



"Your customers are our priority..."

MONITORING PARTNERS DEALERS GUIDELINES

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1. MONITORING PARTNERS CONTACT INFORMATION

Main Location: 1025 NW 17th Avenue
Suite A1
Delray Beach, Florida 33445

Telephone #'s

Central Station:
Toll Free 1-877-929-2200

Fax Numbers:
Toll Free 1-877-959-2200
Local 1-561-819-1009

Web Site <http://www.monitoringpartners.com>

Web Master rlone@monitoringpartners.com

Key Personnel

Bill Lyons Central Station Manager
blyons@monitoringpartners.com

Jay Kessel Director of Sales
jkessel@monitoringpartners.com

Rob Leone Technical Services
rlone@monitoringpartners.com

Estelle Vitamante Dealer Billing Services
evitamante@monitoringpartners.com

Charles May Owner
cmay@monitoringpartnes.com

Bob Leone Owner
bleone@monitoringpartners.com

2. CENTRAL STATION SUBSCRIBER RELATIONSHIP

Since **MONITORING PARTNERS** acts as an extension of your alarm company, we often receive a number of subscriber and dealer inquiries regarding the subscriber-central office relationship. The following is an outline of policies defining our relationship and the way we handle requests and situations.

a. **RETRIEVE ACCOUNT INFORMATION:**

With proper identification, a subscriber will be permitted to retrieve their account information. This will be on a read only basis.

b. **RETRIEVE INCIDENT INFORMATION:**

With proper identification, subscribers will be permitted to retrieve information regarding the manner in which an incident(s) was processed.

c. **REQUEST FOR CALL LIST INFORMATION:**

If questioned by the subscriber about the numbers on their call list, we will provide the call list numbers to them after we receive a proper pass code.

d. **INQUIRY ABOUT A PROBLEM WITH DEALERS COMPANY:**

Any subscriber inquiry with respect to a concern or issue about your company will be directed to your company.

e. **INQUIRY ABOUT A PROBLEM WITH THE MONITORING STATION:**

Any subscriber inquiry with respect to a problem with the central station will be dealt with directly and you will be immediately notified that there was a problem and how it was resolved.

f. **REQUEST FOR PERMANENT OR TEMPORARY CHANGES:**

Subscribers will be directed to contact their alarm company with any permanent or temporary changes that they wish to make.

g. **CHANGES THAT OBSTRUCT OR DELAY A DISPATCH:**

(e.g. Police, Fire and EMS numbers) will be entered into the system and an advisory call will be made to dealers office.

h. **CHANGES THAT USE AN AUTOMATED PHONE RECORDING:**

(e.g. "The following phone number has been changed to (***_**_*_****) will be called by our staff and entered into the system. An updated request for information will than be made to the dealer.

i. **ANY REQUEST FOR INFORMATION:**

(Copies of incidents, activity reports, security account printout etc.) will only be released to the dealer. Subscribers will be referred to the dealer for such requests.

3. GENERAL ACCOUNT PROCEDURES – DATA ENTRY

a. **MONITORING PARTNERS ACTION LETTERS:**

- V** *Contact Premise*
- D** *Dispatch Authorities*
- N** *Advise Notification List*
- I** *Advise Alarm Company*

When submitting new account subscriber agreement, please use the action letters directly on the subscriber agreement. These letters drive all of the responses the central station takes. Please review these and the default action patterns carefully as they are critical.

b. **UNMONITORED CODES:**

Unmonitored codes are signals that can be received on an account that are not listed on the zone page or in the account default.

If a global/default is not listed on the account paperwork, Monitoring Partners will add a generic global based on the account format. This will cover most panel defaults. You may also create your own unique global/default.

We cannot stress enough the importance of avoiding unmonitored codes whenever possible. They hinder efficiency and can affect an emergency dispatch. List all the codes that are to be added upon the initial set-up of the account.

c. **REQUIREMENTS FOR PLACING A NEW ACCOUNT ON LINE:**

- **SIGNED APPROVED CONTRACTS:** All contracts submitted must be signed and on an approved Monitoring Partners agreement. We will not be responsible for any contract that is not specified in writing.
- **CHANGE OF CONTRACT FOR SUBSCRIBER:** If a contract was previously faxed to Monitoring Partners and a change is being made to the original contract that is being mailed, a change form must be attached to the original contract specifying the adjustment.
- **ACCOUNTS WITH EXCESS ACTIVITY:** Monitoring Partners management staff must be advised of any account in which there will be an increased or extraordinary amount of activity.
- **STANDARD MONITORING PARTNERS CONTRACTS:** All new account information must be submitted on official Monitoring Partners contracts.

- **FORMS LEGIBILITY:** All forms and contracts must be legible and complete or they cannot be placed on line. It is strongly suggested that the contracts be typed or block printed to avoid any penmanship discrepancies. If forms are not legible they will be returned for correction.
- **FORM SUBMISSION:** To insure accuracy, we ask that you please submit your contracts as early as possible. If an emergency situation arises, please contact the Monitoring Partners Supervisor with your request. He/she will see that your account is placed on line as quickly as possible.

Customers may be placed on line 24 a day 7 days a week. For the best results and quickest turn around time you should attempt to do all of them between 7am and 6pm with advance submission of paperwork.

- **VERIFYING ACCOUNTS PUT ON LINE:** It is strongly suggested that you check dealer access or call Monitoring Partners to verify that the account is entered. At times, we have found that dealers were confident that we had received a fax when in fact the fax transmission had failed or was not legible.
- **GLOBAL DEFAULTS:** When using a default/global on a new account, please be certain to specify the default account templates on your contract.

If a global/default template is not listed on the account paperwork, Monitoring Partners will add a generic global account template based on the account format. This will cover most panel defaults. You may create your own unique global/default account template if you so desire.

- **FIRE MARSHALL NOTIFICATION:** Please refrain from waiting to forward a contract to us until the fire marshal is at the premises for testing purposes. It is important that our staff have ample time to assure that the account is placed on line accurately.
- **REVIEW OF NEWLY CREATED ACCOUNTS:** Although we take every precaution to ensure that your accounts are entered as accurately as possible, it is imperative that you review your newly entered contract (and account changes) as well. Should you encounter any discrepancies, please bring them to the attention of our staff immediately.
- **STANDARD DAILY DEALER REPORTS:** Every day each dealer is sent three standard reports:
 1. **Daily Edits:** This report shows all edits done to any account with the before and after values shown. In addition all new customers are shown on this report. This allows the dealer to keep track of everything happening to there accounts and to be sure data was entered correctly.
 2. **Daily Incidents:** This is a report of any alarm incidents that occurred the previous day. All detail for the incident will be in the report.
 3. **Daily Commissioning:** This report shows all of the accounts that were added into your account.

- **RETURN CALLS REGARDING QUESTIONS ON SUBMITTED DOCUMENTS:** Please be advised that should our staff have any questions concerning documents sent to them or information called in, they may attempt to reach you by phone. Should you receive a message from a member of our staff, please be certain to return the call in a timely fashion.
 - **FORMS MISSING REQUIRED DATA:** Please be advised that if a contract is submitted and is missing pertinent information (account number, codes, is entirely illegible, etc.) the new account information will not be able to be placed on line. The contract will be returned to your office by fax marked as "DECLINED – REQUIRES ADDITIONAL INFORMATION AND RESUBMISSION" with an explanation as to the items required to be corrected. The account will not be placed on line until we receive updated information from you.
 - **PASS CODES:** You should always have at least one pass code. If you do not list a pass code on an account we will not place the account in service.
 - **CONTRACT SIGNATORY:** If the subscriber is incapable of signing, Monitoring Partners prefers to have the signature of a power of attorney. If one is not available, a family member's signature will be accepted provided the relationship is noted on the contract. In addition, any time a family member is incapable of signing, a note must be placed on the subscriber agreement reflecting the circumstances.
- d. **DATA ENTRY CHANGES IN WRITING:**
All permanent account changes must be submitted in writing. Monitoring Partners will not accept responsibility for any change that is not submitted in writing.
All Account Changes are handled in same fashion as the above outline for New Accounts.
- e. **PERMIT RESPONSIBILITY:**
It is the dealer's responsibility to be aware of and to acquire both burglar and fire alarm permits for any jurisdiction that requires them. Should Monitoring Partners be fined for a required permit number, we will forward this fine to you. If we are apprised, however, of a new permit requirement for an area in which you have accounts with us, we will attempt to bring this matter to your attention. Permit numbers are the responsibility of the homeowner and yourself. We will not be responsible for any if the responding agency will not respond due to lack of a permit.
- f. **PROCEDURE FOR PLACING AN ACCOUNT ON TEST:**
When you join Monitoring Partners you will be issued a Dealer Authorization Number, which identifies your company and allows only you and your designated personnel, to set up or make changes to a monitored account.

Putting a New Account on Line:

You have sold a new system. You are ready to put the system into service and to test the communicator. When you call the Central Station, tell the operator that you are 'Testing a New System'. Prior to beginning the test you should have faxed the information to the Central Station so the information can be already loaded. Ideally this should be done the day before. ***If not***

done the day before we can still accommodate you but it may take longer, which will waste your technicians time needlessly.

Give the following information when calling:

- Your company name and dealer authorization number.
- Account Number, Account Name, Receiver Line Number and Phone Number of Subscribers premise.
- For the 4x2 format and extended reporting, be sure to tell the operator and write it on the information form so that we can make sure that the format is available on the receiver numbers allocated to you. If there are any questions please call.

Testing the System:

Test each channel set in order. Call the central station and the operator will read the codes to you in the order received. ***If the account is an active account please use the automated alarm assistant to verify signals.***

When the test shows the proper codes are being received, the Central Station will put the system into service. However, if the data has not been received, the system will remain in test until the information has been received.

4. CONFIRMATIONS

- a. Both the subscriber and dealer's signatures must be on the mailed confirmation.
Please forward any Hard Copy agreements and/or changes directly to central station.
We highly recommend faxing Contracts and/or Changes; unavoidable delays may occur when sending information solely via US Mail.
- b. Failure to supply these signatures will result in **cancellation of the account.**
- c. If cancellation becomes necessary, the dealer will be advised in advance of Monitoring Partners actions in this regard.

5. TEST TIMER ACCOUNTS

Notification of all "No Test Received," signals will be made to the dealer. This is done thru the daily activity report which is sent to the dealer daily. We do not notify the dealer by phone at the time of the "No Test Received" unless they have been placed on the account call list.

6. OPEN CLOSE ACCOUNTS

Open and Close accounts may be either supervised or unsupervised. Supervised accounts are those that are monitored for Late to Close, Fail to Open and Unauthorized Openings. These signals are handled in the manner specified on the written contract with the dealer.

Important Note:

Please be certain to advise the central station of all holiday schedules that will affect a supervised open and close account.

7. ALARM PROCESSING

a. STANDARD ALARM RESPONSES

| <i>Signals</i> | <i>Res Com Both</i> | <i>Pass Code</i> | <i>Actions to be taken</i> | <i>Central Station Response and Instructions</i> |
|---|-----------------------------|----------------------|---|--|
| BURGLARY SIGNALS | | | | |
| Burglary | B | Y | (V) Call Premise (D) Dispatch Authorities (N) Notify Call List | # 1 When calling the premise you must talk to an authorized person, if no answer call authorities, call list and follow any other instructions on account. If person answers at premise, but does not have a proper password, inform them to put authorized person on phone. They need to explain who they are and what they are doing on premise. Call the call list to verify the person. If no verification call can be made then dispatch the authorities. |
| Burglary then an Open | B | Y | (V) Call Premise (N) Notify Call List | <i>(No call necessary if opened with user number)</i> |
| Burglary – Additional trips same zone | B | Y | (N) Notify Call List | If authorities have already been dispatched notify the call list. If there is no contact or they wish to have the authorities than do so. |
| Burglary – Additional trips different zones | B | Y | (V) Call Premise (D) Dispatch Authorities (N) Notify call List | <i>(As per #1 instruction above)</i> |
| Hold Up – Duress – Ambush – Panic | B | Y | (D) Dispatch Authorities (N) Notify Call List | |
| FIRE/SUPERVISORY SIGNALS | | | | |
| Fire | R | N | (V) Call Premise (D) Dispatch Authorities (N) Notify Call List | If no problems give instructions to search the residence. If no answer dispatch authorities. |
| Fire | C | N | (D) Dispatch Authorities (V) Call Premise (N) Notify Call List (I) Notify Dealer | Continue to dispatch on additional alarms. Only if no answer at the premise. Dealer must be notified for runner response. |

| Signals | Res Com Both | Pass Code | Actions to be taken | Central Station Response and Instructions |
|----------------------------|---------------------|------------------|---|--|
| Waterflow | C | N | Dispatch Authorities Call Premise Notify Call List Notify Dealer | Continue to dispatch on additional alarms Only if no answer at the premise. Dealer must be notified for runner response. |
| Waterflow | R | N | (V) Call Premise (D) Dispatch Authorities (N) Notify Call List | If no problems give instructions to search the residence. If no answer dispatch authorities. |
| Fire Trouble | R | N | (V) Call Premise (N) Notify Call List | (Do not call between 10pm and 8am) If no answer at premise. |
| Fire Trouble | C | N | (V) Call Premise (N) Notify Call List (I) Notify Dealer | (Call All Hours) If no answer at premise. Only call if not able to make contact with subscriber. 24 hours. |
| Gas Detection | B | N | (V) Call Premise (D) Dispatch Authorities (N) Notify Call List | If no answer at the premise. Only after Authorities are dispatched. |
| Supervisory | B | N | (V) Call Premise (N) Notify Call List (I) Notify dealer | Call until 1 st contact even if system restores. 24 hours a day. |
| Temperature Alarm – Hi/Low | R | N | (V) Call Premise (N) Notify Call List | (Do not call between 10pm and 8am) Call until 1 st contact even if system restores |
| Temperature Alarm – Hi/Low | C | N | (V) Call Premise (N) Notify Call List | (Call All Hours) Call until 1 st contact even if system restores. |
| Fire Valve Tamper | C | Y | (V) Call Premise (N) Notify Call List (I) Notify Dealer | Call until 1 st contact even if system restores |
| MEDICAL ALARMS | | | | |
| Medical Emergency | B | N | (V) Call Premise (D) Dispatch Authorities (N) Notify Call List | |

| <i>Signals</i> | <i>Res Com Both</i> | <i>Pass Code</i> | <i>Actions to be taken</i> | <i>Central Station Responses and Instructions</i> |
|---|-----------------------------|----------------------|--|---|
| POWER FAILURE SIGNALS | | | | |
| AC Power Failure - Fire | C | N | <i>(V) Call Premise (N) Notify Call List (I) Notify Dealer</i> | “DO NOT HOLD PENDING RESTORE” Only notify if unable to reach premise. Only notify if unable to reach premise or call list. DOES NOT APPLY TO AREA WIDE OUTAGES. NO NOTIFICATIONS WILL BE MADE ON THESE |
| AC Power Failure - Burglary | C | N | | No Notification on AC Power Failure unless special instructions require notification. Notice will be on Low Battery. |
| AC Power Failure | R | N | <i>(V) Call Premise (N) Notify Call List</i> | Do not notify between 10pm and 8am. If restore received disregard alarm. DOES NOT APPLY TO AREA WIDE OUTAGES. NO NOTIFICATIONS WILL BE MADE ON THESE |
| Low Battery | B | N | <i>(V) Call Premise (N) Notify Call List</i> | |
| No Test Timer - Burglary | C | N | <i>(V) Call Premise (N) Notify Call List</i> | Call after 2 nd missed test timer signal. DURING POWER OUTAGES ON AN AREA WIDE BASIS NO NOTIFICATIONS WILL BE DONE |
| No Test Timer - Fire | C | N | <i>(V) Call Premise (N) Notify Call List</i> | Call after 1 st missed signal. |
| Communication Failure Radio 1 way | B | N | <i>(V) Call Premise (N) Notify Call List (I) Notify Dealer</i> | |
| Communication Failure Radio 2 way | B | N | <i>(V) Call Premise (N) Notify Call List (I) Notify Dealer</i> | |
| Telco Alarm – No Response or Telco Outages | B | N | <i>(V) Call Premise (N) Notify Call List (I) Notify Dealer</i> | APPLIES TO INDIVIDUAL ACCOUNTS ONLY Only if premise can't be reached. Always notify dealer. |
| Telco Alarm – No Response or Telco Outages | B | N | Notify Telephone Co | APPLIES TO MULTIPLE CUSTOMER OUTAGES ONLY. |

| <i>Signals</i> | <i>Res Com Both</i> | <i>Pass Code</i> | <i>Action to be taken</i> | <i>Central Station Response and Instructions</i> |
|--|-----------------------------|----------------------|--|--|
| OPEN CLOSE ACTIVITY | | | | |
| No Close – Late Close | C | Y | (V) Call Premise (N) Notify Call List | If no contact made at premise. CALL UNTIL A CONTACT OR SYSTEM CLOSED |
| Un Authorized Open Outside scheduled time | C | Y | (V) Call Premise (D) Dispatch Authorities | If user unable to give code call the call list to verify. If unable to verify than dispatch authorities. |
| Early Open | C | Y | (V) Call Premise (D) Dispatch Authorities | If user unable to give code call the call list to verify. If unable to verify than dispatch authorities. |
| Fail to Open | C | Y | | See Subscribers instructions. |
| Early Close | C | Y | | See Subscribers instructions. |
| Late to Open | C | Y | | See Subscribers instructions. |
| MISC SIGNALS | | | | |
| Cancel Abort | B | Y | Call Premise | Determine if there is any problem. |
| Restore | B | N | Call Premise | If following and alarm or not. Determine if there is a problem. |
| Unknown | B | N | Notify dealer | Follow dealer supplied instructions |
| Runaway Alarm | B | N | Notify Dealer | Follow dealer supplied instructions |
| Multiple Alarms | B | N | Notify Dealer | Follow dealer supplied instructions |

b. **VERIFICATION PROCESS:**

i. **ANSWER IN ALARM COMPANIES NAME OR AS SECURITY:**

Operators will identify themselves in the alarm company's name. (e.g. "Central Station for ABC Alarm Company. May I have your pass code please?" or will prompt the person in a generic "Security". May I have your pass code please".

If the person who answers is from a commercial location and is unaware of why we are calling, the operator will question, "May I speak to the person in charge of the alarm system?" Once this person comes to the phone, he or she will then be prompted for a pass code.

If a pass code is not offered, the operator will immediately take the next action.

After obtaining a pass code, the operator will ask the subscriber, "Is everything okay?"

If a dispatch is requested at any time, regardless of whether or not the pass code was given, the authorities will be immediately dispatched.

The subscriber shall be given the option of staying on the line with the operator while the Subscriber Checks the Location:

ii. **VERIFIED FIRE ACTIVATIONS (Residential Only):**

We will ask the premise if the Fire Department is needed. We will hold for approximately 60 seconds while they check the premise.

iii. **BURGLRY ACTIVATIONS:**

If a subscriber gives a pass code but is uncertain whether or not everything is all right, the operator will ask if they would like the authorities dispatched. If the subscriber states that he/she does not want the authorities dispatched but is unsure as to what may have set the alarm off, the operator will advise the subscriber that he/she will hold the line for approximately 1 minute. If the subscriber does not return within that time, the authorities will be dispatched.

CALLING THE PREMISE: We will allow phone to ring 6 times

i. **BURGLARY ALARMS:**

If a *busy signal* is reached when calling the premises, the operator will try the number one more time (a total of 2 times) prior to dispatching.

If an answering machine picks up the operator will attempt to talk over the answering machine. If no one picks up they will move to the next dispatch instruction.

ii. **FIRE ALARMS (Residential Only):**

If a busy signal is reached when calling the premises, the operator will try the number 1 more time (a total of 2 times before dispatch)

If an answering machine is reached when calling the premises, the operator will hang up and take the next action outlined on the account. No message will be left when attempting to reach the premises for verification purposes. Dispatch will be made.

iii. **PRIVACY MANAGER:**

If **privacy manager** is reached when calling the premises for verification, the operator will state the name of the Alarm Company or a generic Central Station and wait for an answer. If an answering machine picks up after the privacy manager prompt, no message will be left. If a person answers after the privacy manager prompt, verification will be requested. If the signal in question is an advisory type signal, a detailed message will be left.

iv. **SUPERVISORY TROUBLE:**

If the operator is calling the premise regarding a supervisory trouble signal, a message will be left on the answering machine.

We recommend no more than two backups be called prior to dispatch. Backups will be asked to provide a proper pass code to the operator to avoid a dispatch. If a pass code is not given or is incorrect, the operator will dispatch immediately.

Pager numbers may be utilized, as one of the two numbers called prior to a dispatch; however, they will not be placed in a "page-pending" status. The two numbers will be called consecutively.

c. **DISPATCH PROCESS:**

- i. The operator will report all pertinent information for the alarm (type of alarm, description, directions, permit number etc.).

The operator will obtain a dispatcher's name or number during a dispatch.

If questioned whether or not the alarm is audible, the operator will inform the authorities that it is "assumed to be audible," unless it is otherwise specified by the dealer.

If the authorities state that they will no longer respond to the residence, due to multiple activations, the operator will notify the contact list. The dealer will be notified thru their standard daily reports. If the instructions are to Notify the Call list, the operator will do so, advising them of the activation and the Police response (or lack thereof).

If we reach a non-working phone number upon calling the authorities, we will attempt to locate the correct telephone number. Once this number is located we will adjust the account. Dealer will get notified of changes thru daily report.

If the authorities inform us that there has been an actual emergency situation (actual break in, actual fire, etc.), we will note this in the account history. If the instructions are to notify the Call list, the operator will do so, advising them of the Police Department's findings. For example, the Police found an open door. We will, however, suggest the

backup contact the Police Department directly for detailed information regarding the incident.

General personal medical information will be placed on the accounts. The information must be generic. As an example we will list that the Subscriber has a heart condition or that they are allergic to a specific medication. We will not, however list lengthy complete medical histories of specific illnesses and dates etc. For this type of information the dealer should utilize the File of Life for any specific medical information including medications, allergies, hospital preference, doctors, insurance information, etc. The "File of Life" is a complete magnetic packet that is posted on the subscriber's refrigerator. This packet is maintained by the subscriber and holds all pertinent medical information pertaining to the subscriber. A sticker is also provided which is then posted on the front door as an additional alert to the medics that the File of Life is utilized on the premises. Once an account has been flagged with the "File of Life" indication, the operators will then advise the authorities that this information is posted on the refrigerator. This packet can be obtained from your Sales Department.

If the police department informs us that we have an incorrect address for a subscriber, we will attempt to notify the alarm company first via their office phone number and emergency contact phone numbers. If we are unable to reach a representative from the alarm company, we will then attempt to contact the backups on the call list for further information.

d. BACKUP NOTIFICATION – CALL LIST

- i. The operator will continue down the call list until he/she speaks directly with the person listed on the call list. If the account specifies "Mr. Jones" but Mrs. Jones answers the phone, a message will be left with Mrs. Jones and the operator will then continue calling down the call list. If, however, the account specifies "Mr. & Mrs. Jones" or "The Jones Family", then either may advised and the notification process will cease.

If a message is left with someone other than the person listed on the call list, the incident will be annotated. Example: "Left message with _____."

Once the specified Backup has been reached, the incident will be annotated. Example: "Advised _____."

If a Backup asks the operator to call another number on the call list, the operator will do so. If, however, the Backup asks the operator to call another number that isn't listed on the account, the operator will advise the Backup that for security purposes, he/she is unauthorized to dial any numbers that are not listed on the account.

If the operator receives an automated telephone company recording indicating that the backup phone number has been changed, the operator will note this in the history and then call the new number. The dealer will receive update in their daily edits report.

If a Backup requests to have the account placed on test or to cancel a dispatch, the operator will be happy to do so once a valid pass code is received from the Backup.

If Mrs. Jones states that "Mr. Jones is unable to come to the phone, but I will give him the message," the operator will advise Mrs. Jones that his/her instructions indicate that he/she must speak directly with Mr. Jones. The operator will then advise that he/she will continue calling down the call list.

If an answering machine is reached upon calling the Backup, the operator will leave a message, and then they will continue down the call list.

Pagers

- i. Digital Pagers—Backups will be paged one time. The Operator will then continue immediately down the notification list.
- ii. Since they do not require a return call, alpha-pagers will only be paged once. We will, however, alpha page an additional time if we receive an alpha pager "failure" notification. Once a Backup is contacted, the operator will advise of the alarm condition. They will only ask if they will be responding if the police require a backup.

If a Backup states that they will be responding, we will give the Backup the agency's phone number so they can review events and co-ordinate the Backup's response.

When leaving a message on an answering machine, the operator will leave all pertinent alarm information. Upon the subscriber's request, and with proper pass code verification, a low battery signal or trouble may be placed on test for an extended period of time to avoid repetitive notification calls during the time in which the low battery situation is being rectified.

When calling a backup/responder's place of business, if a general office voice mail is reached no message will be left

8. RESTORE WAITING

- a. The automation system will hold the original alarm condition waiting for a restore. If the restore is received within a pre-determined wait time, the signal will log in the account and not have operator response. However, if the restore is not received, the signal will drop to an operator for response.
- b. "Restore Waiting" may not be placed upon Fire, Medical, Panic, or Ambush/ Duress signals.
- c. "Restore Waiting" may be utilized on Environmental, Supervisory, and trouble signals.
- d. "Restore Waiting" is recommended on AC Power Failure signals.

9. RUNAWAY ALARMS / EXCESS ACTIVITY

Monitoring Partners defines a "runaway account" as any account that repeatedly generates signals from the same zone, whether continuously or periodically. Our shift supervisor will attempt to contact you via your runaway alarm instructions as soon as the problem becomes evident. If you do not already have such instructions on your dealer account, please be certain to contact our office immediately to have them set up.

Please Note: All runaway situations must be corrected as quickly as possible. The central station must be made aware of your intentions to correct the problem and the time frame in which the situation will be resolved.

Placing the account on test is not sufficient.

Any ongoing runaway situation that is not responded to and corrected in a timely manner may result in excess charges for the time in which the account was in a runaway status.

10. DELAY / DISREGARD OF DISPATCH

a. **FIRE DISPATCHES COMMERCIAL**

Per NFPA Code 72, Monitoring Partners may not accept waiver letters that delay or disregard any fire dispatch. In addition, per this code, we also cannot verify on any fire signal at a commercial location. Please be advised that letters from the Fire Marshal, unfortunately, do not override this code and, therefore, will not be accepted.

b. **FIRE DISPATCHES RESIDENTIAL**

The residential fire alarms are all going to be verified prior to dispatch. As a dealer you may have us do as many things as you wish to avoid getting a false dispatch. **THE ONE THING WE WILL NOT DO IS DISPATCH PRIOR TO VERIFICATION.**

c. **BURGLARY, PANIC, DURESS, AND MEDICAL DISPATCHES**

- For your protection and ours, our legal counsel and insurance company have mandated that we must not accept any disregard of any dispatch on an account.
- Delays in dispatch will be limited to no more than 2 consecutive calls prior to the dispatch. These calls will be made consecutively and without delay. In the interest of your customer's safety, if a pager is called prior to a dispatch, it will not be placed in a recall status to await a return call. Please note that requests for these delays may now be made directly on the subscriber agreement form. You do not need to complete and submit a separate waiver letterform. Both your customer's signature and your own signature must be on the subscriber agreement in order for the request to be completed.
- Important Notes
In the interest of our overall response time to potentially life/property-threatening emergencies, we cannot authorize the notification of more than 2 parties prior to a dispatch.

11. NFPA CODE – COMMERCIAL ACCOUNTS

a. **THE WAIVER LETTER**

Per the national fire code, Monitoring Partners is not permitted to waive the "No Verify" instructions on any commercial fire account regardless of whether or not written authorization is obtained from the fire marshal of the given jurisdiction. We may under no circumstances make an exception to this rule. Doing so would be a violation of both UL and IQ standards.

b. MANDATORY BACKUPS

This code also mandates that Backups/key holders must be notified once a commercial fire alarm has been dispatched. Please ensure that this information is provided on all commercial fire accounts.

c. TESTING OF COMMERCIAL ACCOUNTS THAT ARE MONITORED FOR FIRE:

This code also mandates that it is the alarm installer's responsibility to notify the fire marshal when testing a commercial fire account for any period of time.

12. ACCOUNT TESTING**a. TESTING PARAMETERS:**

- i. Subscribers may test for up to 24 hours.
- ii. Dealers may test for up to 60 days.
- iii. Time frames for tests may be initiated in advance.

b. REQUIREMENTS FOR TESTING:

- i. Dealer number and/or pass code.
- ii. Account Number and Name.
- iii. Your name.
- iv. Which codes/signals you want to place on test.
- v. If there is a secondary system, both accounts should be placed on test.
- vi. Begin and end time that the account will be on test for

c. RETRIEVING YOUR TEST INFORMATION

- i. Account history may be retrieved via the following methods:
- ii. VRT/Tech Center (our automated telephone keypad program).
- iii. An account analysis report that may be retrieved via Dealer access thru WebLink
- iv. You may call in and request to have this information read back to you by an operator as staff is available.

It is the alarm installer's responsibility to be aware of the expiration time(s) for any accounts placed on test.

When testing only portions of an account, please be aware of all the signals that may be affected (e.g. when testing the burglary zones, please remember to include all applicable restoral signals.)

If you call to retrieve testing information and decide to continue testing signals, you may request that the operator enter a "manual break" in the history of the account. This will separate your previously tested signals from the ones that you will be sending and will ultimately make the second retrieval easier for you.

If more time is needed for testing, please request that the test be extended.

13. FALSE ALARMS

False Alarms are the biggest single threat to the health and stability of our industry. They take police away from real emergencies and they can lead neighbors to ignore alarms when they go off. False alarms can also cost you and your customer's money in costly fines and potential loss of business. The percentage of false alarms each year is a staggering 99+%. There will come a time when the police will simply refuse to respond or the cost of responding will simply be too high. It is each of our responsibilities to do everything we can to minimize the false alarm rate thru selling smarter systems, educating the customers better, selling more verified responses.

The following are areas you can help the false alarm rate with your customers and thereby create happier customers and keep them longer.

- Many business owners and homeowners do not know their pass codes which mean we can not stop dispatches. This is a costly false alarm which ultimately the customer holds you responsible for.
- Visitors, relatives, cleaning personnel set off many false alarms, please work with your customers to avoid this situation.
- Many people have not gotten their permits. It is essential that we make sure all of the customers required to have permits do so or we will not be able to dispatch.

The following is an NBFAA False Alarm tips guide which you can share with your customers to try and get them in tune with reducing false alarms.

This is a problem which can only be solved by the alarm industry and only one customer at a time.

a. WHAT CAUSES FALSE ALARMS FROM THE CUSTOMERS SIDE:

75% of false alarms are caused by user error. Be sure to train anyone who may be using your system, such as kids, neighbors, real estate agents, maids etc. Make special arrangements for guests or repair technicians.

Other causes include:

- Weak system batteries
- open, unlocked or loose fitting doors and windows
- Drafts that move plants and curtains
- Wandering Pets
- Helium filled balloons

How do I prevent false alarms?

- Have your security company check your system regularly. Routine maintenance can help prevent many false alarms.
- Notify your security company immediately if you think your system is not working properly.
- Make sure everyone who uses the system understands how it works. Anyone who has a key to the home should know how the system works.

Before activating the system:

- Lock all protected doors and windows
- Keep pets, balloons, fans and heaters away from motion sensor areas.
- Know how to cancel the alarm if the system is activated.

*Remodeling the home or business:**Always notify the security company if:*

- Replacing doors or windows
- Fumigating
- Hanging drywall
- Painting or Plastering
- Sanding floors
- Installing or removing wall paper or carpet
- Installing attic flooring
- Adding air-conditioning or insulation
- Installing siding, skylights or ceiling fans
- Installing anything near the control panel or keypads

What if alarm goes off accidentally?

- Don't panic. Remember your code
- Determine if there is really an intruder or fire
- If the alarm activation was accidental, carefully disarm your system. Carefully press each number of your code.
- After you have reset the system, call the central station to report the accidental activation.
- If your security system is tying up your phone line, wait several seconds and try again. Or .. wait for the central station to call you.
- Don't leave the home or business until you have spoken with the central station.

Be prepared:

- Rehearse alarm cancellation with anyone who might use the system.
 - Make sure that everyone with a key to your home knows how to operate your system.
 - Tell all users who to call when the alarm sounds.
 - Keep your security instruction book, and the central station phone number.
- Cancel all alarms that don't need emergency response.

b. WHAT CAN THE ALARM COMPANY DO TO MINIMIZE FALSE ALARMS:

- Keep non verified signals to a minimum.
- Minimize as much as possible the use of restores from alarms.
- Insure that systems are programmed to allow reasonable delay times to transmit low batteries and AC Power failures.
- Keep the dispatch numbers and contact information and telephone numbers up to date.
- Make sure all customers are thoroughly trained in the operation of their system and the canceling of an alarm.

c. OPERATING INSTRUCTIONS TO AVOID FALSE ALARMS:

- BE SURE ALL OPENINGS (WINDOWS AND DOORS) ARE SECURELY CLOSED AND LOCKED.**
- BE SURE THE SYSTEM IS IN A "READY" TO ARM CONDITION.**
- IF THERE IS INTERIOR PROTECTION AND SOMEONE IS REMAINING INSIDE, BE SURE THE INTERIOR ZONE (OR ZONES) ARE OFF OR SHUNTED.**
- ENTER CODE (OR KEY) TO ARM SYSTEM, LEAVE THRU ENTRY/EXIT DELAY ZONES ONLY.**
- BE SURE ANYONE USING THE SYSTEM FULLY UNDERSTANDS HOW TO OPERATE IT AND HAS THE PROPER IDENTIFICATION IN CASE OF AN ERROR.**
- TO DISARM THE SYSTEM, ENTER CODE (OR KEY) IMMEDIATELY UPON ENTERING DURING ENTRY DELAY.**
- IN CASE OF A FALSE ALARM, DISARM THE SYSTEM AND CALL THE CENTRAL STATION IF THE POLICE ARE NOT NEEDED.**
- BE SURE ALL USERS KNOW HOW TO ACTIVATE PANIC SIGNALS (IF THE ARE INCLUDED IN THE SYSTEM).**
- EVERYONE SHOULD BE ABLE TO RECOGNIZE THE FIRE SOUNDER AND PRACTICE FIRE ESCAPE PLANS.**

14. BILLING POLICY

Monitoring Partners has attempted to keep the billing of your dealer accounts as simple as possible both for you and for us. On the 15th of each month we measure what the number of customers and services you have and that becomes your bill for the following month. If you cancel some one between the count and the next bill you get no credit, however if you add someone you get no charge until the next billing cycle.

15. CREDIT POLICY

When a dealer's account is placed on credit hold by the Billing Department, it is possible that you will also be placed on a hold status with the central station. The central station will be advised not to handle everyday requests (testing, history, Data Entry changes, report requests, etc.); your access privileges to WEblink may be turned off, your accounts may receive certified notices that there service will be suspended due to non payment and you may be referred to your Billing Department Representative