EMERgency24

Dealer Manual

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GETTING STARTED

To activate a subscriber's account, all that is needed is an installed alarm system, a signed monitoring agreement and the quarterly or annual payment.

1. Obtain an account number for your new subscriber from EMERgency 24.

2. Place the account on test by calling EMERgency 24 or by using *Dealer Secure Internet Services*.

3. Send ONE test signal and verify that it was received on the proper account (refer to Testing Procedures on Page 3).

4. Send a test pattern and verify that all signals have been received.

5. Remove the account from test mode.

6. Complete and sign the *Subscriber Signal Monitoring Agreement*.
   NOTE: Refer to the instructions on Page 5 and to the Appendix for examples.

7. Activate accounts by either faxing information to the Data Entry Department or by connecting directly to *Dealer Secure Internet Services*.

8. Forward the original contract and payment to EMERgency 24.

ASSIGNMENT OF ACCOUNT AND RECEIVER TELEPHONE NUMBERS

Our receivers are compatible with standard formats that most digital dialers use. Some dialers are computer-programmed, and some are field-programmable. Your supplier can program the chip or microprocessor if you do not have the required programmer. Most digital communicator manufacturers and distributors are aware of our rules and procedures.

When reserving accounts, you will be asked to provide the following information:

1. Your dealer number.
2. Whether you require a local or toll-free receiver telephone number.
3. Method of transmission (radio, digital, etc.).
4. Transmission format (SK, Radionics, Contact ID, Two-Way Voice, etc.).
5. The number of accounts requested.

You will in turn receive the following information:

1. A Six-Digit Account Number--The first two digits refer to the receiver line card. The third digit determines the length of the communicator account number. If that digit is one or greater, you must program a four-digit (i.e. 4/2) account number and two-digit alarm codes.

A zero indicates that this account number requires a three-digit (i.e. 3/1) account number and one-digit alarm codes.

Failure to program all four digits in the communicator when using a 4/2 format will cause the signals to be generated on a different account. Extended formats (i.e. Contact ID, SIA) use three or more digits for conditions. Check your programming manual for specific instructions.
NOTE: 4/1 format is not compatible with our equipment.

2. The Receiver Telephone Number--A toll-free telephone number such as (800) 621-1111 is issued. Each account has a main and an automatic back-up telephone number. 800-telephone numbers are serviced by two different telephone companies. You may select to program both the main and the back-up numbers (back-up should be the default number).
NOTE: You may obtain local account numbers to area codes for Chicago (773),Washington, DC (301), Detroit (248) and Los Angeles (714).

TESTING A NEW ACCOUNT

*** When testing a new alarm system, EMERgency 24 recommends that you begin by sending only ONE signal that most likely will not dispatch authorities, i.e. A/C power failure or low battery. Once the signal has been sent, immediately call EMERgency 24 to verify that the signal has been received on the proper account before sending more test signals. Testing with misprogrammed dialers has been a common cause of false alarms. Sending a signal that does not immediately call the authorities will help our industry to combat false alarms and to avoid related stress to other subscribers. We will be happy to work with you during testing to ensure that the signals reach the proper account before its activation.*

Once your initial test signal has been received, please help us to keep your cost of service down by limiting your test to one signal per channel. Each time we receive a signal, we incur a charge for that call. However, if you have any doubts about the integrity of the system, do not hesitate to test it as you deem necessary. We suggest that you keep a record of the signal activation and sequence of testing to assist in the identification of conditions.

Test a new account using either method:

METHOD ONE: Call EMERgency 24 and tell the operator on duty that you intend to test a system. Give the operator the account number and passcode. If this is a reserved account, the passcode is the last three digits of the account. The operator will verify either the subscriber's name or that the account is on reserve with your company.

The operator will put this account on test for two hours or for any other length of time you choose (not to exceed 29 days). After this period expires, the system automatically reactivates the account. Therefore, if you require additional time for testing, you must call back to extend the testing period.

METHOD TWO: Visit EMERgency 24's *Dealer Secure Internet Services* website to place an account on test. In order to use *Dealer Secure Internet Services*, dealers must register by completing an authorization form. The Secure Services can be accessed from the *Services* page of EMERgency 24's website, http://www.emergency24.com. After clicking on the *Dealer Secure Internet Services* link, the website will prompt you for the general user name ("dealers") and password ("security"). Next, you will be required to give your dealer number, the Internet access code you authorized and your telephone number. Once on the secure site, click on "Testing" and complete the requested information. The account will be placed on test for two hours or for the designated length of time. If the test is completed before two hours elapse, dealers should remove the account from test. Dealers may revisit the website to extend the testing period for an additional two hours (two hours from the time the account's testing period was extended).

Test results can be reviewed by two methods:

<u>**METHOD ONE:**</u> After testing all of the channels, call EMERgency 24 and request the history on the particular account for that day. The operator will be able to tell you if every condition was received. The times given will be in Central Time on reserved accounts. If the contract has not yet been entered, the conditions will be read as invalid--a condition that has not been entered or defined in our computer. Therefore, it is useful for the installer to have a record of the sequence of signal transmissions.

If you are satisfied with the result of the test, you may request that the system be placed on active status for monitoring (the account data must be entered for it to be active).

<u>**METHOD TWO:**</u> **Internet Alarm Activity Reports** -- Test results can be viewed on EMERgency 24's *Dealer Secure Internet Services* website.

In order to use *Dealer Internet Secure Services*, dealers must register by completing an authorization form. The Secure Services can be accessed from the *Services* page of EMERgency 24's website, http://www.emergency24.com. After clicking on the *Dealer Secure Internet Services* link, the website will prompt you for the general user name ("dealers") and password ("security"). Next, you will be required to give your dealer number, the Internet access code you authorized and your telephone number. Click on "*History/Activity*." All information viewed is securely encrypted by the same process used for Internet transactions by financial institutions.

COMPLETING THE SUBSCRIBER
MONITORING AGREEMENT

THE FOLLOWING ARE STEP-BY-STEP INSTRUCTIONS FOR COMPLETING THE SUBSCRIBER MONITORING AGREEMENT FORM:
* For definitions of terms or additional suggestions on completing the Subscriber Monitoring Agreement, refer to Page 7.
* For a sample completed form, refer to the Appendix.
* For prices based on the number of conditions and/or additional features, refer to our price lists.
* Contact EMERgency 24 if you require:
   1. An addendum form for additional entry space or open and close accounts.
   2. A special addendum form for Contact ID or DMP accounts.
   3. Agreement forms for radio accounts.
   4. Data entry forms for two-way voice instructions.

ACCOUNT NUMBER: The six-digit (alphanumeric) account number assigned/programmed.

CODE UNDER STRESS (optional): The three-digit code selected by the subscriber (see Definitions).

TIME ZONE: The time zone of the premises' location, E=Eastern, C=Central, M=Mountain, P=Pacific, A=Alaska, H=Hawaii.

PREMIUM or **E**CONOMY ACCOUNT? **Y**EARLY or **Q**UARTERLY PAYMENT PLAN?
(Refer to the Billing Procedures on Page 15 for definitions.)

DATA VALIDATION PKG?: Place a checkmark to authorize a Validation Package (for Premium Accounts only), which will be charged an initial connection fee of $10 (see the Initial Connection Fee Option on Page 9 for an explanation of benefits).

PASSCODES OR PASSWORDS: The numbers or words selected by the subscriber. If none are listed, the default will be the last three numbers of the account. Each passcode/password must be a minimum of three characters (alphanumeric) but no more than ten. More passcodes/passwords may be added than spaces allow. Please attach this separate list to the agreement form.

AUTOMATIC TEST? YES or **NO:** There is an extra charge for daily and weekly automatic test features.
* If **YES**, give **WINDOW**--Timeframe for signal to be expected (allow a few hours, or it can be from 0001-2300).
* Indicate **DAILY** or **WEEKLY** (give the day of the week).
* **EMERgency 24 offers a supervised monthly test at no charge. Write "Monthly" in the space next to Day of Week** (refer to the term "Automatic Test" on Page 8 and in the Glossary of Terms on Page 25).
* Do not forget to enter an autotest condition code ** under Condition Transmission Possibilities.

   If monthly written **REPORTS** are to be sent to either the dealer or the subscriber, indicate the number per month (extra charge).

COMPLETE SUBSCRIBER DATA AND DEALER INFORMATION
Complete name, address and telephone numbers for the premises. Please indicate if the property is one of many locations (example: Store #32). Also note if the property is an apartment building. Should additional directions to the property be necessary for identification by the responding authorities, use the Special Instructions line.

  PERMIT: # if locally required.
  DEALER: Dealer number, telephone and type of equipment installed.
  MONITOR START DATE: Date received unless indicated.

CALL LIST: Parties will be called until *ONE* is reached. If more than one party must be contacted on each event, indicate # in the space (extra charge).

PARTY LIST: We recommend **FIVE PARTIES/TELEPHONE NUMBERS** (see Definitions of Terms on Page 7), although additional parties may be added despite space limitations. Please attach a separate list to the agreement.
NOTE: List the numbers in the **PRIMARY PHONE** column only. Identify the type of telephone number in the **COMMENTS** column (i.e., answering machine, beeper, pager, date/time windows). See Page 11 for notification procedures.

AUTHORITY LIST: Local dispatch phone numbers, Other = special service companies.

COMMERCIAL ACCOUNT HOURS: To avoid false alarms, EMERgency 24 will call to verify alarm signals during designated business hours. Outside of designated business hours, the Callback Option will be followed. List which **CONDITIONS** apply.

ENTER ALL CONDITION TRANSMISSION POSSIBILITIES
List the alphanumeric code you selected/programmed. All possible signals must be identified (see Page 7). Indicate for each:

  AUTHORITY (A1-A4) to be called.
  WORD DESCRIPTION OF THE SIGNAL (BURG, BACK DOOR)
  --EMERgency 24 inputs the corresponding internal code.
  THE CUSTOMIZED CALLBACK OPTION
  --Refer to the key on the right.

OBTAIN THE PROPER SIGNATURES AND DATE THE AGREEMENT.

GIVE THE SUBSCRIBER COPY TO YOUR CUSTOMER.

KEEP ONE COPY OF THE *SUBSCRIBER MONITORING AGREEMENT* FOR YOUR RECORDS AND SEND THE OTHERS TO EMERgency 24.

FOR A DEALER'S HOME/BUSINESS CONTRACT, WRITE "ALARM INDUSTRY DISCOUNT" ON THE AGREEMENT.

DEFINITIONS OF TERMS
FOR SUBSCRIBER MONITORING AGREEMENT

The following is a list of terms to assist in the proper entry of information.

PASSCODE
Special secret numbers or words selected by the subscriber. Passcodes should be between three and ten characters (alphanumeric) long. If none are provided, the last three digits of the account number will be the default passcode. Subscribers will be required to provide this to the central station to cancel a dispatch, to put an account on test or to make inquiries.

CODE UNDER STRESS
A stress code MUST be a three-digit number, and it MUST be different than the passcode. Any three-digit number is acceptable except 000, 111 and 911. The code under stress is used to secretly convey the presence of an intruder or of a life-threatening situation. When given a code under stress, the operator will falsely respond that the alarm is canceled (in case the conversation can be overheard). The operator will instead call the police and report a duress situation.

PARTY LIST
Please provide the full names and corresponding telephone numbers of the people to notify upon signal reception. We recommend, but do not limit the list to, five parties. In many instances, these people should be prepared to respond as keyholders. See the GENERAL OPERATIONAL PROCEDURES.

CONDITIONS/CODES
When filling out a service contract, you must identify all programmed conditions (burglary, fire, medical, restore, trouble, zones, etc.). The code is the numbers/letters assigned to each condition. Indicate a two-digit code for a 4/2 format and a one-digit code for a 3/1. More complex numbers report for Contact ID, Radionics, etc. Each code is counted when determining the cost of the account (refer to the price sheet).

INVALID CONDITIONS
Any code received that has not been identified on the monitoring agreement will come in as "invalid." EMERgency 24 will follow the callback option the dealer has selected for invalids. Written notice requesting clarification on such codes will be mailed to the dealer.

ZONES
You may want to divide a condition into several reporting zones. Zones may be used to identify different locations within the same building (i.e. first floor, east wing, front office). Zoning may also be used to segregate likely service problems by using different codes for different segments of the alarm system. **WARNING!** Zones may not be used for multitenant buildings or strip malls. Zoning may not have a different name and/or address. For liability reasons, EMERgency 24 and the dealer should have a separate contract for each lessee.

ADDITIONAL FEATURES

OPEN AND CLOSE* MONITORING SERVICE

There are two types of Open and Close monitoring services. Multiple identifier codes are available.

1. **Supervised Monitoring of Scheduled Open and Close**--Opening and closing times along with a "window" must be indicated on the contract. Failure to receive signals during designated timeframes will result in notification of the authorized party.

2. **Unsupervised or "Log Only" Open and Close**--A log of the arming and disarming of a system is kept on file.

AUTOMATIC TEST*

Test signals reported daily or weekly at a designated time. A monthly supervised autotest can either be a specific code or any signal received in a 30-day period. There is no charge for a monthly autotest. Notification will be made to the alarm company if signals are not received.

TWO-WAY VOICE

Hands-free, two-way communication between the monitor and the protected premises immediately during receipt of an alarm signal.

ELEVATOR*

Voice-message monitoring of elevators. This requires a special account number.

PHONE LINE BACK-UP OPTIONS*

Cellular Telephone Back-Up

A call placed from a cellular telephone comes in to EMERgency 24 through telephone lines, the same method as a signal from a digital dialer. We service cellular/radio systems (i.e., Microburst/Control Channel, Uplink, SkyRoute).

AlarmNet--this network is active in major metropolitan areas nationwide. Contact your EMERgency 24 sales representative to verify if this network is active in your city. AlarmNet utilizes both one- and two-way radios. *Notes: All Ademco services (radio and cellular) will require special account numbers. AlarmNet radio and cellular service can also be set up as stand-alone systems. This is a great option for those subscribers who are eliminating their landline telephone services.*

VIDEO MONITORING* (*Special Price List*)

Remote video monitoring services include alarm verification, video guard and video guard tours. EMERgency 24's technology can interface with numerous products (Dedicated Micros, OzVision, Crow, Video Domain).

INTERNET MONITORING*

Supervised remote polling services via the Internet. This offers High-Line AA UL service. (DMP, Radionics and AlarmNet-I are some of the systems now available.)

PERSONALIZED SERVICE*

Your company receives its own toll-free telephone number answered in your company's name for your subscribers. Start-up and monthly fees apply. **This is not an answering service.**

TTY

EMERgency 24 utilizes TTY (telephone/teletype) equipment (formerly known as TDD) to service the hearing and speech impaired. EMERgency 24 should be notified that your subscriber is hearing and speech impaired so that a special account can be assigned.

* Refer to the Additional Features Price List

CONNECTING A NEW SUBSCRIBER

Immediately after the sale/installation, you may fax or mail the completed agreement to our office. You may activate the account directly through *Dealer Secure Internet Services.* There is no additional charge for entering a contract by fax or via the Internet. Information can also be taken over the telephone for a $5 fee to activate the subscriber's service for temporary monitoring until the original contract is received.

Please mail the original signed contract along with payment for the monitoring fee within ten days. The check amount should be for one full quarter of monthly monitoring (three months) or 11 months if you prefer the advantages of paying yearly in advance.

VALIDATION PACKAGE

To reduce paperwork and to offer savings to dealers, the initial connection fee and corresponding *Validation Package* are optional:

OPTION 1: VALIDATION PACKAGE
To receive the package, dealers must place a checkmark after "DATA VALIDATION PKG?" in the upper lefthand corner of the subscriber agreement. The initial connection fee of $10 will be charged on premium accounts. You will receive the Validation Package, which includes two printouts of the information that we have entered. After reviewing the data, sign and mail one copy of the printout to your subscriber in the preaddressed envelope provided. Do not forward the printout to your subscriber if the data is incorrect. Keep the second copy for your records.

The subscriber then verifies the information. If the information is correct, the subscriber should sign and mail the cards to EMERgency 24 in the postage-paid envelope provided.

The Validation Package also contains a Certificate of Insurance for the subscriber to give to their insurance carrier and two subscriber passcode cards.

OPTION 2: NO VALIDATION PACKAGE
To waive the initial connection fee ($10 savings), dealers must leave "DATA VALIDATION PKG?" blank in the upper lefthand corner of the subscriber agreement. Once EMERgency 24 receives the original agreement, the dealer will be sent one printout of account data for verification and a passcode card for the subscriber. There is no need to sign or to return the printout, but if corrections or changes must be made, please inform the Data Entry Department immediately.

Every possible precaution is taken to avoid mistakes in the data entry process, including complete validation of critical information. Data is entered by two operators, and the computer expects a perfect match or it will reject the entry. If a mistake is found, however, any necessary corrections will be made and reprinted.

CHANGES TO DATA FILES

EMERgency 24 provides forms for permanent changes or for the cancellation of accounts. Contact our Sales Support Administrator at Extension 6069 for information.

1. Temporary Changes are:

    - Free of charge.

    - Effective for a maximum of 29 days and are automatically deleted on the ending date (reverting to previous data) unless confirmed in writing (which would make the changes permanent) or authorized via Dealer Secure Internet Services.

    - Not verified in writing. Any changes that must take effect immediately can be given to us over the telephone when accompanied by the proper passcode.

2. Permanent Changes are:

    - Free unless validation printouts are sent.

    - Billed $5 if validation printouts reflecting the change are sent to the alarm company and to the subscriber for approval.

    - Required to be in writing. Please use the Permanent Change Form provided by EMERgency 24. All forms are available online at our Dealer Literature webpage.

    NOTE: Changes made through Dealer Secure Internet Services are free and do not require the Permanent Change Form.

CANCELING AN ACCOUNT

Alarm dealers may cancel an account at any time. Cancellation will become effective immediately following the receipt of a written cancellation notice provided that the subscriber's signature is included. Any unused portion of prepaid fees will be credited to the installation company.

To cancel an account, simply send a completed EMERgency 24 Cancellation Form that has been signed by your company and by the subscriber.

NOTE: Failure to obtain the subscriber's signature will require EMERgency 24 to send written notice of cancellation to the subscriber in fulfillment of our legal contractual obligations. A 15-day waiting period in which you are not charged becomes effective at this time.

SUSPENDING AN ACCOUNT

Alarm dealers have the option to suspend an account. When an account is suspended, EMERgency 24 retains the subscriber's information, but it does not monitor the account. To suspend an account, submit the request in writing to EMERgency 24. Upon receipt, the monitoring fees will be suspended.

GENERAL OPERATIONAL PROCEDURES

When a signal is received, a monitor will be instructed to call the appropriate people as designated by the selected callback option for that particular code. If the instructions are to call the subscriber first to verify the validity of the alarm, the computer will autodial that particular telephone number. The monitor will cancel the signal if instructed to do so, but only after receiving the proper passcode. Failure to receive proper cancellation instructions from the subscriber (due to continuous busy signals, no answer, reaching an answering machine or not receiving a proper passcode) will result in a dispatch if indicated by the callback option. EMERgency 24 answers our telephone as "EMERgency 24" unless personalized service has been arranged (extra charge). We identify ourselves as the "Alarm Monitoring Center" when notifying parties. When dispatching to authorities, we use the alarm company's name, unless cities require a different procedure.

PARTY LIST
We will attempt to notify one party on your Party List. We will proceed through the list from top to bottom until we reach one of the parties. Failure to reach a party after exhausting the list may result in placing the alarm in pending, at which time the list will be called after one hour until the proper notification is made. If we are still unable to reach a member of the party list, the list will be called after two hours, then four hours, etc. until a party is reached. Consult the Additional Features Price List for the cost to notify more than one party.

Dealers can now add more than five parties and designate specific windows of times (days of week, hours of day) that each party should be contacted. Please attach an addendum to the subscriber agreement with this additional information. If specific conditions require a different party list, this can be done on an alternate account at no extra cost. Contact the Data Entry Department for more information.

NOTE: EMERgency 24 will request to speak to the party named on the notification list. If another person over the age of 18 accepts the responsibility of relaying the message, that party is considered reached. An asterisk next to the telephone number/name indicates to speak directly to that person--a message will not be left.

Answering Machines
We will not leave a message regarding a signal on the subscriber's machine. We will leave a courtesy message on a party's answering machine, the party is not considered reached, and we will continue to call the party list. However, if every party has been left a message on their answering machine, the account will be considered reached.

Beepers
We will page an individual on the party list. They will be considered a reached party if the individual returns the call to EMERgency 24 within ten minutes of the beeper activation. Failure to return a call to EMERgency 24 within ten minutes results in an attempt to reach the next person on the party list.

Voice Pagers
Pagers that provide a voice mailbox for messages will be called, and a message will be left regarding the alarm activation. They are considered a reached party, which completes the party notification process.

Text Messaging

Any account can have signal notification sent to a cell phone or pager that has a fully qualified e-mail address. To assign a text-messaging service to a signal on a subscriber's account, dealers must log in to *Dealer Secure Internet Services*. Under the "Admin" section, dealers should click on "E-mail Notification of Signals" and then on "Add/Update E-mail Notification." From here, dealers can pick the signal or signals that are to be notified by e-mail, and they can specify the e-mail address to which the notification should be sent.

NOTE: E-mail notification of signals should not be used to replace the existing call list for an alarm event. This is only an additional method of notification.

AUTO CANCEL SIGNALS

An auto cancel signal is initiated by the subscriber immediately upon realizing that a false alarm has been activated. The digital dialer automatically:

a) Changes the condition from an emergency to a cancel signal provided that they are sent on the same send.
b) Adds a cancel signal to an already-transmitted emergency signal. The computer at EMERgency 24 will cancel all signals sent within one minute. A late cancel will be registered if the monitor has already dispatched.
NOTE: For higher-security applications, you may elect not to use the auto cancel feature. The subscriber can still cancel by calling EMERgency 24 with their passcode.

RESTORE SIGNALS

Restore signals indicate that the system has reset itself after an activation. It is important not to confuse this signal with a cancel signal. Restore signals will be entered and billed as an additional code.

LOW-BATTERY

A low-battery condition is offered free of charge for premium accounts. Be sure to indicate on the contract the condition number you will use to report a low battery and to whom the report should be made. Only one party may be notified for this free service.

MULTIPLE SIGNALS

When two or more signals for the same account number and condition are received within five minutes of the first signal, the second and all subsequent signals are logged as multiple signals. As a general policy, the authorities are notified only once every five minutes, regardless of the number of signals received on the same condition through that period. This policy will occasionally be altered to avoid creating a pattern.

SIGNAL TRAFFIC

The signal traffic determines how quickly the parties and alarm companies are notified. We always respond to actual signals first before making party and alarm company notification. In defining our priority systems, we have tried to be as fair as possible. Many years of experience have enabled us to maximize the use of human resources. We welcome your suggestions for improvements.

During **NORMAL OVERLOAD** or sudden traffic, all calls to authorities and subscribers in need of alarm verification will be handled first. The first available operator will then be given secondary parties to be called in chronological order. After calling all secondary parties, the alarm companies will be notified.

EXTREME OVERLOAD is usually caused by regional electrical storms. Area codes of the affected regions are entered into the computer, and calls to secondary parties (as well as to alarm companies) become the last priority. This procedure is quite similar to that of the normal overload. However, the storm area signals are placed at the tail-end of the priority system.

EXCESSIVE TRAFFIC
Premium service has no specific signal limit except for traffic-sensitive conditions (i.e. auto test, open/close) as long as the signals received are within the "normal usage" range. Should an account send more than ten signals per month or should an account start sending continuous signals such as a "runaway," we will notify your company. If the excessive traffic is not corrected after repeated dealer notifications, we will initiate a per-signal charge until the correction is made.

UNLIMITED ATTEMPTS
Unlimited attempts are not allowed. Dialers must be programmed to shut down after five attempts.

DEALER COMMUNICATION SERVICES

Pet Report--EMERgency 24 generates and automatically sends a chronological list of all subscribers' alarm activity twice a day, free of charge. Reports are transmitted to a dedicated fax machine or to an e-mail address as specified by the dealer. The alarm company will NOT be notified by telephone at the time of signal activation when this feature is selected unless Callback Option 12 (Alarm Company Top Priority) is designated.

Dealer Secure Internet Services--Access secure information from anywhere in the world and at any time via the Internet. This service can also be accessed using wireless PDAs such as Palm Pilots, Handspring and other handheld devices that operate on the Palm OS with modem capabilities. Before using these services, dealers must register unique passcodes with the EMERgency 24 Sales Department. *Dealer Secure Internet Services* include the capabilities to:

· **Enter New Accounts**--activate new subscribers by doing your own data entry of account information.
· **Make Permanent and Temporary Changes to Account Data**--update names and/or telephone numbers on the party list, authority telephone numbers, add/change conditions and callback options.
· **Place Accounts on Test**--authorize accounts to be put on test for a specific timeframe, two hours or more.
· **Authorize Subscriber's Codes for Subscriber Internet Service** (see below)
· **Access and Update Dealer Master File**--update your company's mailing address and telephone number and also select/update Universal (dealer) Passcodes.
· **Account Activity Reports**--view complete history reports for each of your subscribers, Open/Close Reports.
· **Pet on the Net**--view a chronological listing of the signals received on all of the subscribers' accounts in the timeframe that you chose.
· **View Account Data**--access complete subscriber data.
· **Account Invoice**--view an individual subscriber's account cost.
· **Subscriber Information**--access a list of subscribers using a variety of criteria.
· **Reserve Accounts**--access a list of account numbers on reserve for your company.
· **Print Feature**--print out validation information sheets, passcode cards, labels, etc.

SUBSCRIBER COMMUNICATION SERVICES

These services are free for you to offer to your subscribers as a marketing incentive or as a billable service. Give your subscribers the opportunity to view alarm activities via the Internet from anywhere in the world at anytime.

* Subscriber Secure Internet Services--Empower your subscribers to place accounts on test, make changes to party information, view real-time history and account data and request account information changes from you. You must determine which subscribers will find this a beneficial service, and you also must register the subscribers' user names, passwords and e-mail addresses through *Dealer Secure Internet Services*. Once authorized, the subscriber can gain access to their information through http://www.ursecure.com. EMERgency 24 has forms to assist in this process.

* Generic Subscriber History Reports--All data is presented in "generic" terms, which means that no names, addresses or telephone numbers appear. Dealers can send their subscribers to http://www.ursecure.com/history for this service. Access to this service requires the user name and password of "seven" followed by the entry of their existing account information.

Contact your EM24 sales representative for more information on any of these communication services.

BILLING PROCEDURES

New contracts should be promptly sent to EMERgency 24. Contracts should be accompanied by a check that covers three months (one quarter) of monitoring fees. You may decide to take advantage of the yearly discount rate by paying 11 months of monitoring fees to cover 12 months of service.

PREMIUM ACCOUNTS
These accounts have no signal limits except for traffic-sensitive conditions (O/C, autotest). Dealers have the option of being notified following each activity. Validation packages are prepared and sent for verification (refer to Page 8 for initial connection options). Low-battery and cancel codes are free.

ECONOMY ACCOUNTS
These accounts are limited to ten signals per quarter, including test signals. We advise that you test the account while it is still on reserve to avoid any excessive traffic charges. This option does not include a validation package or dealer notification. Low-battery and cancel codes are additional codes for billing.

QUARTERLY BILLING
To facilitate your billing to your customers, quarterly subscribers are billed on calendar quarters at least 15 days prior to the due date (January 1, April 1, July 1, October 1). The second quarter for a new subscriber is always a partial quarter. You will be billed only for the number of days of service during the first calendar quarter for that new account. Your old accounts are billed for a full quarter.

YEARLY BILLING
You may choose to be billed yearly for all or for some of your accounts. If you generally pay quarterly and decide to pay yearly for a particular customer, please indicate this change in the designated area of the contract.

> *NOTE: Payment for yearly accounts is due by the first day of service on the anniversary date of a yearly account. Failure to do so will result in the loss of the free-month benefit.*

PAYMENT REQUIREMENTS
The Accounts Receivable Department requires that invoices be paid within 30 days of the invoice date. For example, if an invoice is dated January 1, 2005, payment for that particular invoice is due no later than February 1, 2005. If an invoice falls delinquent, a reminder call will be placed by the Credit Department within a few weeks of this delinquency. Letters and other calls will be placed if this problem persists.

An NSF returned check will be assessed a $25.00 fee, which will be added to your account.

We accept Visa, Mastercard and American Express credit cards for your convenience.

REPORT DESCRIPTIONS

Written reports are hardcopy printouts of account activity that are available at the fees listed on the Additional Features Price List. Verbal reports dating back 90 days are available at no cost.

History reports note all activity for an account during the designated period. This includes tests, changes to data, signals and telephone calls. Each line of a history report represents one event. Column headings indicate the following (refer to the Appendix for a sample):

1. **SIGNAL **:** symbols indicate a signal received.
2. **DAY:** date the event occurred.
3. **TIME:** time the event occurred in the following format: HH:MM:SS.
4. **CONDITION/SERVICE:** code and description of the signal received and/or service performed.
5. **PARTY CALLED:** name of party(ies) we attempted to contact or did contact (i.e. police department, priority party).
6. **TELEPHONE #:** telephone number of above party(ies).
7. **REMARKS:** capital letters indicate remarks generated by the operator. Lowercase letters indicate remarks generated by the computer.
8. **OP:** identifies the operator.
9. **TE:** identifies the computer terminal.

Open/Close reports note all actions relating to open/close supervision during the designated period. This includes open/close signals, failure to receive signals, signals received outside of hours and calls reporting changes to be made.

MARKETING PROGRAMS

EMERgency 24 offers a free service to help you build your business by providing high-quality leads via the Internet. A7Alarms.com, an EMERgency 24 website, provides surfers a platform to find your company and your custom alarm system price quotes. It is a dynamic, interactive website that captures leads generated by EMERgency 24's search engine network.

Visitors to A7Alarms.com will be able to enter their area codes to find local EMERgency 24 alarm dealers who can provide services to their premises. Upon submitting their area codes, surfers receive a list of dealers along with hyperlinks to supply quotations. The A7Alarms.com service will then e-mail your price quotes to prospective customers and the Internet leads directly to your e-mail account.

To participate in this program, dealers can sign up directly and customize their quotes by visiting http://www.emergency24.com/leads.htm.

EMERgency 24 is always striving to help you grow your business. Through LIFEcard's three cost-effective services, LIFEcard Home, LIFEcard Health and LIFEcard Secure, dealers have the opportunity to earn 40% of the annual membership fees of the services. We bill the subscriber through the Internet, and you will receive a check for your full share after they sign on or renew.

For additional details about the services, call (866) 221-1550 or visit http://www.LIFEcardServices.com. Marketing materials will be provided at no charge!

MARKETING AIDS

LIFEcard Brochures
Use this trifold brochure to market the new LIFEcard Services. It defines the services, and it outlines the benefits and membership fees for each. This brochure is free for EMERgency 24 dealers.

End-User E-mail Newsletter
Authorize your subscribers to receive an e-mailed copy of our quarterly online newsletter, the *Security Seeker*, via our *Dealer Secure Internet Services*.

End-User Brochure
Attractive end-user brochures are available. You may want to stamp your company logo, address and telephone number in the blank space provided on each brochure. Call our Sales Department to place your order. Consult the Additional Features Price List for current price information.

After-Sale End-User Brochure
EMERgency 24's award-winning brochure is available for its dealers to purchase and to add to their subscribers' final sales packages. This four-color, multipage pamphlet features information on procedures for testing alarm systems, canceling false alarms, keeping alarm data current, making temporary changes and more. Dealers can customize the back page of the brochure with their company's name.

Window Decals and Lawn Signs

Bright, reflective decals are available for doors and windows, which clearly state that the premises is monitored. Lawn signs with accompanying posts and hardware are also available. Consult the Additional Features Price List for current price information.

Door Hangers

You can receive referral door hangers upon request from the Sales Department. Place your business card in the slot provided on the door hanger to inform prime leads that their neighbor has an alarm system and that they may contact your company for further information. Simply hang the card on the door knobs of homes or businesses in your subscriber's immediate neighborhood. Consult the Additional Features Price List for current price information.

FREQUENTLY ASKED QUESTIONS

When does the service start?
Monitoring service begins on the day a contract is entered into the computer unless otherwise specified on Line 15 of the contract (Date in Service). If the Date in Service entry is later than the contract entry date, the later, contractually noted entry will apply.

Why must every account have at least one name in the priority list (list of parties to be called after an alarm activation)?
Your local police department may require that a keyholder meet the police to allow entry and search of the violated premises. By law, police may not enter unless signs of forcible entry are present. Additionally, the presence of a keyholder to facilitate entry by the fire department will minimize property damage.

Can I have different priority lists for different conditions on the same account?
Yes. We have designed software that will allow this customized service at no extra cost. Call the Data Entry Department to request an alternate account number.

My subscriber's alarm was activated. The callback option specifies that the alarm company be notified. Why wasn't I called?
There are three reasons why an alarm company may not have been called. First, if the Dealer Master File specified "No" for its callback option, the dealer would not be notified because the instructions in the Dealer Master File override the callback option on the account. Second, a PetFax dealer will not receive a telephone call, but it will be notified via e-mail or the faxed report. Third, if the account is Economy Service, dealer notification is not included. However, you can override the Dealer Master File and/or the type of system by selecting Callback Option 3, Alarm Company Only, or Callback Option 12, Alarm Company Top Priority.

When are invoices due?
The due date is printed on each invoice. Accounts billed yearly are due at the end of the month of the anniversary date. Quarterly accounts are due the first day of each quarter of the calendar year. New accounts, changes and access fees are due as soon as the invoice is received.

Why was I charged quarterly when I wanted this account to be billed yearly?
Your choice of quarterly or yearly payment billing is noted by:
1. Its notation on the contract.

2. The amount of the check that accompanies the contract. When you activate an account over the phone, we request that you promptly send the written contract and payment. Billing interval errors are usually traced to a late or missing contract. A default is maintained on the dealer master file to determine the billing if it is not stated on the individual contract.

How do I access Dealer Secure Internet Services?
Contact the Sales Department for an authorization form and detailed instruction sheets.

How do I participate in the free Internet leads program?
Visit http://www.emergency24.com/leads.htm to sign up for this program. You will be provided with program requirements and instructions on how to designate your custom price criteria. The information you provide here will be used to calculate the quotes that are sent to your potential customers.

Why is an account that was canceled some time ago still on my bill?
Requests for cancellation of an account without the subscriber's signature are granted, but we delay the cancellation for 15 days. During that time, you are not billed. We will make written notification to the subscriber that they are scheduled to be canceled. Such a notification is stipulated in our contract.

Why was I charged for extra parties to be notified?
Line 7 of the contract notes how many parties will be reached following the transmission of a signal. Regular service provides for a call to each party on the list until one of the five different listed parties is reached. Extra charges result from a subscriber's instructions to reach more than one party on the list.

Why was I charged for more than one account if I used only one account number?
When one account number reports different locations or addresses, it is classified as a multiple account and charged accordingly.

If you have further questions, please contact us using the enclosed directory. You can also access our more extensive list of "Frequently Asked Questions" at http://www.emergency24.com.

EMERgency 24 Telephone/E-mail List

CHICAGO HEADQUARTERS
(800) 827-3624   (773) 725-0222 (Local)
Fax: (773) 286-1992

SENIOR VICE PRESIDENT, receives calls pertaining to:
· EMERgency 24's management
· Corporate Offices or EMERgency 24's Corporate Officers
· Calls for Dante Monteverde when he is unavailable

		Extension
Patrick Devereaux	Senior Vice President	6061
E-mail: pjd@emergency24.com		

ACCOUNTS RECEIVABLE/BILLING:
Direct telephone numbers: (773) 458-2285 or (800) 930-1508
Receives calls pertaining to:
· Dealers suspending, deleting or canceling an account
· Dealers with questions about their bill, invoice or payments
 (questions regarding statements are handled by Collections)
· Transfers of information from one account number to another
· Pricing on existing accounts
· Questions regarding traffic-sensitive conditions
· Changes to the dealer master file

Department E-mail: accntsrec@emergency24.com

		Extension
Kris Behof	Manager	6021
Sandra Woods	Cancellations	6038
Damarys Ortega	Accounts Receivable	6025

COLLECTIONS receives calls pertaining to:
· Questions about statements or payments
· Dealers in Collections who want to reserve new account numbers
· Credit references on our dealers

Department E-mail: collections@emergency24.com

		Extension
Dave Howard	Manager	6050
Marie Bryan	Collections Assistant	6037

CUSTOMER RELATIONS receives calls pertaining to:

· Compliments/Complaints/Suggestions
· Further explanation of account history

Department E-mail: customerservice@emergency24.com		Extension
Charlene Bochniak	Manager	6071

DATA ENTRY
Direct telephone numbers: (773) 458-2284 or (800) 929-1507
Receives calls pertaining to:

· Adding or deleting a condition
· Questions about validation cards
· Faxing subscriber's data
· Questions regarding changes that were mailed in
· Discrepancies between what was entered and what is on the contract
· Questions regarding validation packages, completed contracts and changes

Department E-mail: dataentry@emergency24.com		Extension
Ellen McGraw	Manager	6040
Pauline Molina	Data Entry Assistant	6066
Therese Parker	Data Entry	6140

OPERATIONS:

Department E-mail: operations@emergency24.com		Extension
Stara Ference	Manager	6056
Curtis Pyles	Manager	6095
Rick Schubert	Manager	6121
Charles Williams	Manager	6056

OPERATIONS SUPPORT receives calls pertaining to:

· Excessive Traffic
· Permits

		Extension
Dede Molter	Operations	6087

PUBLIC RELATIONS receives calls pertaining to:

· *The Transmitter* dealer newsletter
· The *Security Seeker* online subscriber newsletter
· Compliments and Success Stories
· Slides/photo requests for advertising projects

E-mail: publicrelations@emergency24.com		Extension
Peter Prestipino	Public Relations Director	6133
Jolinda Cappello	Public Relations Specialist	6033

SALES
Direct telephone numbers: (773) 725-0222 or (800) 827-3624
Receives calls pertaining to:
· Pricing on new accounts or special services
· How to fill out a new contract
· Information on new services such as Internet homepages and Internet Alarm Activity Reports
· Information on Personalized Service
· Reserving more than ten account numbers
· Questions on the types of service we offer such as Open/Close or Autotest
· Requests for certificates of insurance
· Requests for UL numbers

Department E-mail: sales@emergency24.com		Extension
Kevin McCarthy	**Manager**	**6035**
E-mail: kevin@emergency24.com		
Peggy Wallace	**Representative**	**6029**
E-mail: peggy@emergency24.com		
Maureen Gold	**Consultant**	**6030**
E-mail: maureen@emergency24.com		

SALES SUPPORT receives calls pertaining to:
· Date that Open/Close or History reports that were mailed
· Contracts, addendums, permanent change forms, cancellation forms, marketing materials

		Extension
Collyns Cage	**Sales Support**	**6069**

SHARENET

Department E-mail: sharenet@emergency24.com		Extension
Dede Molter	**Sharenet**	**6087**

TECHNICAL SUPPORT
Direct telephone numbers: (773) 458-2288 or (800) 926-1511
Receives calls pertaining to:
· Digital dialer problems
· Misprogrammed dialers/tracing ghost signals
· *Chicago Connection* software errors
· *Chicago Connection* communication problems
· *Chicago Connection* procedural questions regarding data entry and billing

Department E-mail: techsupport@emergency24.com		Extension
Dan Swihart	**Technical Support Administrator**	**6039**
Curtis Pyles	**Technical Support**	**6095**
Jerry Umlauf	**Technical Support**	**6089**
Mike Nolan	**Technical Support**	**6047**

BRANCHES

Washington, DC: dc@emergency24.com
(800) 776-3624 or (301) 588-3700, (301) 755-2118
Bernie Ramos, Branch Manager, bernie@emergency24.com
Direct to Bernie: (301) 755-2100

Detroit: detroit@emergency24.com
(800) 359-3624 or (248) 357-5797, (248) 936-4200
Joe Ramos, Branch Manager, joer@emergency24.com
Direct to Joe: (248) 936-4220

Los Angeles: la@emergency24.com
(800) 444-3624 or (714) 792-2869, (714) 983-2148
Stuart Howe, Branch Manager: (714) 983-2214

GLOSSARY OF TERMS

ACCOUNT NUMBER
A six-digit number assigned by EMERgency 24 that defines the line card location and the programming number of the particular digital dialer.

ALTERNATE ACCOUNT
A subset of an account number that allows specific conditions to have subscriber telephone numbers and/or party lists that are different from the main account. The alternate account must have the same name and address as the main account. There is no charge for this service. Multitenant buildings and strip malls are not allowed (see Multiple Account).

AUTOMATIC TEST
A function of the digital communicator that automatically sends a signal to the central station at regular intervals to indicate that the alarm system and telephone line is in working order.

CODE
The alphanumeric character(s) programmed in the panel to be sent to the central station upon an alarm or status report activation.

CONDITION
Alarm or status description (i.e. burglary, fire, hold-up, restore trouble, etc.) of a code.

DEALER UNIVERSAL PASSCODE
The dealer may select an alphanumeric passcode that will give the dealer access to all of their accounts. This passcode becomes part of the Dealer Master File, and it is automatically added to the passcode list of all of that dealer's accounts.

EXCESSIVE TRAFFIC
An account that consistently sends more than a normal number of signals per month (more than nine) will be tagged for this condition. This may result in additional charges if it is not corrected.

FINAL
A term used to describe the status of an account to indicate that the account data has been validated.

INTERNAL CONDITION
A three-digit number used internally by EMERgency 24 to standardize alarm code descriptions.

INVALID CONDITION
A signal received in the central station that has not been entered in the subscriber's data file.

LONG-RANGE RADIO
Signals from radio alarms transported via AlarmNet™, SafetyNet™ or Sky Route™ or UpLink™ systems. Consult the Sales Department for availability.

MULTIPLE ACCOUNT
A subset of an account number that allows specific conditions to have different names, addresses, subscriber telephone numbers and responsible party lists than that of the main account. Each different address and/or name is billed as a separate account (i.e. one account number having a main and three multiple account numbers will be billed as four accounts). Used when one panel reports alarms from multiple premises (compare to Alternate Account).

MULTIPLE SIGNALS
Two or more signals from the same account number and of the same condition code received within a few minutes of each other. The second and all subsequent signals are logged as multiple signals. As a general policy, authorities are notified by the central station of each fire and medical emergency signal, regardless of the number of signals received on the same condition. Panic and duress signals are reported at five-minute intervals following the first report, and burglary signals are reported every 15 minutes following the first signal reported.

PASSCODE CARD
A card sent to the subscriber that lists the account number, passcode, code under stress and the central station's emergency telephone number. The card describes the procedures to cancel a false alarm, test the alarm system and interact with the central station.

PERMANENT
A term used to describe the status of an account to indicate that the signed contract has been received, but the data has not been validated.

PHONESWITCH
The subscriber's telephone becomes a reporting device in addition to the existing alarm. The originating premises are identified by the source telephone number. This counts as a condition.

RESTORE SIGNAL
A signal indicating that the alarm system has been reset after an activation.

SUBSCRIBER
Term used to identify the protected premises' occupant.

TEMPORARY
The status of an account when a temporary change to the account date is in effect.

TOLERANCE TIME
An interval before and after a regular event (i.e. opening/closing) in which the event may occur.

UL LISTING
Chicago--Commercial Fire: S2585-1. Residential Fire and Burglary: BP5643-1.
Detroit--Commercial Fire: S2585-2. Residential Fire and Burglary: BP5643-2.
Los Angeles and Washington, DC are pending.

APPENDIX

RJ31X Installation Tips

Prompt attention should be given to matters relating to your local telephone company. Follow the ordering procedures for the installation of the RJ31X female jack so that you can plug in your dialer. The following details are important at this point:

- The RJ31X, if installed properly, allows the dialer to seize the line (an interruption and disconnection of all phones on that line) so that the device can complete its emergency call.

- The RJ31X will significantly reduce the possibility of the telephone company disconnecting the alarm system.

- There may be a small monthly fee for the jack.

- There may be a one-time installation fee (similar to adding a second telephone).

- The RJ31X cannot be connected to a public telephone, call-waiting or a party line service. When ordering, please have the dialer manufacturing company, model number, FCC registration number and ringer equivalence.

How to Connect an RJ31X Jack

Basic hand tools are all that are needed to install an RJ31X jack correctly. However, a telephone technician's handset (a butt set) and a multimeter will facilitate the job.

Connection Requirements

* Security equipment must be registered by the FCC.

* Jack and connection cords must be FCC-registered.

* Local telephone rules must be followed.

Step 1. Identify the telephone line to be used by the security system for its communication with the central station. (There are many wiring possibilities depending on the telephone company and its installers. For example, wire routing, color codes and number of wire pairs may be different at each location. Verify the correct line by using local telephone company ring back codes, if available, or dial the line. The telephone line will normally come from the telephone interface, usually called an SNI, and it will be routed by the RJ31X.)

In some installations, it may be difficult to locate where the telephone line enters the structure. That is why it is important to establish whether there are any house phones connected to the incoming telephone line ahead of the RJ31X jack. This is a must for the line-seizure feature.

Step 2. Wire the incoming telephone line directly to terminals 4 and 5 of the RJ31X jack (see illustration). Be sure to wire the tip side of the telephone line to terminal 4 and the ring side to terminal 5.

Check the on-hook line voltage with a meter. Voltage should be between 48 and 52 VDC. With your butt set, listen for noise on the line (static, clicking, humming, etc.). A noisy line can interfere with the communicator transmission. If noise is found, notify the phone company.

Proper Jack Wiring Actuates Phone-Line Seizure

From Telephone Company

Telco SNI

RJ31X

Digital Communicator Line Seizure Relay

Brown
Green

To Digital Communicator

Red
Slate

1 2 3 4 Tip
8 7 6 5 Ring

To House Phones

Tip
Ring

Source: "Level 1 Certified Alarm Technician Training," National Training School, National Burglar & Fire Alarm Association, 1993.

A properly wired RJ31X jack enables the digital communicator in an alarm control panel to disconnect the telephones inside a premises. This prevents someone from interfering with alarm signal transmission.

Step 3. Connect the house telephone wires to terminals 1 and 8 inside the RJ31X jack. Be sure to connect tip and ring to the correct terminals.

The color codes used in RJ31X jacks, the telephone wiring, modular connector cords and premises telephone wiring will vary from one job to another. Always verify your connections regardless of the wire colors.

Also, the RJ31X jack should be mounted according to FCC Part 68 regulations, which states that a jack should be installed in a location that is accessible to the end user so it can be unplugged if a problem develops with the security system. Thus, jacks should not be installed inside a locked control panel.

Step 4. Connect the communicator wiring according to the alarm control panel instructions.

Step 5. Verify that the RJ31X jack has been installed properly. Do this by listening in on each house telephone during an alarm when the control panel is dialing the central station. If you are cut off from the call while listening, the RJ31X jack was installed properly.

Step 6. Explain to your customer the function and location of the RJ31X jack. Advise your customer that the security system line should always be plugged into the RJ31X jack, except when the telephone system is being serviced.
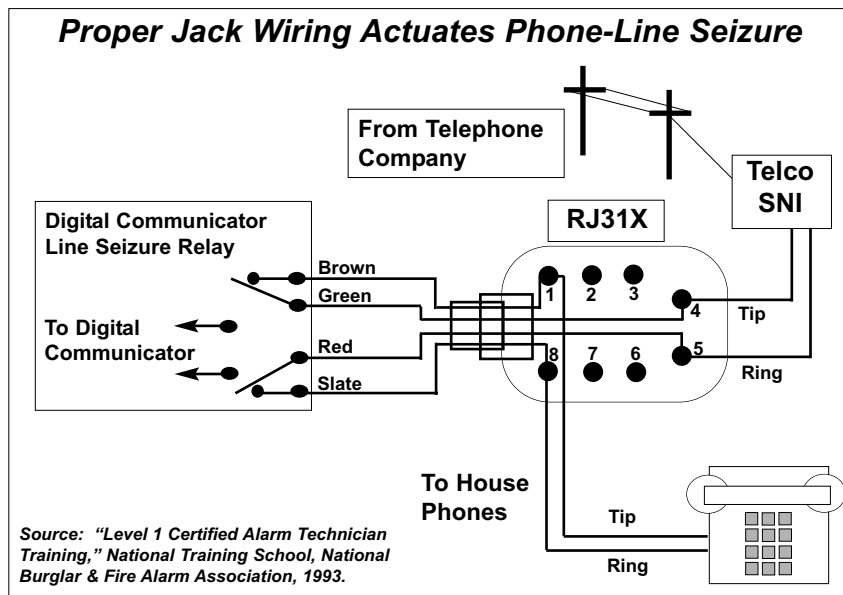
Some dealers like to use the RJ38X jack, which has a jumper between terminals 2 and 7. If using the RJ38X jack, then the corresponding wires in the cord that run from the jack to the alarm control panel must be connected to a dedicated initiating circuit so that when the jack is unplugged, the panel either sounds a trouble signal or cannot be armed until the jack is reinstalled.

The same thing can be accomplished using an RJ31X jack, but you will have to install the jumper over terminals 2 and 7 in the jack.

The need to have the RJ31X jack wired correctly is critical to the reliable connection of a security system to the telephone network. It is also a law in the FCC regulations that govern telephone service.

Contributed by John Melby, Security Systems Technical Manager, AT&T Security Systems, Parsippany, NJ.