



MONITORING PROCEDURES

Welcome to **Safeguard Protection Systems, Inc.!** This information is intended to provide you with a quick reference on how your system is monitored and how we serve you. The Monitoring Center is state-of-the-art, with 24 hour operation and full backup power. The Monitoring Center is fully approved by Underwriter's Laboratories.

MONITORING

Monitoring begins between 12 Noon and 11 PM on the first business day (Mon – Fri) after your alarm system is activated. From that point on, if you experience an alarm at your premises, the Monitoring Center will call YOU to verify the alarm, before dispatching emergency authorities (Police, Fire, or Medical).

IF THE...

Answering party provides the appropriate "Code Word"; the alarm signal will be cleared.

Answering party does NOT provide the proper "Code Word"; the Monitoring Center will hang up, and dispatch the emergency authorities.

Phone is not answered after five to seven rings; the Monitoring Center will hang up and dispatch the authorities.

Monitoring Center gets an answering machine; they will hang up, and dispatch the authorities.

Monitoring Center receives a busy signal; they will hang up and make a second attempt before dispatching authorities.

The only time the Monitoring Center will not call you is if they receive a "Police Panic" or a "Duress Code" signal. In this case, they will call the Police immediately.

After the Monitoring Center dispatches any response agency, Police, Fire, or Medical, they will make every effort to advise one of the "Emergency Contact" numbers listed in your account of the actions taken.

CUSTOMER SERVICE

(770) 368-0123

In the event you require service or any type of modification of your alarm system, or have a question about your system's operation, billing, or any other related item, please call our local office at the above phone number, Monday thru Friday 9:00 am to 4:00 pm.

MONITORING CENTER

1 (800) 631-2299

To cancel an alarm signal contact the monitoring center at the above phone number. You will need your account number and pass code word to cancel signals or access any information on your account.

DATA BASE CHANGES

Should you desire to make any changes to your account, such as your designated contacts or telephone numbers please call the customer service number Monday thru Friday from 9:00 am to 4:00 pm. One of our representatives will assist you in making any change. Changes in your "Code Word" must include your signature and be submitted in writing, either by mail or by fax. Our Data Entry Fax Number is **(770) 368-0049**.