

# Securitas Technology



This **MASTER MONITORING AGREEMENT** is made this

\_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ by

**Securitas Technology Corporation**

and:

*INSTALLATION COMPANY NAME:* \_\_\_\_\_

*CONTACT:* \_\_\_\_\_

*PHYSICAL ADDRESS:* \_\_\_\_\_

*CITY:* \_\_\_\_\_ *STATE:* \_\_\_\_\_ *ZIP:* \_\_\_\_\_

*MAILING ADDRESS:* \_\_\_\_\_

*CITY:* \_\_\_\_\_ *STATE:* \_\_\_\_\_ *ZIP:* \_\_\_\_\_

*TELEPHONE #:* \_\_\_\_\_

*EMAIL ADDRESS:* \_\_\_\_\_

Installation Company has read, understands and will comply with the terms, covenants and conditions as contained within the Master Monitoring Agreement. Attached hereto.

Securitas Technology Corporation

Installation Company

Print Name \_\_\_\_\_

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Title \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

**MASTER MONITORING AGREEMENT**

1. DESCRIPTION OF SERVICES PROVIDED: Securitas Technology Corporation agrees to provide monitoring services as hereinafter set forth for the alarm system(s) and other systems installed by Installation Company, as identified on page 1, hereinafter referred to as "Installer," at the premises of Installer's customers, hereinafter collectively and singularly referred to as "Customer".
2. TERM, PAYMENT, RENEWAL, TERMINATION:
  - (a) In consideration of the monitoring services provided, Installer shall pay to Securitas Technology Corporation a monitoring service charge for each of Installer's systems connected to Securitas Technology Corporation's monitoring equipment in accordance with the terms, rates and charges set forth on Schedule "1" attached hereto. Except as permitted by the provisions of Paragraph 6, Securitas Technology Corporation agrees that it will not change the rates and charges set forth in Schedule "1" during the first (2) years from the date of this Agreement.
  - (b) This Agreement shall continue from month to month unless either party notifies the other of its intention to terminate this Agreement by giving not less than thirty (30) days written notice or otherwise specified on Schedule "1".
  - (c) Installer shall be solely responsible for the installation of any communications service or equipment necessary to transmit signals from Customer to Securitas Technology Corporation, and in addition, shall pay to Securitas Technology Corporation all charges made by any service provider to Securitas Technology Corporation for telephone lines, private cellular service, radio or Internet or other equipment transmitting signals between Customer's protected premises and Securitas Technology Corporation's Central Station. Installer acknowledges that signals are transmitted over service provider communications systems, which are wholly beyond the control and jurisdiction of Securitas Technology Corporation and are maintained and serviced by the applicable service provider. The use of DSL or other broadband telephone service may prevent the System from transmitting alarm signals to Securitas Technology Corporation's monitoring facilities via standard telephone service and/or interfere with the telephone line-seizure feature of the alarm system. DSL service should be installed on a telephone number that is not used for alarm signal transmission. Installer agrees to advise each Customer of this issue and instruct each Customer to notify Securitas Technology Corporation and Installer if Customer has installed or intends to install DSL or other broadband service. IMMEDIATELY AFTER THE INSTALLATION OF DSL OR OTHER BROADBAND SERVICE CUSTOMER MUST TEST THE SYSTEM'S SIGNAL TRANSMISSION WITH THE SECURITAS TECHNOLOGY CORPORATION MONITORING FACILITIES.
  - (d) In the event either party shall terminate this Agreement pursuant to Paragraph 2(b) of this Agreement, then and in that event, Installer shall disconnect all its alarms from Securitas Technology Corporation's signal receiving equipment within thirty (30) days from the date of notice of termination. During this thirty (30) day period, Installer shall continue to pay to Securitas Technology Corporation the monitoring service charge for each alarm system monitored by Securitas Technology Corporation. At the end of this thirty (30) day period Securitas Technology Corporation may, at its option, continue to monitor those systems still connected to its signal receiving equipment or terminate the monitoring services after giving ten (10) days written notice to Installer and the Customers still connected. Securitas Technology Corporation will continue billing Installer, and Installer agrees to pay, for any cancelled account still transmitting signals to the central station.
  - (e) If Installer fails to disconnect all Customers from Securitas Technology Corporation's monitoring facilities within the time limits set forth in this Agreement, Installer authorizes Securitas Technology Corporation to take such action as may be necessary to disconnect Customer's systems from Securitas Technology Corporation's monitoring facilities.
3. SERVICES PROVIDED: Securitas Technology Corporation agrees to monitor without liability, and not as an insurer, the signals of alarm system(s) installed by Installer. If, in the opinion of Securitas Technology Corporation, use by the Installer or Customer adversely affects the use of the monitoring equipment, this Agreement may be terminated thirty (30) days following written notice to Installer. Installer agrees that Securitas Technology Corporation's maintenance obligation hereunder relates solely to the maintenance and operation of the monitoring equipment in Securitas Technology Corporation's central office, and that Securitas Technology Corporation is in no way obligated to maintain, repair, service, replace, operate, or assure the operation of the property, system, or any device or devices of Installer or Customer.
4. ALARM NOTIFICATION:
  - (a) Securitas Technology Corporation will use Enhanced Call Verification ("ECV") to verify residential and commercial burglary alarms.
  - (b) When a burglar alarm signal from the alarm system is received, Securitas Technology Corporation will first try to telephone Customer's primary contact, and if there is no answer then will try to telephone the secondary contact, to verify whether an emergency condition requiring police response exists. If there is no answer to both calls or the person contacted indicates that an emergency exists, Securitas Technology Corporation will attempt to notify the police department. Securitas Technology Corporation will also attempt to contact someone on the emergency call list to advise them that the police have been notified.
  - (c) When a fire alarm, hold-up alarm or duress alarm signal is received, Securitas Technology Corporation will attempt to notify the police or fire department or another emergency personal and the first available person on the emergency call list.

## Master Monitoring Agreement

- (d) When a non-emergency signal is received, Securitas Technology Corporation will attempt to contact the primary, secondary contact, or the first available person on the emergency call list but will not notify emergency authorities.
  - (e) Securitas Technology Corporation reserves the right to verify all alarm signals by using the video feature of the system, if one has been installed or otherwise before notifying emergency personnel.
  - (f) Securitas Technology Corporation may choose not to notify emergency personnel if it has reason to believe that an emergency condition does not exist.
  - (g) Securitas Technology Corporation, Installer and Customer are obligated to comply with all notification and response requirements imposed by governmental agencies having jurisdiction over the system. Securitas Technology Corporation may discontinue or change any particular response service due to governmental or insurance requirements by giving written notice, and Installer agrees to notify its customers of the change.
  - (h) If Customer's police or fire department now or in the future requires physical, video or other visual verification of an emergency condition before responding to a request for assistance, Installer and Customer will comply with such requirements, and an additional fee may apply for such services.
5. **FALSE ALARMS:** In the event an excessive number of false alarms are caused by Customer's and/or Installer's carelessness, malicious action or accidental use of the alarm system, Securitas Technology Corporation may at its sole discretion deem same to be a material breach of contract on the part of Installer and, at its option, in addition to all other legal remedies set forth below, be excused from further performance, upon giving ten (10) days written notice to Customer and Installer. Securitas Technology Corporation's excuse from performance shall not affect its rights to recover damages from Installer or to continue to provide services for other Customers of Installer. In the event a fine, penalty or fee is assessed against Securitas Technology Corporation by any governmental or municipal agency as a result of any alarm originating from a Customer's premises, Installer agrees to forthwith reimburse Securitas Technology Corporation for same.
6. **TAXES; UTILITY CHARGES:** Installer agrees to pay any and all sales, use, business taxes or personal property taxes imposed by any Municipal, State and/or Federal authorities in connection with the services to be performed by Securitas Technology Corporation, and Installer agrees to hold Securitas Technology Corporation harmless from and to indemnify Securitas Technology Corporation against, any claim for the foregoing. Installer acknowledges that all charges set forth herein are based upon existing federal, state and local taxes and utility charges, including telephone company line charges, if any. Securitas Technology Corporation shall have the right, at any time, to increase the monthly charges provided herein, to reflect any additional taxes, fees, or charges which hereafter may be imposed on Securitas Technology Corporation by any utility or governmental agency relating to the service provided under the terms of this Agreement, and Installer agrees to pay the same.
7. **PERMITS/LICENSES/TAXES:** Installer represents that it has secured whatever permission, permits or licenses that may be necessary from local, governmental or insurance authorities for the installation, service and monitoring of the alarm system(s), and agrees to keep such permissions, permits or licenses in full force and effect during this the term of this Agreement. Installer agrees to: (i) pay or cause Customer to pay any and all sales, use or business taxes, license fees, permit fees or any other imposition by municipal, state and/or federal authorities in connection with the services to be performed by Securitas Technology Corporation, and (ii) obtain or cause Customer to obtain all necessary licenses or permits for Customer's use and operation of the system. Installer agrees to hold Securitas Technology Corporation harmless from, and to indemnify it against any claims asserted against Securitas Technology Corporation for the foregoing.
8. **PARTIES' DUTIES:**
- (a) Upon execution of this Agreement, Installer shall submit to Securitas Technology Corporation a complete and accurate copy of the Customer Monitoring Agreement Installer intends to use for its Customers for approval and acceptance by Securitas Technology Corporation. Such Customer Monitoring Agreement shall contain industry standard description of monitoring, limitations of liability, third party indemnification; protect the interests of Securitas Technology Corporation, and all its related entities including but not limited to its parents, subsidiaries, affiliates, successors and assigns, as a subcontractor of Installer and include such other provisions as Securitas Technology Corporation may reasonably require. Installer agrees to have each Customer to be monitored execute a Customer Monitoring Agreement, in the form approved by Securitas Technology Corporation and retain an original copy of such Agreement on file at Installer's office. Installer agrees to provide Securitas Technology Corporation a copy of such agreement upon request in the event of a dispute between the Customer and Securitas Technology Corporation. Securitas Technology Corporation shall have no obligation to provide monitoring service until (i) Installer confirms Customer has signed an unmodified copy of Securitas Technology Corporation's approved Customer Monitoring Agreement; and (ii) test signals have been received and approved by Securitas Technology Corporation. Installer shall not alter, amend, cancel or otherwise change the previously approved Monitoring Agreement with any Customer without prior written consent of the changes by Securitas Technology Corporation. Securitas Technology Corporation will not unreasonably withhold consent of changes that are not material to Securitas Technology Corporation's interests.
  - (b) Installer agrees to furnish to Securitas Technology Corporation all changes, revisions, and modifications to the Customer notification form in writing.

## Master Monitoring Agreement

- (c) All equipment installed by Installer to transmit signals to the monitoring equipment of Securitas Technology Corporation shall be approved by Securitas Technology Corporation and shall be compatible with Securitas Technology Corporation's monitoring equipment.
- (d) Installer shall keep in full force and effect, general liability and errors and omissions insurance covering the operations of Installer in the minimum amount of One Million Dollars (\$1,000,000). Installer shall provide Securitas Technology Corporation with certificates of insurance evidencing such coverage if requested by Securitas Technology Corporation and shall further arrange with the insurance carrier that the insurance carrier will notify Securitas Technology Corporation of any cancellation or change in coverage within 30 days of such cancellation or change.
9. INTERRUPTION OF SERVICE: Securitas Technology Corporation assumes no liability for interruption of monitoring service due to strikes, riots, floods, storms, earthquakes, fires, power failures, insurrection, interruption or unavailability of phone service, acts of God, or for any other cause beyond the control of Securitas Technology Corporation and Securitas Technology Corporation will not be required to supply monitoring service to an Installer or any Customer while such cause may continue. This Agreement may be suspended, at Securitas Technology Corporation's option, as to any Customer, should the alarm system on the premises of such Customer become so disabled or so substantially damaged that further service to such Customer is impractical. In such event, Securitas Technology Corporation will make a pro rata refund to Installer for the fees during such suspension.
10. SUSPENSION OR CANCELLATION OF SYSTEM: This Agreement may be suspended or cancelled, without notice at the option of Securitas Technology Corporation, if Securitas Technology Corporation or Customer's premises or equipment are destroyed by fire or other catastrophe, or so substantially damaged that it is impractical to continue service, or in the event Securitas Technology Corporation is unable to render service because of any action by any governmental authority.
11. DELINQUENCY; RECONNECT CHARGES: In the event any payment due hereunder is more than ten (10) days delinquent, Securitas Technology Corporation may impose and collect from Installer a delinquency charge at the rate of 1.5% per month but not in excess of the maximum rate permitted by Tennessee and/or Florida law as of the date of the Agreement. If the monitoring service is discontinued because of Installer's past due balance, and if Installer desires to reestablish monitoring service, Installer shall pay in advance to Securitas Technology Corporation a charge to be fixed by Securitas Technology Corporation in a reasonable amount, plus all past due amounts including redepositing any security deposits previously applied to Installer's account.
12. DEFAULT BY INSTALLER: If Installer fails to pay the monitoring fee within thirty (30) days from the billing date or fails to pay any other amount herein provided within thirty (30) days after the same is due and payable, or if Installer fails to perform any other provisions hereof within ten (10) days after Securitas Technology Corporation has requested in writing performance thereof, or if Installer makes any assignment for the benefit of creditors, Securitas Technology Corporation shall have the right but shall not be obligated to exercise any one or more of the following remedies:
- (a) Recover the existing amounts due from Installer or Customer and continue to provide monitoring service, in which case Securitas Technology Corporation shall be entitled to recover, in addition, the periodic amounts due under the contract for said services from Installer or directly from Customer.
  - (b) Discontinue monitoring service upon giving ten (10) days written notice to Customers and Installer;
  - (c) Recover from Installer all sums Securitas Technology Corporation may be entitled to under the law.
  - (d) Exercise any and all other remedies available at law or equity including, but not limited to, seeking actual damages it has incurred. Securitas Technology Corporation shall also be entitled to recover all reasonable collection expenses, court costs and attorney fees.
- Discontinuance of monitoring services due to Installer's default shall not be considered to constitute a breach by Securitas Technology Corporation of this Agreement or waiver by Securitas Technology Corporation of any of its rights or ability to recover damages.
13. SECURITAS TECHNOLOGY CORPORATION IS NOT AN INSURER; DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY: Installer understands and agrees that:
- (a) Securitas Technology Corporation is not an insurer of Installer's or Customer's property or the personal safety of persons in or about Customer's premises;
  - (b) The amounts paid to Securitas Technology Corporation by Installer are based only on the value of the monitoring services Securitas Technology Corporation provides and not on the value of Customer's premises or its contents;
  - (c) Securitas Technology Corporation's services may not detect or prevent any emergency condition such as, burglary, holdup, intrusion, fire or smoke or water damage;
  - (d) It is difficult to determine in advance the value of the property that might be lost, damaged or destroyed if Securitas Technology Corporation's services fail to operate properly;

## Master Monitoring Agreement

- (e) It is difficult to determine what portion, if any, of any property loss, personal injury or death would be proximately caused by Securitas Technology Corporation's: (i) breach of this agreement, (ii) failure to perform, (iii) negligence, or (iv) any failure of the services. Therefore, Installer agrees that even if a court or arbitrator decides that Securitas Technology Corporation 's breach of this agreement, any failure of Securitas Technology Corporation 's facilities or services, or Securitas Technology Corporation's negligence (including gross negligence), caused or allowed any harm or damages (whether such harm or damages are actual, direct, incidental or consequential, including without limitation, property damage, business interruption, loss of profits, personal injury or death) to Installer, any Customer or anyone in or about Customer's premises (including employees and invitees), Installer agrees that Securitas Technology Corporation's liability, including the liability of Securitas Technology Corporation's parents, subsidiaries, affiliates, successors, assigns, and related entities, shall be limited to Five Hundred Dollars (\$500.00), and this shall be Securitas Technology Corporation's, and its related entities, only liability regardless of what legal theory is used to determine that Securitas Technology Corporation was liable for the harm, damages, injury or loss.
14. THIRD PARTY INDEMNIFICATION: In the event any person not a party to this Agreement, including but not limited to any Customer shall make any claim or file any lawsuit against Securitas Technology Corporation or its parent or other related entities for any reason related to Installer's obligations pursuant to this Agreement, or for any reason relating to Installer's provisioning of alarm service, including but not limited to the operation or non-operation of the alarm system, or any failure of Installer's service, or relating to Installer's negligence, Installer agrees to indemnify, defend, and hold Securitas Technology Corporation and its parent or other related entities harmless from any and all claims and lawsuits, including the payment of all damages, expenses, cost, and attorney's fees, whether these claims be based upon alleged intentional conduct, negligence, contribution, indemnification, or strict product liability.
15. ENTIRE INTEGRATED AGREEMENT; MODIFICATION; ALTERATIONS; WAIVER; ATTORNEY'S FEES: The parties intend this writing as a final expression of their agreement and as a complete and exclusive statement of the terms thereof. This Agreement supersedes all prior representations, understandings or agreement of the parties, and the parties rely only upon the contents of this Agreement in executing it. Only a writing signed by the parties or their duly authorized agent can modify this Agreement. No waiver of a breach of any term or condition of this Agreement shall be construed to be a waiver of any succeeding breach. In the event Securitas Technology Corporation shall file suit or maintain any legal proceedings to enforce the provisions of the Agreement, Installer shall pay Securitas Technology Corporation's actual attorney's fees and court costs.
16. RECEIPT OF COPY: INSTALLER ACKNOWLEDGES RECEIPT OF A COPY OF THIS AGREEMENT.
17. DISCLAIMER OF WARRANTIES: SECURITAS TECHNOLOGY CORPORATION MAKES NO EXPRESS OR IMPLIED WARRANTIES AS TO ANY MATTER WHATSOEVER, INCLUDING, WITHOUT LIMITATION, THE CONDITION OF THE MONITORING EQUIPMENT, ITS MERCHANTABILITY, OR ITS FITNESS FOR ANY PARTICULAR USE. INSTALLER ACKNOWLEDGES THAT ANY AFFIRMATION OF FACT OR PROMISE MADE BY SECURITAS TECHNOLOGY CORPORATION SHALL NOT BE DEEMED TO CREATE EXPRESS WARRANTY; THAT THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE ON THE FACE OF THE AGREEMENT HEREOF. INSTALLER ACKNOWLEDGES THAT INSTALLER HAS READ THIS AGREEMENT AND PARTICULARLY PARAGRAPHS 13 AND 14 REGARDING SECURITAS TECHNOLOGY CORPORATION'S LIMITATION OF LIABILITY AND RIGHT TO INDEMNIFICATION. INSTALLER ACKNOWLEDGES THAT INSTALLER HAS DISCUSSED THE FIVE HUNDRED DOLLAR (\$500.00) LIMITATION AS SET FORTH IN PARAGRAPH 13. INSTALLER ACKNOWLEDGES THAT INSTALLER MAY OBTAIN A HIGHER LIMITATION OF SECURITAS TECHNOLOGY CORPORATION'S LIABILITY BY PAYING AN ADDITIONAL CHARGE.

## MONITORING AND SERVICE STANDARDS

### GENERAL CENTRAL STATION REGULATIONS

1. The Installer agrees that all changes, new accounts and updated zoning must be submitted via the account management platform (preferred) or email. If the Dealer does not have access to a computer, written changes are acceptable, though not preferred.
2. The Installer agrees that it follows all local, state and federal laws.
3. The President and/or CEO agree that a Master Monitoring Agreement, Schedule "1" Dealer Rate Card, Monitoring and Service Standards Form and Alarm Dealer Information Form were signed and given to Securitas Technology Corporation prior to placing any new accounts online.
4. All new systems will be tested for incoming signals into the central station prior to becoming active accounts. The Installer agrees that all zoning will be submitted to the central station in the manner that it is to report to Securitas Technology Corporation. New account information and/or Alarm System Monitoring Agreement ("ASMA") must be submitted to Securitas Technology Corporation electronically before an account is activated. If there is an error on the contract, we will contact the dealer. The subscriber will not be activated until corrections have been made.
5. The Installer will furnish the central station with a contact list for the company. The list must include phone numbers and email address to be used by the central station.
6. A runaway account will be considered any account that sends in excess of ten signals within 45 minutes. The Installer agrees that all runaway accounts will receive immediate attention.
7. The Installer agrees that if any account is responsible for three incidents within a 24-hour period, a technician will respond to determine if the system is in proper working order. An incident shall be defined as any signal requiring operator action.
8. The passcode will be considered proper identification unless otherwise instructed by the Authority Having Jurisdiction (AHJ).
9. Subscribers asking for permanent changes to their accounts will be directed to call the Installer.
10. Programming zones that do not require dispatching (cancels, restores, etc.) is not recommended for Two Way voice accounts - they may seize the line and cause the line to drop.
11. Call Waiting will be disabled on all control panels.
12. Burglar Alarm Dispatches for the same zone will be considered valid for a period of 15 minutes. Any alarms following this time span will be considered as a new alarm and will be handled as such.
13. Subscribers for whom you program cancel zones must know their passcode. For liability reasons no dispatches will be canceled without a proper passcode. If a cancel, open, or other abort code follows an alarm code or reports within 120 seconds, Securitas Technology Corporation will log the event to history without verification or dispatch. The only exception to this is when the Authority Having Jurisdiction requests in writing that we disregard the cancel, open, or other abort code following an alarm code. This written request must be on file at the monitoring facility for the account and at the time of the alarm code.
14. Enhanced Call Verification ("ECV") will be used to verify residential and commercial burglary alarms. Securitas Technology Corporation will call the primary and a secondary number provided by the dealer for the purpose of ECV prior to dispatch. It is recommended that the secondary number be to someone who will "likely" be familiar with the location (Cellular number for the homeowner or business manager for example). If no pass code or an incorrect pass code is given, the police will be dispatched, and the first available person on the emergency call list will be notified.
15. In the event a panic/hold-up alarm is received, Securitas Technology Corporation will immediately dispatch the authorities and notify key-holders.
16. Residential fire alarms will be verified first and if no passcode or an incorrect passcode is given, the first available person on the emergency call list will be notified. Securitas Technology Corporation will attempt to cancel residential fire alarms upon proper verification.
17. Commercial fire accounts will be dispatched per NFPA 72. Securitas Technology Corporation WILL NOT cancel a commercial fire dispatch but will call the fire department back to advise of any further information obtained.
18. Trouble signals, other than on commercial fire and UL accounts, will be placed on hold status in our software for a period of 15 minutes in order to allow the condition to restore. The Installer will be advised of all non-restored conditions.
19. During heavy storm activity, no action will be taken on trouble conditions on residential accounts.

**GENERAL ACCOUNT POLICIES**

**I. NEW ALARM DEALERS**

- 1) Before Securitas Technology Corporation can monitor any accounts, this Monitoring Agreement must be filled out in its entirety, dated and signed. After this document is approved by Securitas Technology Corporation, the dealer will be issued Dealer Number. This number should be noted on all correspondence, alarm monitoring service agreements and payments.

**II. NEW SUBSCRIBER ACCOUNTS**

- 1) New account information and/or Alarm System Monitoring Agreement (“ASMA”) must be submitted to Securitas Technology Corporation before an account is activated. The account management platform is the preferred method. Correct zone-reporting format is required. If there is an error in the information, we will contact the dealer. The subscriber will not be activated until corrections have been made. All information will be processed into our system within eight hours after it is received.
- 2) Due to requirements for accuracy and to protect both Securitas Technology Corporation and the Installer, new account information cannot be accepted by phone unless necessary. If an ASMA is taken by telephone, there will be a \$5.00 charge for calls taken during regular business hours; and \$10.00 for calls taken at any other time. Our regular business hours are 8 am – 5 pm Central Time, Monday - Friday. The preferred method of communication or transmitting account information to Securitas Technology Corporation is via the account management platform. It is the responsibility of the Alarm Dealer to maintain copies of the signed ASMAs for all customers for the life of the account and to supply copies of those ASMAs when requested to Securitas Technology Corporation for review.
- 3) The alarm dealer should call Securitas Technology Corporation and get new account numbers in advance of the installation day. The numbers may be obtained from Data Entry.
- 4) The preferred method of putting an account on test or checking history is through the account management platform. If an internet connection is not available, the Alarm Dealer should call the Central Station prior to testing.

**III. CONTACTING THE EMERGENCY CALL LIST**

- 1) In addition to the authorities, Securitas Technology Corporation will notify one party on the emergency call list after an alarm. This notification may be handled via the Automatic Alarm Handler (IVR). The normal procedure is to notify the first person on the emergency call list. If the first party cannot be reached, the Automatic Alarm Handler will go down the list, in order, until all numbers have been called. The Installer can opt for SMS/Email notifications in place of the Automatic Alarm Handler.
- 2) Customers are encouraged to provide at least four people on their list. This helps to assure that someone can be reached when the first party is not available.
- 3) As a service to the Installer, the Installer can be notified after each dispatch via email.

**IV. OPENING – CLOSING SERVICES**

- 1) Securitas Technology Corporation provides supervised opening and closing reports. Please call Dealer Relations for complete information.

**V. AFTER HOURS SUPERVISORY NOTIFICATIONS**

- 1) Low priority signals from residential accounts will be held/queued and sent by the Automatic Alarm Handler during normal hours. If email notification is set-up, they will be sent 24/7 and not be held/queued.
- 2) Low priority signals from commercial accounts will be notified 24/7 and not be held/queued.

**VI. ADDITIONAL INFORMATION**

- 1) If a dealer needs specific details on an alarm based on information from the customer or police, we are happy to provide this information at no charge through the account management platform. If the information is no longer in the system, there is a \$20.00 charge per month to retrieve the data from the archives.
- 2) The preferred method of transmitting new subscriber information to the central station is by entering the information via the account management platform. The ASMA may also be emailed to the central station. It is the responsibility of the Alarm Dealer to maintain copies of the signed ASMAs for all customers for the life of the account and to supply copies of those ASMAs when requested to Securitas Technology Corporation for review. Installers not using the ASMA agree to have each Customer to be monitored execute a Customer Monitoring Agreement, in the form approved by Securitas Technology Corporation and retain an original copy of such Agreement on file at Installer’s office for the life of the account and to supply copies of those Customer Monitoring Agreements when requested to Securitas Technology Corporation for review.

**LICENSING**

Securitas Technology Corporation is licensed as required nationwide. In addition, our facilities hold UL, FM, and NISPOM certifications. We have included a link to a list of licenses held. For a complete and current list of our licenses or registrations please visit <https://www.stanleysecurity.com/licenses> or contact our Licensing Coordinator Amber Jones at 317-572-1912.

Securitas Technology Corporation (f/k/a Stanley Convergent Security Solutions, Inc.) (as of 11-02-2022): AK 1003300; 104891: AL 888, 600, 1278, 1322; 1472, Complaints may be directed to Alabama Electronic Security Board of Licensure, 7956 Vaughn Rd., Montgomery, AL 36116 (334) 264-9388; 48682: AZ ROC204975: AR 032977; CMPY.0001911, Regulated by Arkansas Bd of Private Investigators and Private Security Agencies, #1 State Police Plaza Dr, Little Rock, AR 72209 (501) 618-8600: CA 848019 - C10; LCO5911; ACO6055, Alarm company operators are licensed and regulated by the Bureau of Security & Investigative Services, Dept. of Consumer Affairs, Sacramento, CA 95814: CT ELC.0184651-L5: DE 04-158; FAL-0001: FL EF20001345: GA 439701: HI 36390; IA AS-0167: ID 015830; 022726-AA-4: IL 127001274: KY 338 (Louisville): LA F1162; F875; F1277; 61931: MA 12737A: MD 107-1828; 259: MI 5103423; 3601207680: MN TS001238: MS 19207-SC; 15024172: MT FPL-BEL-000132: NC 23471-SP-FA/LV; 1839-CSA, Alarm Systems Licensing Bd., 3101 Industrial Drive, Ste 104, Raleigh, NC 27609 (919)788-5320; ND: 35031 Class C Contractor – contract limit not to exceed \$300,000 NH 0424-C; NJ 1074485; 659423; P01632; Burglar Alarm Business Lic. # 34BX00022000; NM 374554: NV F401 E350; 0071024; NY 12000293169, Licensed by NYS Dept. of State: OH 53-89-1512: OK 953: OR 161567: PA 032736: RI 9448A, AC003296 SC FAC3387; BAC5501: TN 1180; 1448; 1650; 1446; 2026, CE-D 65528: TX ACR2639; ECR1821; B02140: UT 5704068-6501: VA 2705087235A, 11-5481: WA STANLCS925MZ: WV 045298: WI 969322: WY LV-G-23879

Stanley Black and Decker Canada Corporation - License Information (as of 07-29-2022):

NB 1558100 49 001, Alarm/Burglar; NL 369, Burglar Alarm

AlarmCap and Microtec – License Information (as of 11-02-2022):

AB 350938, direct seller; ON 261028179, master business license; QC 8323-1670-44, RBQ; QC SE20006643, Security (AlarmCap and Microtec); QC 118642, Itinerant Dealers; SK 508282, direct seller

Stanley Security Canada ULC – License information (11-02-2022)

BC B6925 BC LEL0211863, Electrical; QC 5815-4709-01 RBQ; QC SE 20057224/SER 20057224 Security



# ALARM DEALER INFORMATION FORM

## COMPANY INFORMATION

Company Name \_\_\_\_\_

Physical Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone Number \_\_\_\_\_ Email \_\_\_\_\_

State Alarm Dealer License # \_\_\_\_\_

State Tax Identification # \_\_\_\_\_ Federal Tax Identification # \_\_\_\_\_

Organization Type: Corporation \_\_\_\_\_ Partnership \_\_\_\_\_ Individual \_\_\_\_\_ Other \_\_\_\_\_

## PRINCIPAL OWNERS

**Owner's Name** \_\_\_\_\_

Home address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone Number \_\_\_\_\_ Mobile Number \_\_\_\_\_

**Partner's Name** \_\_\_\_\_

Home Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## TRADE REFERENCES *Please list three business references and their phone numbers:*

1. Name \_\_\_\_\_ Telephone Number \_\_\_\_\_

2. Name \_\_\_\_\_ Telephone Number \_\_\_\_\_

3. Name \_\_\_\_\_ Telephone Number \_\_\_\_\_

## GENERAL INFORMATION

Company Name to Use When Dispatching: \_\_\_\_\_

Phone number to **give to** your customers: \_\_\_\_\_

Will you be using these technologies? AlarmNet  2 Way Voice  Video

## CONTACT INFORMATION

Office Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Data Entry Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Billing Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Invoices and statements are mailed to the mailing address on page one of the Master Monitoring Agreement. Email is available for these invoices and statements. Please check here if you would like your invoices and statements sent to the Billing Contact email address noted above.

**REPRESENTATIVES**

List all owners, officers and employees who will be in contact with the Central Station for any reason pertaining to your company's accounts. Each representative should have a unique PIN for the Account Management Platform (AMP), that is up to a maximum of 20 characters in length, letters and numbers only. The login is case sensitive. Please indicate below the level of access desired for each representative. All representatives listed will be given access to the Dealer Portal.

1. First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ PIN \_\_\_\_\_

AMP? Yes  No  Access Level: Dealer  Technician:  Email \_\_\_\_\_

2. First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ PIN \_\_\_\_\_

AMP? Yes  No  Access Level: Dealer  Technician:  Email \_\_\_\_\_

3. First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ PIN \_\_\_\_\_

AMP? Yes  No  Access Level: Dealer  Technician:  Email \_\_\_\_\_

4. First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ PIN \_\_\_\_\_

AMP? Yes  No  Access Level: Dealer  Technician:  Email \_\_\_\_\_

5. First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ PIN \_\_\_\_\_

AMP? Yes  No  Access Level: Dealer  Technician:  Email \_\_\_\_\_

6. First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ PIN \_\_\_\_\_

AMP? Yes  No  Access Level: Dealer  Technician:  Email \_\_\_\_\_

7. First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ PIN \_\_\_\_\_

AMP? Yes  No  Access Level: Dealer  Technician:  Email \_\_\_\_\_

8. First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ PIN \_\_\_\_\_

AMP? Yes  No  Access Level: Dealer  Technician:  Email \_\_\_\_\_

9. First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ PIN \_\_\_\_\_

AMP? Yes  No  Access Level: Dealer  Technician:  Email \_\_\_\_\_

10. First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ PIN \_\_\_\_\_

AMP? Yes  No  Access Level: Dealer  Technician:  Email \_\_\_\_\_

**SIGNAL TYPE INSTRUCTIONS**

Please indicate how you would like us to handle the following signal types if different than the Securitas Technology Corporation default listed. We have also noted which notifications are subject to notification through the Automatic Alarm Handler (AAH).

	<u>COMMERCIAL</u>	<u>RESIDENTIAL</u>
<b>Access Control</b> .....	<i>Log Only</i>	<i>Log Only</i>
	_____	_____
<b>Burglary</b> .....	<i>Primary / Secondary / Dispatch / Call List (AAH)</i>	<i>Primary / Secondary / Dispatch / Call List (AAH)</i>
	_____	_____
<b>Bypass</b> .....	<i>Log Only</i>	<i>Log Only</i>
	_____	_____
<b>Cancel</b> .....	<i>Log Preceding Alarm if received within 2 minutes</i>	<i>Log Preceding Alarm if received within 2 minutes</i>
	_____	_____
<b>Default</b> .....	<i>Log Only</i>	<i>Log Only</i>
	_____	_____
<b>Environmental</b> .....	<i>Primary / Secondary / Call List (AAH)</i>	<i>Primary / Secondary / Call List (AAH)</i>
	_____	_____
<b>Fire</b> .....	<i>Dispatch / Primary / Secondary / Call List</i>	<i>Primary / Dispatch / Call List</i>
	_____	_____
<b>Fire Supervisory</b> .....	<i>Primary / Secondary / Call List (AAH)</i>	<i>Primary / Secondary / Call List</i>
	_____	_____
<b>Fail to Close</b> .....	<i>Primary / Secondary / Call List (AAH)</i>	<i>Primary / Secondary / Call List (AAH)</i>
	_____	_____
<b>Fail to Open</b> .....	<i>Primary / Secondary / Call List (AAH)</i>	<i>Primary / Secondary / Call List (AAH)</i>
	_____	_____
<b>Medical</b> .....	<i>Primary / Dispatch / Call List</i>	<i>Primary / Dispatch / Call List</i>
	_____	_____
<b>Miscellaneous</b> .....	<i>Dealer</i>	<i>Dealer</i>
	_____	_____
<b>Not Defined</b> .....	<i>Dealer</i>	<i>Dealer</i>
	_____	_____
<b>Open/Close</b> .....	<i>Log Only</i>	<i>Log Only</i>
	_____	_____

Master Monitoring Agreement

**Panic**..... *Dispatch Only / 30-minute Hold / Call List*

*Dispatch / 30-minute Hold / Call List*

\_\_\_\_\_

\_\_\_\_\_

**Receiver** ..... *Dealer*

*Dealer*

\_\_\_\_\_

\_\_\_\_\_

**Restore**..... *Log Only*

*Log Only*

\_\_\_\_\_

\_\_\_\_\_

**Runaway Signals**.... *Dealer*

*Dealer*

\_\_\_\_\_

\_\_\_\_\_

**Service** ..... *Dealer*

*Dealer*

\_\_\_\_\_

\_\_\_\_\_

**Supervisory** ..... *Log Only*

*Log Only*

\_\_\_\_\_

\_\_\_\_\_

**Test**..... *Log Only*

*Log Only*

\_\_\_\_\_

\_\_\_\_\_

**Trouble** ..... *Primary / Secondary / Call List (AAH)*

*Primary / Secondary / Call List (AAH)*

\_\_\_\_\_

\_\_\_\_\_