

# MASTER MONITORING AGREEMENT



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-- [www.sentrynet.com](http://www.sentrynet.com) -- [info@sentrynet.com](mailto:info@sentrynet.com) --

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Phone: 901-380-5000 - Toll Free: (800) 635-9754 - Fax: 901-380-9000

This **MASTER MONITORING AGREEMENT** is made this

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

**SentryNet or Stanley Convergent Security Solutions, Inc.**  
and:

COMPANY NAME: \_\_\_\_\_

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

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

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

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

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

TELEPHONE #: \_\_\_\_\_ FAX # \_\_\_\_\_

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

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

**SentryNet**

**Company**

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

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

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Title \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

**MASTER MONITORING AGREEMENT**

1. DESCRIPTION OF SERVICES PROVIDED: SentryNet agrees to provide monitoring services as hereinafter set forth for the alarm system(s) and other systems installed by Installation Company, 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 SentryNet a monitoring service charge for each of Installer's systems connected to SentryNet'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, SentryNet 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 SentryNet, and in addition, shall pay to SentryNet all charges made by any service provider to SentryNet for telephone lines, private cellular service, radio or Internet or other equipment transmitting signals between Customer's protected premises and SentryNet's Central Station. Installer acknowledges that signals are transmitted over service provider communications systems, which are wholly beyond the control and jurisdiction of SentryNet 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 SentryNet'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 SentryNet 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 SENTRYNET 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 of its alarms from SentryNet'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 SentryNet the monitoring service charge for each alarm system monitored by SentryNet. At the end of this thirty (30) day period SentryNet 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. SentryNet 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 SentryNet's monitoring facilities within the time limits set forth in this Agreement, Installer authorizes SentryNet to take such action as may be necessary to disconnect Customer's systems from SentryNet's monitoring facilities.
3. SERVICES PROVIDED: SentryNet agrees to monitor without liability, and not as an insurer, the signals of alarm system(s) installed by Installer. If, in the opinion of SentryNet, 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 SentryNet's maintenance obligation hereunder relates solely to the maintenance and operation of the monitoring equipment in SentryNet's central office, and that SentryNet 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: SentryNet will use enhanced call verification (known as "ECV" or "2-call verification") for notifying authorities of a burglary or intrusion alarm, unless otherwise agreed upon by the parties. When a burglary alarm signal from the alarm system is received, SentryNet will first try to telephone Customer's premises, and if there is no answer then will try to telephone the first available person on Customer's emergency call list, to verify whether or not an emergency condition requiring police response exists. If there is no answer to both of these calls or the person contacted indicates that an emergency exists, SentryNet will attempt to notify the police department. SentryNet will also attempt to contact someone on the emergency call list to advise them that the police have been notified. When a

fire alarm, hold-up alarm or duress alarm signal is received, SentryNet will attempt to notify the police or fire department or other emergency personal and the first available person on the emergency call list. When a non-emergency signal is received, SentryNet will attempt to contact the premises or the first available person on the emergency call list but will not notify emergency authorities. SentryNet 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. SentryNet may choose not to notify emergency personnel if it has reason to believe that an emergency condition does not exist. SentryNet, Installer and Customer are obligated to comply with all notification and response requirements imposed by governmental agencies having jurisdiction over the system. SentryNet 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. 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, SentryNet 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. SentryNet'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 SentryNet by any governmental or municipal agency as a result of any alarm originating from a Customer's premises, Installer agrees to forthwith reimburse SentryNet 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 SentryNet, and Installer agrees to hold SentryNet harmless from and to indemnify SentryNet 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. SentryNet 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 SentryNet 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 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 SentryNet, 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 SentryNet harmless from, and to indemnify it against any claims asserted against SentryNet for the foregoing.
8. PARTIES' DUTIES:
  - (a) Upon execution of this Agreement, Installer shall submit to SentryNet a complete and accurate copy of the Customer Monitoring Agreement Installer intends to use for its Customers for approval and acceptance by SentryNet. Such Customer Monitoring Agreement shall contain industry standard description of monitoring, limitations of liability, third party indemnification; protect the interests of SentryNet as a subcontractor of Installer and include such other provisions as SentryNet may reasonably require. Installer agrees to have each Customer to be monitored execute a Customer Monitoring Agreement, in the form approved by SentryNet and retain an original copy of such Agreement on file at Installer's office. Installer agrees to provide SentryNet a copy of such agreement upon request in the event of a dispute between the Customer and SentryNet. SentryNet shall have no obligation to provide monitoring service until (i) Installer confirms Customer has signed an unmodified copy of SentryNet's approved Customer Monitoring Agreement; and (ii) test signals have been received and approved by SentryNet. 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 SentryNet. SentryNet will not unreasonably withhold consent of changes that are not material to SentryNet's interests.
  - (b) Installer agrees to furnish to SentryNet all changes, revisions, and modifications to the Customer notification form in writing;

- (c) All equipment installed by Installer to transmit signals to the monitoring equipment of SentryNet shall be approved by SentryNet and shall be compatible with SentryNet'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 SentryNet with certificates of insurance evidencing such coverage if requested by SentryNet, and shall further arrange with the insurance carrier that the insurance carrier will notify SentryNet of any cancellation or change in coverage within 30 days of such cancellation or change.
9. **INTERRUPTION OF SERVICE:** SentryNet 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 SentryNet and SentryNet 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 SentryNet'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, SentryNet 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 SentryNet, if SentryNet 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 SentryNet is unable to render service as a result 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, SentryNet 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 SentryNet a charge to be fixed by SentryNet 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 SentryNet has requested in writing performance thereof, or if Installer makes any assignment for the benefit of creditors, SentryNet 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 SentryNet 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 SentryNet 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. SentryNet 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 SentryNet of this Agreement or waiver by SentryNet of any of its rights or ability to recover damages.
13. **SENTRYNET IS NOT AN INSURER; DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY:** Installer understands and agrees that:
- (a) SentryNet 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 SentryNet by Installer are based only on the value of the monitoring services SentryNet provides and not on the value of Customer's premises or its contents;
  - (c) SentryNet'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 SentryNet's services fail to operate properly;
- (e) It is difficult to determine what portion, if any, of any property loss, personal injury or death would be proximately caused by SentryNet'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 SentryNet 's breach of this agreement, any failure of SentryNet 's facilities or services, or SentryNet'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 SentryNet's liability shall be limited to Five Hundred Dollars (\$500.00), and this shall be SentryNet's only liability regardless of what legal theory is used to determine that SentryNet 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 SentryNet 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 SentryNet 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 SentryNet shall file suit or maintain any legal proceedings to enforce the provisions of the Agreement, Installer shall pay SentryNet'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:** SENTRYNET 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 SENTRYNET 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 SENTRYNET'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 SENTRYNET'S LIABILITY BY PAYING AN ADDITIONAL CHARGE.

**ADDENDUM**

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## MONITORING AND SERVICE STANDARDS

### GENERAL CENTRAL STATION REGULATIONS

1. The Installer agrees that all changes, new accounts and updated zoning must be submitted via NetConnect (preferred), fax 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 is in compliance with 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 SentryNet 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 SentryNet. It is also understood that all contracts must be complete and legible. Any subscriber information that is not completed accurately or is illegible will be returned to the Installer for verification. No new accounts or changes will be uploaded until they meet these standards.
5. The Installer will furnish the central station with a list of technicians and officers. The list must include mobile, cell and home phone numbers, a company email address and a prioritized list of contacts to be called in the event of a service call and/or emergency.
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 whether or not the system is in proper working order. An incident shall be defined as any signal requiring operator action.
8. The account number or passcode will be considered proper identification unless otherwise instructed by the Installer.
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, restorals, 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. Dispatches 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 code follows in the same transmission with an alarm code or reports within 60 seconds, SentryNet will log to history without verification or dispatch unless otherwise instructed by the dealer in writing.
14. Enhanced Call Verification (ECV) will be used to verify residential and commercial burglary alarms. SentryNet will call the premise and a second number provided by the dealer for the purpose of ECV prior to dispatch. It is recommended that the second number be to someone who will "likely" be familiar with the location (Cellular number for the home owner or business manager for example). If no pass code or an incorrect pass code is given, the police will be dispatched and a responder will be notified.
15. In the event a panic/hold-up alarm is received, SentryNet 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, responders will be notified. SentryNet will attempt to cancel residential fire alarms upon proper verification.
17. Commercial fire accounts will be dispatched per NFPA 72. SentryNet WILL NOT cancel a commercial fire dispatch but will call the fire department back to advice of any further information obtained.

18. Trouble signals, other than on commercial fire 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. The Installer will receive an email or faxed list of all accounts that did not restore following the storm.

## GENERAL ACCOUNT POLICIES

### I. NEW ALARM DEALERS

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

### II. NEW SUBSCRIBER ACCOUNTS

- 1) An Alarm System Monitoring Agreement (contract) must be submitted to SentryNet within 10 days of any account activation. Make sure the form is signed by the customer, is legible and includes the correct zone-reporting format. Be certain that a representative of your company has signed the contract. If there is an error on the contract 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 SentryNet and the Installer, new account information cannot be accepted by phone unless absolutely necessary. If a contract 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 SentryNet is via NetConnect or fax. **SentryNet must receive the Alarm System Monitoring Agreement within ten days of the account being put online or an automatic disconnect will result.**
- 3) The alarm dealer should call SentryNet and get new account numbers in advance of the installation day. The numbers may be obtained from the Customer Service Manager.
- 4) The preferred method of putting an account on test or checking history is through NetConnect via computer or a Smartphone. If an internet connection is not available the Alarm Dealer should call the Central Station prior to testing. When your installer completes the final testing of the alarm system and the account is to be activated, the Central Station operator should be advised and the starting date will be added to the account file.
- 5) As soon as the account information is entered into the system, you will be furnished with a copy indicating how the information was entered. It is your responsibility to check these printouts for accuracy. Should any changes be required, please notify our office immediately.

### III. CONTACTING RESPONDERS

- 1) In addition to the authorities, SentryNet will notify one party after an alarm. The normal procedure is to notify the first person on the notification list. If the first party cannot be reached, the operator will go down the list, in order, until all numbers have been called.
- 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) If more than one person is to be notified per alarm, please indicate this on the monitoring agreement. Otherwise, the operator will make one notification and stop. There will be an additional charge for notification of more than one person.
- 4) As a service to the Installer, the Installer can be notified after each dispatch via email or fax. The preferred method is email. If fax service is desired additional charges may apply.

### IV. OPENING – CLOSING SERVICES

SentryNet provides supervised opening and closing reports. Please call the Central Station Manager for complete information.

**V. 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 NetConnect. 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 first two copies of each Alarm System Monitoring Agreement (contract) must be submitted to SentryNet within 10 days. To receive the discount for annual accounts, payment for basic digital monitoring must be sent in with these copies or the account will be billed at the normal rate. This discounted rate applies only to non-supervised digital accounts. Supervised accounts, i.e., Daily Test, Open/Close, etc., may be paid annually – the amount will be based on “Schedule One” list pricing or other contracted pricing. When these accounts are paid annually they will receive a discounted rate **IF** payment is received with the contract. Otherwise, the discount will be forfeited.
- 3) The preferred method of transmitting new subscriber information to the central station is by entering the information on the NetConnect website. The information may also be faxed to the central station. In either case, the Alarm System Monitoring Agreement **must be** mailed to **SentryNet To take advantage of any available discounts, both the Alarm System Monitoring Agreement and payment must be received within ten (10) business days.** Accounts for which no subscriber contract is received will be taken offline and not monitored by SentryNet Installer agrees to have each Customer to be monitored execute a Customer Monitoring Agreement, in the form approved by SentryNet and retain an original copy of such Agreement on file at Installer’s office.

**IF YOU HAVE A COMPLAINT PLEASE CONTACT THE OFFICE BELOW.**

**ALARM COMPANIES ARE LICENSED AND REGULATED BY THE FOLLOWING AGENCIES:**

- AL-004&600 - Alabama Electronic Security Board of Licensure, 7956 Vaughn Road, PMB 392, Montgomery, AL 36116, 334-264-9388
- AR-E1068 - Arkansas State Police, #1 State Police Plaza Drive, Little Rock, AR 72209, 501-618-8605
- CA-ACO5944 –Bureau of Security and Investigative Services, Depart of Consumer Affairs, P.O. Box 989002, Sacramento, CA 95814, 916-322-4000
- DE-230 - Delaware State Police Detective Licensing Section, P.O. Box 430, Macon, Dover, DE 19903, 302-739-5991
- DE-CSRSL0032 - Delaware State Fire Marshall, P.O. Box 166A RD 2, Dover, DE 19904. 302-7369-5665
- FL-EF0001066 - Florida Electrical Contractors Licensing Board, 1950 North Monroe Street, Tallahassee, FL 32399-0771, 850-487-1395
- FM-3016873 – Factory Mutual Research, 1151 Boston-Providence Turnpike, Norwood, MA 02062, 781-762-4300
- GA-LVU405333, Georgia Construction Industry Licensing Board, 237 Coliseum Drive, Macon, GA 31217-3858, 478-207-1416
- IL-128.00205&127.001347 – Illinois Depart of Financial & Professional Reg, 320 West Washington Street, 3<sup>rd</sup> Floor, Springfield, IL 62791, 217-782-6742
- MD – 107-1468 – Maryland State Police Licensing Division, 7751 Washington Blvd., Jessup, MD 20794, 410-653-4500
- OK-435 - Oklahoma State Department of Health, P.O. Box 268817, Oklahoma City, OK 73126-8817, 405-521-6100
- OR-49703 - Oregon Department of Public Safety Standard & Training, 4190 Aumsville highway SE, Salem, OR 97317, 503-378-2100
- TN 0092&1078 - Tennessee Alarm Contractors Board, 500 James Robertson Parkway, Suite 635, Nashville, TN 37423, 615-532-9128
- TX-B07791 - Texas Board of Private Investigators and Private Security Agencies, P. O. Box 13509, Capitol Station, Austin, Texas 78711, 512-424-7710
- TX-ACR1536 - Texas State Fire Marshal's Office, P.O. Box 149221, Austin, TX 78714-9221, 512-305-7935
- UL – S3479 – Underwriters Laboratories Inc., 333 Pflingsten Road, Northbrook, IL 60062-2096, 305-227-2704
- VA -114793 – Virginia Department of Criminal Justice Services, 202 N. Ninth Street, Richmond, VA 23219, 804-786-1915
- WA – 835 – Washington Department of Licensure, P.O. Box 9020, Olympia, WA 98507, 630-664-1400



# ALARM DEALER INFORMATION FORM

## COMPANY INFORMATION

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

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

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

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

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

Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

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 \_\_\_\_\_

Social Security # \_\_\_\_\_ Driver's License # \_\_\_\_\_

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

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

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

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

Social Security # \_\_\_\_\_ Driver's License # \_\_\_\_\_

## 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

Brand name of panel most commonly used by your company: \_\_\_\_\_

Type of receiver format you prefer: \_\_\_\_\_

Please indicate the best method for contacting **you** after business hours.

Service \_\_\_ Pager \_\_\_ Home \_\_\_ Mobile \_\_\_ Number \_\_\_\_\_ Leave Message? Yes  No

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

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

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

**CONTACT INFORMATION**

Billing Contact

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Data Entry

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Activity Reports

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Runaway Accounts:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**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 that is 5 numbers in length. Email Addresses are required for NetConnect access. User names will be first initial and last name with the first two letters capitalized. NetConnect login is case sensitive.

1. Name \_\_\_\_\_ Title: \_\_\_\_\_ PIN \_\_\_\_ \_

NetConnect? Yes  NO  Email: \_\_\_\_\_

2. Name \_\_\_\_\_ Title: \_\_\_\_\_ PIN \_\_\_\_ \_

NetConnect? Yes  NO  Email: \_\_\_\_\_

3. Name \_\_\_\_\_ Title: \_\_\_\_\_ PIN \_\_\_\_ \_

NetConnect? Yes  NO  Email: \_\_\_\_\_

4. Name \_\_\_\_\_ Title: \_\_\_\_\_ PIN \_\_\_\_ \_

NetConnect? Yes  NO  Email: \_\_\_\_\_

5. Name \_\_\_\_\_ Title: \_\_\_\_\_ PIN \_\_\_\_ \_

NetConnect? Yes  NO  Email: \_\_\_\_\_

6. Name \_\_\_\_\_ Title: \_\_\_\_\_ PIN \_\_\_\_ \_

NetConnect? Yes  NO  Email: \_\_\_\_\_

7. Name \_\_\_\_\_ Title: \_\_\_\_\_ PIN \_\_\_\_\_

NetConnect? Yes  NO  Email: \_\_\_\_\_

8. Name \_\_\_\_\_ Title: \_\_\_\_\_ PIN \_\_\_\_\_

NetConnect? Yes  NO  Email: \_\_\_\_\_

9. Name \_\_\_\_\_ Title: \_\_\_\_\_ PIN \_\_\_\_\_

NetConnect? Yes  NO  Email: \_\_\_\_\_

10. Name \_\_\_\_\_ Title: \_\_\_\_\_ PIN \_\_\_\_\_

NetConnect? Yes  NO  Email: \_\_\_\_\_

**DEFAULT INSTRUCTIONS**

1) **Signal Type Instructions**

*Please indicate how you would like us to handle the following signal types if different than the SentryNet default listed.*

**COMMERCIAL**

**RESIDENTIAL**

**Fire**..... *Dispatch / Primary / Secondary / Call List / Dealer*

*Primary / Secondary / Dispatch / Call List*

**Fire Supervisory**..... *Primary / Secondary / Call List*

*Primary / Secondary / Call List*

**Fire Trouble** ..... *Primary / Secondary / Call List*

*Primary / Secondary / Call List*

**Telco Trouble**..... *Primary / Secondary / Call List*

*Primary / Secondary / Call List*

**Tamper** ..... *Primary / Secondary / Dispatch / Call List*

*Primary / Secondary / Call List*

**Burglary** ..... *Primary / Secondary / Dispatch / Call List*

*Primary / Secondary / Dispatch / Call List*

**Hold-Up/Panic**..... *Dispatch Only*

*Dispatch / Call List*

**Medical**..... *Primary / Secondary / Dispatch / Call List*

*Primary / Secondary / Dispatch / Call List*

**Cancel** ..... *Log Preceding Alarm*

*Log Preceding Alarm*

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

*Log Only*

**Trouble**..... *Primary / Secondary / Call List*

*Primary / Secondary / Call List*

**No Test**..... *Dealer*

*Dealer*

AC Fail..... Primary / Secondary / Call List

Primary / Secondary / Call List

Low Battery..... Primary / Secondary / Call List

Primary / Secondary / Call List

2) **Default 4-2 Table:** Please note Y/N for each option.

Zone	Signal	Description	Silent/Audible	Verify	Dispatch	Notify	Notify Dealer
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____