

LIVE VIDEO MONITORING SERVICES AGREEMENT

VideoMonitoring247.com is a service of iLink Professionals, Inc.

Version 1.4 – Effective February 03, 2026

1. Definitions

“Services” means the live video monitoring, observation, and notification services.

“Cameras” means internet-connected cameras at the Client’s premises. “Agent” means Company personnel performing monitoring.

2. Services Provided

Company provides human-assisted live video monitoring services using Client’s Cameras on a commercially reasonable, best-effort basis. Monitoring is not continuous and does not guarantee detection or prevention of any event.

2.1 Use of Video Analytics and AI-Assisted Technologies

Company may utilize video analytics, automated detection tools, and artificial intelligence-assisted technologies to enhance, prioritize, or surface events for review by human Agents.

- Such technologies are assistive tools only
- All alerts and notifications are reviewed or verified by human Agents
- Automated tools do not operate independently or replace human judgment
- Such tools may generate false positives or false negatives

The use or non-use of such technologies does not change the best-effort nature of the Services and does not create any additional duty, warranty, or obligation.

3. Not a Security, Alarm, or Emergency Response Service

Company is not a law enforcement agency, alarm company, emergency dispatcher, or security guard service. The Services are informational and observational only.

3.1 Premium Plans – Best-Effort Law Enforcement Notification

For certain premium service plans, and solely as a courtesy, Company’s Agents may make a commercially reasonable, best-effort attempt to contact local law enforcement if an Agent observes what appears to be a potentially life-threatening situation, using local contact information provided by Client.

- Company does not guarantee that law enforcement will be contacted or reached
- Company does not guarantee response time, dispatch, arrival, or outcome
- Agents may be unable to assess severity or reach authorities due to connectivity issues, language barriers, inaccurate or outdated contact information, or third-party failures
- Client is responsible for providing accurate, complete, and current local law enforcement contact information and for promptly updating Company if such information changes

Company shall have no liability for any failure or delay in contacting law enforcement or for the actions or inactions of any third party, including police or emergency responders.

4. Remote & International Monitoring

Monitoring services may be performed outside the United States, including from international monitoring facilities operated or contracted by Company, which may include Pakistan, India, the Philippines, and other countries.

5. Internet, Power, and Third-Party Dependency

Services depend on Client's cameras, internet connectivity, power, and third-party providers. Company is not responsible for outages, delays, or failures caused by factors outside Company's control.

6. Notifications and Communications

Notifications may be sent via WhatsApp, SMS, email, images, or video clips. Delivery, timing, and completeness are not guaranteed.

7. Client Responsibilities

Client is responsible for camera placement, lighting, maintenance, network reliability, and compliance with all applicable surveillance, labor, and privacy laws.

8. Fees, Billing, and Cancellation

Services are billed monthly in advance. The first month may be prorated. Credit/debit card payments may incur processing fees. A minimum of thirty (30) days' notice is required for cancellation.

9. No Warranties

THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED.

10. Limitation of Liability

To the maximum extent permitted by law, Company's total liability shall not exceed the amount paid by Client for one (1) month of monitoring services.

Company shall not be liable for indirect, incidental, consequential, special, or punitive damages. Any AI-assisted or best-effort emergency notifications are subject to these same limitations.

11. Indemnification

Client agrees to defend, indemnify, and hold harmless Company from claims arising from Client's use of the Services, camera operation, privacy violations, or third-party claims.

12. Governing Law and Venue

This Agreement is governed by the laws of the State of Georgia, USA. All disputes must be brought exclusively in state or federal courts located in Georgia.

13. Acceptance and Continued Use

By accepting this Agreement electronically, by checking the acceptance box on the order form, and/or by continuing to access or use the Services after receiving this Agreement, Client confirms that Client has read, understands, and agrees to be bound by all terms and conditions herein.

Client acknowledges that this Agreement may be provided electronically, including by email with billing statements, invoices, or payment receipts, and that continued use of the Services after receipt constitutes acceptance of the then-current version, to the extent permitted by law.

By accepting this Agreement, Client authorizes iLink Professionals, Inc. to charge Client's selected payment method on a recurring basis for the Services until properly canceled in accordance with this Agreement.

14. Entire Agreement

This Agreement constitutes the entire agreement between the parties and supersedes all prior agreements or understandings.