immediately to chase the intruder away upon genuine break-in confirmation. At the same time, CMS agent will contact the nearest police station and inform owner on the break-in incident.

8. What are the 3 step alerts?

A: 3 step alerts is a response given by agent to chase an intruder away. 1st and 2nd step is pre-recording followed by siren alert and 3rd step is actual Real Live Verbal Warning Audio.

9. What is the minimal requirement for internet connection to install Panther 911?

A: Minimum of 1Mbps for download speed & 384Kbps for upload speed.

10. Does Panther 911 provide warranty on the equipment?

A: Yes, Panther 911 provide the equipment warranty as long as contract service period.

11. How long is the process of getting Panther 911 CMS install at my property?

A: Panther 911 authorized installer will contact customer within 72 working hours for appointment to install. It will depend on installer and customer schedule availability.

12. What is Panther 911 camera specifications?

A: 1.3 Megapixels 720HD IP camera infrared

13. Does Panther 911 camera function normally at night or total darkness?

A: Yes, the camera is equip with infrared function.

14. How Panther 911 command centre able to handle if there is more than 10,000 customer?

A: Panther 911 have 6 command centres that operate 24 hours a day x 7 days a week by 6 highly trained CMS agent on each shift and supervised by a supervisor or operation manager. The command centre are able to manage up to 3,000 customers at any given time.

15. Does Panther 911 CMS provide insurance coverage in case there is a successful break-in to my property?

A: No. Panther 911 will provide up-to-date all the evidence to police for investigation & insurance claim. Customer are advised to purchase householders/house owners insurance for residential, burglary insurance for commercials/retails/offices/corporates owner.

16. Can I monitor my premises by myself?

A: Yes, customer can download Panther 911 CMS Application (i-VMS4500) at Google Play Store or Apple App Store to login monitor but without verbal warning or storage functions.

17. What will happen if there is electricity failure or disconnect by intruders, will Panther 911 still operate?

A: Yes, each Panther 911 Package is come with UPS backup battery that will be activated once detect failure electricity to continue running up to 2 hours monitoring.

18. What will happen if there is failure internet connection or disconnect by intruders, will Panther 911 still operate?

A: Yes, each Panther 911 Package is come with 3G backup internet connectivity that will be activated once detect failure connection from internet broadband provider.

19. What happens if Panther 911 panic button is pressed?

A: It will immediately trigger to the Central Monitoring Command Centre and alerting CMS agents which will turn on the live view IP camera to monitor the actual situation and proceed with Standard Operating Procedures (SOP) according to the situation.

20. What happen if someone try to block / move the camera angle?

A: The IP Camera is equipped with tampering features which will immediately trigger to Command Centre upon blocking / moving or tilting the camera.

21. Does Panther 911 have DVR or NVR that store all the video or picture?

A: Panther 911 do not have DVR or NVR but we will store the video or picture remotely at their highly secured Data Centre.

22. How long Panther 911 will store the video or picture?

A: We will store the video or picture 3 days unless the “incident” video which we stored at our data centre for a standard 7 days.