



ESTABLISHED 1956

SUBSCRIBER RESPONSIBILITIES AND INSTRUCTIONS

SUBSCRIBER: CONTACT: PANEL PHONE #:

PANEL PHONE LINE INFORMATION

DEDICATED:

DSL:

OTHER: PLEASE EXPLAIN: _____

I, _____, HAVE BEEN INSTRUCTED IN THE PROPER USE OF MY ALARM SYSTEM.

IN ADDITION, I, THE ALARM SUBSCRIBER, UNDERSTAND AND WILL COMPLY WITH THE FOLLOWING:

1. ASSUME FULL RESPONSIBILITY FOR PROVIDING MY ALARM COMPANY WITH AN ACCURATE LIST OF AUTHORIZED PERSONS, AND TELEPHONE NUMBERS I WISH TO BE NOTIFIED IN THE EVENT OF AN EMERGENCY; FOR NOTIFYING MY ALARM COMPANY IMMEDIATELY AS OUTLINED BELOW, AS CHANGES OCCUR.

1A. A LETTER BY FACSIMILE IS ACCEPTABLE WRITTEN AUTHORIZATION TO MAKE CHANGES TO MY RECORDS **WHEN FOLLOWED BY A SIGNED ORIGINAL SENT BY US MAIL.**

1B. WRITTEN AUTHORIZATION SENT BY FACSIMILE MUST BE RECEIVED BEFORE 11:00 AM ON ANY WEEKDAY IN ORDER TO BECOME EFFECTIVE THAT BUSINESS DAY.

1C. SUBSCRIBER MUST CONFIRM BY TELEPHONE THAT A FACSIMILE TRANSMISSION HAS BEEN RECEIVED AND IS LEGIBLE AND ACCEPTABLE.

2. NOTIFICATION OF A TERMINATED EMPLOYEE, IRREGULAR OPENING OR CLOSING ACTIVITY, OR OTHER IMMEDIATE CHANGES MAY BE REQUESTED BY TELEPHONE **WITH VALID PIN IDENTIFICATION.** SUCH REQUESTS BY TELEPHONE ARE VALID UNTIL THE NEXT BUSINESS DAY, OR UNTIL WRITTEN NOTIFICATION IS RECEIVED - WHICHEVER OCCURS FIRST. ALL REQUESTS BY TELEPHONE ARE VALID FOR A 24 HOUR PERIOD ONLY, AND MUST BE RENEWED WITH PASSCARD AUTHORIZATION UNTIL WRITTEN NOTICE IS RECEIVED.

3. WHEN AN ALARM IS ACTIVATED ACCIDENTALLY BY THE SUBSCRIBER, THEN THE CENTRAL STATION MUST BE NOTIFIED IMMEDIATELY, AND VALID PIN IDENTIFICATION GIVEN; THIS WILL HELP PREVENT THE REPORT OF FALSE ALARMS TO THE POLICE DEPARTMENT.

4. OBTAINING AND MAINTAINING A **VALID CITY ALARM PERMIT** WHERE REQUIRED IS THE RESPONSIBILITY OF THE SUBSCRIBER.

5. **SYSTEM TEST** TEST YOUR ALARM SYSTEM AS INSTRUCTED BY YOUR ALARM TECHNICIAN AT REGULAR INTERVALS. NOTIFY OUR SERVICE DEPARTMENT WHEN A TEST INDICATES ANY DEFICIENCY OR TROUBLE WITH YOUR SYSTEM. **IT IS ESPECIALLY IMPORTANT TO TEST YOUR HOLDUP (ARMED-ROBBERY) ALARM SYSTEM AT REGULAR INTERVALS SINCE THIS PART OF YOUR SYSTEM CAN FAIL WITHOUT**

WARNING. NEVER TEST YOUR ALARM SYSTEM WITHOUT **FIRST** NOTIFYING THE CENTRAL STATION AND GIVING VALID PASS CARD IDENTIFICATION.

6. **API PROTECTION INDUSTRIES** WILL RESPOND TO REQUESTS FOR SERVICE MADE BEFORE 12:00 PM ON A REGULAR WEEKDAY (EXCEPT HOLIDAY) WITHOUT ADDITIONAL CHARGE **WHEN:**

1. SERVICE IS REQUIRED BECAUSE OF FAULTY LEASED AND **API** COMPANY OWNED EQUIPMENT OR, WHEN SUBSCRIBER OWNED EQUIPMENT IS COVERED UNDER AN ON-SITE SERVICE AND WARRANTY AGREEMENT.

6A. **API PROTECTION INDUSTRIES** WILL RESPOND TO REQUEST FOR SERVICE MADE BEFORE 1:00 PM ON A REGULAR WEEKDAY AT THE RATE OF **\$87.50 PER HOUR**, INCLUDING TRAVEL TIME, PLUS ALARM PARTS, IF APPLICABLE **WHEN:**

1. SERVICE IS REQUIRED BECAUSE OF DAMAGE TO ALARM EQUIPMENT CAUSED BY OTHERS;
2. SERVICE IS REQUIRED TO RE-CONNECT ELECTRICAL POWER;
3. SERVICE IS REQUIRED TO RE-CONNECT TELEPHONE LINE(S);
4. SERVICE IS REQUIRED TO REPAIR EQUIPMENT OR WIRING AFTER A VERIFIED ACTUAL ALARM EVENT;
5. SERVICE IS REQUESTED BY THE SUBSCRIBER TO CHANGE PIN NUMBERS;
6. SERVICE REQUESTED BY SUBSCRIBER TO MAKE PROGRAM CHANGES TO THEIR ALARM SYSTEM BY TELECOMPUTER (MODEM) ARE \$35.00 PER CALL WHEN THIS CHARGE APPLIES.
7. WHEN NO ON-SITE SERVICE AND WARRANTY AGREEMENT IS PURCHASED.

6B. **API PROTECTION INDUSTRIES** WILL RESPOND TO REQUESTS FOR SERVICE MADE AFTER HOURS, ON WEEKENDS, AND HOLIDAYS AT THE PREMIUM-TIME RATE OF \$87.50 PER HOUR, PLUS COST OF ALARM PARTS, IF APPLICABLE **WHEN:**

1. ANY OF THE CONDITIONS 1 THROUGH 4 ABOVE APPLY, **OR**
2. WHEN EMERGENCY SERVICE IS REQUIRED AND THE SUBSCRIBER WILL NOT WAIT FOR NEXT BUSINESS DAY SERVICE.

6C. **TELEPHONE LINES** SUBSCRIBER UNDERSTANDS THAT THE ALARM SYSTEM UTILIZES THE SUBSCRIBER'S TELEPHONE NUMBER (/) TO COMMUNICATE ALARM SIGNALS TO THE CENTRAL STATION. RESPONSIBILITY FOR NOTIFYING **API** WHEN CHANGES HAVE BEEN MADE TO THE SUBSCRIBER'S TELEPHONE SYSTEM OR TELEPHONE NUMBER ARE THE SUBSCRIBER'S RESPONSIBILITY ENTIRELY, AND THE SUBSCRIBER IS RESPONSIBLE FOR SERVICE CHARGES AS OUTLINED ABOVE WHEN SERVICE IS REQUIRED AS A RESULT OF THESE CHANGES. **API** IS ALSO NOT RESPONSIBLE FOR TELEPHONE LINE TROUBLE OR FAILURE.

6D **ELECTRICAL POWER** SUBSCRIBER UNDERSTANDS THAT ELECTRICAL POWER TO THE ALARM SYSTEM COMES FROM AN ELECTRICAL OUTLET ON THE PREMISES. TURNING OFF THE WRONG BREAKER SWITCH OR DISCONNECTING THE ALARM TRANSFORMER WILL CUT POWER TO THE ALARM SYSTEM. THIS WILL CAUSE SYSTEM TROUBLE, SYSTEM FAILURE, AND POSSIBLE DAMAGE TO THE ALARM SYSTEM. DO NOT TURN OFF BREAKER SWITCHES UNLESS YOU KNOW THEY DO NOT AFFECT THE ALARM SYSTEM.

