



Frequently Asked Questions

Shipping

Q: How long does it take to process my order and ship my system out?

A: Typically, an order placed today will ship out tomorrow and arrive to you 2-3 business days later so please allow 3-5 business days from the time you place the order for it to arrive at your address. If you pay for overnight shipping and place your order prior to 2 PM Central Time, we will expedite your order and get it to you the next day, but there are certain restrictions on the overnight shipping. Orders must be placed before 2 PM Central Time on Monday, Tuesday, Wednesday, Thursday, or Friday in order to receive your order the very next day. Any overnight shipments placed on Friday before 2 PM Central Time will arrive on Saturday. If you place the overnight shipping order after 2 PM Central Time on Friday, it will ship on Monday and arrive on Tuesday. No shipments leave our facility on Saturday or Sunday. If you place an overnight order on Saturday or Sunday, it will ship out on Monday and arrive on Tuesday.

Q: Which address will my security system be shipped to?

A: If you want to have your order shipped to the Location address that you listed in the Home and Account Information section, simply check the box in the Shipping Information section that tells us to ship the system to the same address as above. However, if you would like for us to ship your order to a different address, do not check the box, and then enter the correct shipping address in the appropriate fields in the Shipping Information section. If you have any questions, please call toll free 1-800-951-5111, Option 1.

Monitoring Service

Q: Will my security system work if I have DSL in my house?

A: Your security system should work if you have DSL in your home. The customer is required to notify us if they have DSL in the house. The most important device you will need is a DSL filter or in some cases an analog adaptor. These devices are provided by your DSL company and are usually already in place. If for some reason you do not have a DSL filter in place, it is the customer's responsibility to acquire that device from your DSL provider. Along with the DSL filter, there are unique steps during installation that we will walk you through to ensure the security system is working correctly. If you have any questions regarding DSL, please contact a representative at 1-800-951-5111, Option 1.

Q: Do I need a telephone line for my security system?

A: Yes. The standard talking command station will require that you have a regular landline telephone. The command station uses a regular phone cord and can be plugged into any standard telephone jack. If you do not have a regular landline phone, but you do have a broadband internet connection, you can upgrade to our Broadband Command Station for an extra \$5 per month. With the Broadband Command Station, your security system will communicate with our monitoring facility directly through the internet. If you have the Broadband Command Station, you do not need a landline phone, but we do



recommend that you have the appropriate backup battery supply for your Internet modem and/or router.

Q: Does the security system work if the power goes out?

A: The command station has a backup battery built into it and will keep your security system working in a non-alarm state for 18 hours. When power is restored, the command station will automatically recharge the backup battery so it is fully charged and ready for the next power outage. Recharging the battery to full strength may take 12-48 hours during which your command station may beep occasionally. If you have any questions, please contact a representative at 1-800-951-5111, Option 1.

Q: How does the monitoring service work?

A: Your security system is connected to our monitoring facility through your telephone or broadband connection. The talking command station monitors the activity of the alarm system in your home and then communicates with our monitoring facility. If the alarm is triggered, the command station sends a signal to our monitoring facility. The monitoring facility would then call your home to ask for the correct password. If we do not get the correct password for any reason (no answer, voicemail, busy signal, wrong password), then we immediately dispatch the authorities to your address. Once the authorities have been dispatched, we then call your emergency contact list and provide notification of the alarm.

Q: What happens when the security system alarm is triggered?

A: When the alarm is triggered, it sounds the interior siren at your home, which alerts anyone in the home that the security system has been triggered. At the same time, the command station sends a signal to our monitoring facility, which lets us know about the problem at the house. The monitoring facility would then call your home to ask for the correct password. If we do not get the correct password for any reason (no answer, voicemail, busy signal, wrong password), then we immediately dispatch the authorities to your address. Once the authorities have been dispatched, we then call your emergency contact list and provide notification of the alarm.

Q: Can the security system be monitored through my broadband Internet connection?

A: Yes. If you do not have a regular landline phone, but you do have a broadband Internet connection, you can upgrade to our Broadband Command Station for an extra \$5 per month. With the Broadband Command Station, your security system will communicate with our monitoring facility directly through the Internet. If you have the Broadband Command Station, you do not need a landline phone, but we do recommend that you have the appropriate backup battery supply for your Internet modem and/or router.

Q: Will I get charged any extra fees for false alarms?

A: Protect America does not charge any additional fees for false alarms. Your set monthly monitoring service fee provides you with full monitoring service 24 hours a day, 7 days a week. However, some jurisdictions do charge a fee or a fine for exceeding a reasonable number of false alarms. Your police department or local government normally considers a false alarm to be a situation in which they are dispatched to your address and arrive only to find that you or an authorized person is at the home and triggered the alarm by accident. If it is a real emergency, your police or local government does not



count that as a false alarm. If you ever accidentally trigger your alarm, you have two opportunities to cancel the alarm before the police are ever dispatched. If you enter the 4-digit code within 60 seconds, it will cancel the alarm and there will be no further response from the monitoring facility. If you fail to cancel the alarm by entering the correct 4-digit code, the monitoring facility will call your home and ask for the correct password. If you give the correct password at that point and inform us that it was a false alarm, the police will not be dispatched. If the police are not dispatched to your home, you will never have to worry about being charged any fees or fines by your police or local government for that type of false alarm.

Q: Will my monthly service charge ever increase?

A: No. At Protect America, your monthly monitoring rate will not increase for as long as you stay a customer. Most alarm companies and monthly service companies are famous for small rate increases from time to time. We pride ourselves on giving you a set monthly rate that you know will never go up.

Q: How do I contact the monitoring facility?

A: You can contact the monitoring facility any time, 24 hours a day, and 7 days a week at 1-877-274-0604.

Q: What happens when I press a manual panic button?

A: If you press a panic button on your alarm system, we immediately dispatch the authorities to your home. We do not call and ask for a password when a panic button is pressed.

Q: What happens if my smoke alarm is triggered?

A: Your smoke alarm is equipped with its own internal siren. If your smoke alarm is triggered for any reason, the smoke alarm itself will sound its siren and the command station will recognize that the smoke alarm has been triggered. The command station then allows a short delay in case of a false alarm before the siren on the command station begins to sound in the house. After that short delay, the command station siren will then begin to sound as well. Before we dispatch the fire department to your home, the command station allows a short delay to allow the homeowner to cancel the alarm by entering the correct 4-digit arm/disarm code. Once the command station notifies our monitoring facility that there is a fire alarm triggered at your home, we immediately dispatch the fire department to your home. We do not call and ask for a password. If you ever accidentally trigger your smoke alarm, the smoke detector delay allows a brief period of time in which you can attempt to disperse the smoke around the detector to stop the alarm. Again, if it is not an emergency, and you fail to stop the smoke alarm from sounding, the command station alarm will then sound. You can cancel the alarm by pressing the 4-digit code into the command station. These delays are intended for situations in which the homeowner has accidentally overcooked some food or accidentally caused the smoke alarm to be triggered. If you have any questions, please contact a representative at 1-800-951-5111, Option 1.

Q: What is the Standard Monitoring Service?

A: The Standard Monitoring Service is included with all of our packages and uses the standard master command station which communicates with our monitoring facility through a standard landline telephone connection. If you select the Standard Monitoring Service, you must have an active landline



telephone connection in your service location in order for the alarm system to be able to connect with our monitoring facility. The Standard Monitoring Service will not be able to communicate through any type of high speed internet connection. If you have any questions, please call toll free 1-800-951-5111, Option 1.

Q: What is the HomePulse Broadband Monitoring?

A: The HomePulse Broadband Monitoring is an upgraded master command station that allows your GE security system to be able to connect with our monitoring facility through a connection to an available port on your high-speed Internet router. If you select the HomePulse Broadband Monitoring, you must have an Internet router and there must be at least one available port open on that router for you to be able to connect the alarm system. The HomePulse Broadband Monitoring will also allow you to remotely access your alarm system via the Internet or your smartphone to check on the status, arm and disarm the system. The HomePulse Broadband Monitoring will add \$7 per month to the cost of the monthly monitoring service.

Equipment

Q: How much equipment am I allowed to add to my security system package?

A: Each talking command station can hold up to 40 wireless components. The talking command station does not count as a wireless component. Each door sensor, window sensor, motion detector, wireless keypad, etc. counts as one zone. If you need more than 40 wireless zones, you are required to speak to a representative at 1-800-951-5111, Option 1.

Q: Can I add more equipment to my system later?

A: Yes. If you decide to order additional equipment for your security system after you placed your initial order, you can do so by simply calling 1-800-951-5111, Option 2. Any of our representatives can help you place an order over the phone for additional equipment and you can pay for it using any major credit card. The price for your additional equipment will vary depending on your ability to install the equipment yourself and any sales or promotions that may be running at the time you place your order for additional equipment. The equipment pricing listed in the online agreement process is only valid at the time you place your initial order. If you have questions, you can reach a representative at 1-800-951-5111, Option 1.

Q: How do the door/window sensors work?

A: The door and window sensors are the same piece of equipment. They are designed to detect any time that a protected door or window is opened. One piece attaches to the door or window itself and the other piece attaches to the door or window frame. When the door or window is closed, the sensors are lined up and read the door or window as closed. When the door or window opens up, the sensors are separated which tells the system that the door or window has been opened. Your system will verbally tell you anytime this occurs even if the system is not armed. When the system is armed, the interior siren will sound as well to alert anyone in the home that there is a problem. There are certain situations in which the use of a spacer will be required to be able to properly install door/window sensors and also to ensure proper operation. If you have any external doors that you will be protecting that are



completely constructed of steel (not aluminum), it is very likely that a spacer will be required. Make sure you ask your customer installation representative about protecting your steel door. Also, if you have any overhead garage doors that you wish to protect, you will need to special order an overhead door sensor at an additional cost. If you have questions, you can reach a representative at 1-800-951-5111, Option 1.

Q: How does the motion detector work?

A: The motion detector is placed on any interior wall of the house and is designed to detect movement in that room. Normally, the best location for the motion detector is in a main living area or main hallway. It is usually best to locate the motion detector in a corner of the room as it protects at a 90-degree angle with a range of about 35 to 40 feet. When the system is armed and there is movement in the motion detector's field of vision, the alarm will be triggered and the siren will sound. The motion detector picks up both body heat and movement and both criteria need to exist at the same time. It is a dual sensor device. This ensures that the wind blowing your curtains or a helium balloon from a birthday will not cause a false alarm. The motion detector is also useful even when you have small pets in the home. It is designed so that it will not detect anything that weighs less than 40 pounds. If you do have a pet that weighs more than 40 pounds that you would leave inside when the system is armed, you can also set up the motion detector to only cover from a certain height and above. Please feel free to contact a representative about the motion detector and the issues with having a pet before you proceed to make sure you have a full understanding of how it can work with your pet. You can reach a representative at 1-800-951-5111, Option 1.

Q: What do I do if I have pets?

A: There are many different ways that you can provide excellent security for your home and family even when you have pets in the home. No matter how large or small your pet, you can either use the appropriate setting with a motion detector or if you prefer, you can just arm the all the doors and windows and leave the motion detector off. With the entire perimeter protected, you would not always need the motion detector armed in the home, and many pet owners like this option better as they do not need to worry about how to set a motion detector based on the size and weight of their pet. If you have questions, you can reach a representative at 1-800-951-5111, Option 1.

Q: How does the Talking Wireless Keypad work?

A: The talking wireless keypad offers homeowners the flexibility to place a second keypad (the first keypad is built into the talking command station) anywhere in the home. The talking wireless keypad is completely wireless and can be mounted on a wall or carried simply around the house. You can arm and disarm the system with the talking wireless keypad and it also has a panic button for emergencies. Whenever you press the keys on the talking wireless keypad or enter any commands, it will talk to you and let you know the information regarding your entered commands. The talking wireless keypad does not sound a chime when doors/windows open and it does not contain a siren. The talking wireless keypad is not included in any of the packages but can be added for an extra charge.

Q: How do the keychain remote controls work?

A: The keychain remote controls (key fobs) offer you more wireless flexibility. They are very much the same as the keychain remote you use to lock and unlock your car. The great thing about the keychain



remote for your alarm system is that it allows you to arm and disarm your system and even send a panic signal from anywhere inside your home. It also works outside your home at a range of about 100 feet, which will vary based on the area and environment around your home. You can arm the system after you leave the house and disarm it before you even open the front door with the push of a button. The keychain remotes are especially popular for elderly family members and younger children. They are not included with any of the packages but are available for an extra fee with every package.

Q: How does the glass break detector work?

A: The glass break detector is designed to trigger the alarm when a window breaks on your home. It is a sensor that detects the low frequency caused by the vibration of a window breaking and the high frequency sound of the glass breaking. Both the high and low frequency sounds must occur simultaneously in order to trigger the alarm. The glass break detector is designed to protect any windows that are within a line of site and within a 15-foot radius of the glass break detector's location. Generally speaking, to get maximum protection from a glass break detector, it is best to assume that it will only protect the windows that are in the same room as the device. It is important to understand that the use of window coverings (curtains, blinds, etc.) may cause the range limitations of the glass break detector to be diminished. If you have questions, you can reach a representative at 1-800-951-5111, Option 1.

Q: How does the smoke detector work?

A: The smoke detector is not available in all areas. If you do not see the smoke detector listed as one of the available pieces of equipment in step 2 of the online order process, then the smoke device is not currently available in your area. If you are able to order a smoke detector, it is recommended that you have one smoke detector per floor. The smoke detector is wireless and very easy to install. The smoke detector is always armed and will detect smoke in your home. Your smoke alarm is equipped with its own internal siren. If your smoke alarm is triggered for any reason, the smoke alarm itself will sound its siren and the command station will recognize that the smoke alarm has been triggered. The command station then allows a short delay in case of a false alarm before the siren on the command station begins to sound in the house. After that short delay, the command station siren will then begin to sound as well. Before we dispatch the fire department to your home, the command station allows a short delay to allow the homeowner to cancel the alarm by entering the correct 4-digit arm/disarm code. Once the command station notifies our monitoring facility that there is a fire alarm triggered at your home, we immediately dispatch the fire department to your home. We do not call and ask for a password. If you ever accidentally trigger your smoke alarm, the smoke detector delay allows a brief period of time in which you can attempt to disperse the smoke around the detector to stop the alarm. Again, if it is not an emergency, and you fail to stop the smoke alarm from sounding, the command station alarm will then sound. You can cancel the alarm by pressing the 4-digit code into the command station. These delays are intended for situations in which the homeowner has accidentally overcooked some food or accidentally caused the smoke alarm to be triggered. If you have any questions, please contact a representative at 1-800-951-5111, Option 1.



Q: How does the carbon monoxide detector work?

A: Having a monitored carbon monoxide detector in your home will alert us anytime the carbon monoxide levels begin to exceed a safe level. The carbon monoxide detector uses wireless communication with the command station but it does need to be plugged into a regular 120-volt power outlet that does not have GFI and is not on a switch. If you have questions, you can reach a representative at 1-800-951-5111, Option 1.

Q: How does the flood sensor work?

A: The flood sensor is a wireless device that is placed in the basement and will detect water flooding that occurs. It allows homeowners with potential flooding risks to be notified in the early stages of a flooding problem to help avoid costly damage. The flood sensor is a special order item that may need to be shipped separately and may take longer to receive. If you have questions, you can reach a representative at 1-800-951-5111, Option 1.

Q: How does the medical panic pendant work?

A: The medical panic pendant is a wireless device that can be worn around the neck as a necklace or on their waist like a pager. It has a panic button that is specifically designed for medical emergencies. This can be used by anyone who may have medical conditions that present a higher risk of emergency. When you press the panic button on the medical panic pendant, our monitoring facility receives the signal and immediately dispatches the authorities. It is important to understand that the medical panic pendant is water resistant but it is not waterproof. It should not be submerged or exposed to a high volume of water. If you have questions, you can reach a representative at 1-800-951-5111, Option 1.

Q: What is the difference between the micro door/window sensors and the standard sensors?

A: The standard sensors and micro sensors both detect when any protected door or window is opened. The standard sensors are about three inches long and contain a standard AAA battery that needs to be replaced about once per year. Your system will notify you anytime a battery needs to be replaced. The micro sensors are much smaller and are about one inch long. The micro sensors also have a smaller battery similar to that found in a watch that will last much longer than the standard AAA battery. Typically, the battery in the micro sensor will need to be replaced about every 3-5 years depending on how frequently the door or window is opened. The micro sensors are more advanced and more expensive than the standard contacts.

Normally, we charge a \$195 upgrade fee to get the smaller micro sensors. By placing your order online, we automatically upgrade you to our smaller micro sensors for free. If you have questions, you can reach a representative at 1-800-951-5111, Option 1.

Online Agreement

Q: What do I enter for my Location Type?

A: If you own your home (apt, condo, house, mobile home, etc.), select **Residential**. If the alarm system will be used in a business location, you must select **Commercial**. This information is important because some local and state governments have different guidelines/policies regarding security system installation and monitoring depending on the type of location.



Q: Why am I being asked for my email address?

A: It is very important that you provide a valid email address as this will be used for important messages regarding your order. You need to enter it twice as a precaution to make sure that you have not made any typos. We will email your order confirmation, order status updates, and most importantly, online access to view, download, and print a legal copy of your signed agreement.

Q: Why do I need to provide my Social Security Number?

A: In order to qualify for this offer, you must be a U.S. resident with approved credit. You are required to provide your social security number so that we can perform a basic credit check to determine if you qualify for the offer. The online agreement is secure and we have taken every precaution to ensure the safety and security of your personal information. If you have any questions, please call toll free 1-800-951-5111, Option 1.

Q: What if I decide to cancel my order later?

A: In the agreement, it clearly defines our cancellation policy. Once you have signed the agreement, you are responsible for the entire length of the agreement. The only exception to that would be if you provided written notice of cancellation within seven days of receiving the system and returned the equipment to us within that same period of time. If you do cancel in the first seven days, the first and last month payment is non-refundable and you will have to pay a \$79 restocking fee. By fulfilling those requirements, you are released from the obligation of the full agreement.

Q: What is the familiarization period?

A: Anytime a new customer gets an alarm system, it takes a period of time for you to become familiar with your system and its operation. The familiarization period begins immediately after you activate your alarm system. During your familiarization period, there will be no response to your alarm by our monitoring facility, even if there is a real emergency. The reason this familiarization period exists is because many new alarm system owners have a high frequency of false alarms during the first 48 hours of having the security system activated. With any alarm company, the minimum length of time for the familiarization period is 48 hours (two days). We created a longer period of time for our customers to have the option to have a five-day familiarization period, which allows a little extra time for you and your family to get used to your alarm system. If you would like to have a full five-day familiarization period, do not reject the familiarization period on your contract. If you would prefer a shorter, two-day familiarization period, initial in the appropriate box to reject the five-day familiarization period. Understand that whether you choose the two-day or five-day familiarization period, there will be no response from the monitoring facility or local law enforcement during the familiarization period. Please call if you have any questions at 1-800-951-5111, Option 1.

Q: What does the equipment warranty cover?

A: The equipment warranty will cover all of the equipment that is provided by Protect America for your alarm system for as long as you are an active customer in good standing with our monitoring service. The agreement covers the specific details with regard to the warranty. Our equipment warranty was designed to give our customers the peace of mind that if anything malfunctions with



your alarm system, we will replace the equipment for free for as long as you are an active monitoring service customer in good standing. Please call if you have any questions at 1-800-951-5111, Option 1.

Q: Do I have to pay a fee for a service call if something breaks?

A: If your problem requires a technician to make a service call to your home, then there may be a fee depending on the nature of your problem and the terms of your contract. However, one of the great things about Protect America and the GE security system is that if anything ever malfunctions, it can very easily be repaired or replaced by the customer. It is very unlikely that any problem with the wireless alarm system would require a service technician to come to your home to repair. If you ever have a problem with any of your equipment or service, contact us immediately at 1-800-951-5111, Option 2. Most of the time, the error or problem with the alarm system can be easily fixed right over the telephone. If the problem cannot be fixed right over the phone, we will replace any faulty piece of equipment for free and ship it out to you as long as you are an active monitoring customer in good standing. Please call if you have any questions at 1-800-951-5111, Option 1.

Q: How long is the monitoring service agreement?

A: A standard monitoring agreement for almost every alarm company in the United States is 3 years (36 months). Some alarm companies have even longer initial agreements. At Protect America, your initial agreement is for 3 years (36 months) and then the agreement will automatically renew for one year at a time after that. Customers who do not want their agreement to automatically renew each year after the initial term of 36 months, must adhere to the terms and conditions of the agreement that they signed. You must provide written notice at least 60 days prior to the renewal date to prevent the agreement from automatically renewing each year.

Q: Is it safe to provide my personal information on this form?

A: Yes. We have taken every precaution to ensure that the online agreement process is totally secure. Once you sign your agreement, all of the data is encrypted and protected so that it cannot ever be altered or stolen. Our business is to protect you, your home, and your family. We start by making sure your identity remains protected throughout the online agreement process. Please call if you have any questions at 1-800-951-5111, Option 1.

Q: What address to I enter in the Home and Account Information section?

A: You should enter the actual service address for the location where the security system will be installed and activated. This is the address that we will use in case of an emergency and the authorities will be dispatched to this address. If you need the security system to be shipped to a different address, the next section will allow you the opportunity to indicate the appropriate shipping address. If you have any questions, please call toll free at 1-800-951-5111, Option 1.

Q: Does it matter what phone number I enter for the Location and Secondary phone?

A: Yes. The Location phone should be the phone number for the location that the security system will be installed and activated. This is the first number that we will call in the event that the alarm is triggered and we will be calling to ask for the correct password to make sure that it is not a false alarm. The Secondary phone will be the second number we call in the event of an alarm being triggered and it is



recommended that you enter a cell phone or work phone. If you have questions, please call toll free at 1-800-951-5111, Option 1.

Q: Is there a credit check required in order to get the GE home security system?

A: Yes. In order to qualify for this home security system offer, you must be a U.S. resident with approved credit. When you hit the Next button on this step, our system will automatically perform a basic credit check of the Applicant and Co-applicant (if any) that are listed. If you are approved, the system will allow you to proceed to the next step and allow you to complete your security system order. By clicking next, you are providing Protect America with your permission to check your credit. If you have questions, please call toll free 1-800-951-5111, Option 1.

Billing/Payment

Q: What day of the month will my bank account/credit card be charged for the monthly service?

A: When you use the online agreement, your monthly charges will automatically be deducted on the 3rd day of each month. Since you are paying for your first and last month of service when you order your system, the monthly charges will begin in the second month of your service. If you are placing your order before the 15th of the current month, you can expect to be charged for your second month of service on the 3rd day of the next month. If you are placing your order after the 15th of the current month, you can expect to be charged for your second month of service on the 3rd day of the month that follows the next month. Please call if you have any questions at 1-800-951-5111, Option 1.

Q: Can I change the day that my monthly service is charged?

A: After you have been charged for your second month of service, we do allow you an option for the day of the month in which you will be charged for your monthly service. The default day of payment for all customers is the 3rd day of each month. However, if you wish to change that to the 15th of each month, you can call 1-800-951-5111, Option 3 and a representative can help you make that change. You must wait until after you have been charged for your second month of service to change the billing day. In some cases, your bank will only process EFT payments on certain days of the month. We do not have any control over changing your bank's policy with regard to removing the funds from your account. Please call if you have any questions at 1-800-951-5111, Option 1.

Q: When will I be charged for my initial order?

A: Once you finalize your order by clicking "Sign and Submit" you will be charged the total amount reflected at the bottom of the additional equipment section. This amount is clearly labeled as the total due. Regardless of the package you order, all customers are charged the first and last month of monitoring when you place your initial order plus any additional equipment that you selected to add to your system. Please call if you have any questions at 1-800-951-5111, Option 1.

Q: When will my monthly billing start?

A: You will be charged for your first and last month of service when you place your order. Your regular monthly charges will begin in the second month of service. If you are placing your order before the



15th of the current month, you can expect to be charged for your second month of service on the 3rd day of the next month. If you are placing your order after the 15th of the current month, you can expect to be charged for your second month of service on the 3rd day of the month that follows the next month. Please call if you have any questions at 1-800-951-5111, Option 1.

Q: What if I just want to have a bill sent to my house instead of using the auto-payment method?

A: When monitoring your security system, it is very important that there are no issues that would cause you to have any interruptions in your service. Part of the reason for using the auto-payment method is to ensure that neither your monthly bill nor your payment gets lost or stolen in the mail which could cause your service to be interrupted for non-payment. Also, one of the reasons that Protect America is able to provide our products and services at such a better value than our competition is because we save a great deal of money by requiring that all of our customers use our auto-payment method. You can use either your checking account or any major credit card/debit card to set up your monthly billing. Please call if you have any questions at 1-800-951-5111, Option 1.

Q: Do I have to pay for all three years up front?

A: No. In many states, the law requires a full disclosure to the consumer of the total amount of money you will end up paying for the contract period. In the case of a 36-month contract at \$29.95 per month, the customer will end up paying at total of \$1078.20 over the three-year period. The only thing due when you order your security system is the first and last month of monitoring and any additional equipment costs that you have selected. Please call if you have any questions at 1-800-951-5111, Option 1.

Installation

Q: What if I have trouble installing the system myself?

A: To make the installation process as easy as possible, we recommend that you follow the instructions inside your package that direct you to call our Installation department before you begin. You can reach them by calling 1-800-951-5111, Option 6. If you decide to follow the instructions on your own and run into any difficulty, please call us immediately for assistance at 1-800-951-5111, Option 6.

Q: How long does it take to install the system myself?

A: The average installation takes about thirty minutes for the Copper package. The more equipment you add to your security system, the more time you need to set aside. The Bronze package takes about forty-five minutes, the Silver package should takes about an hour, the Gold package about 1.5 hours, and the Platinum should take no more than 2 hours. Please call if you have any questions at 1-800-951-5111, Option 1

Q: Do I need any tools to install the system myself?

A: Your security system is very easy to install and the most you should need is a flat head and a Phillips head screwdriver. Our installation department will gladly assist and advise you on the best methods to



use along with our installation manual. Please call if you have any questions at 1-800-951-5111, Option 1.

Q: Do you offer technical support in case I need help installing my system?

A: Yes. We have our very own customer installation department ready to help you install your security system. Our representatives are trained to help you install your system step by step right over the telephone. We are dedicated to get your system installed and activated quickly and correctly, but our representatives will stay on the phone as long as it takes to get it right for every customer. Please call if you have any questions at 1-800-951-5111, Option 1.

Q: Do I need to install my system as soon as I receive it?

A: Yes. We encourage all of our customers to install the security system as quickly as possible to make sure you that your home and family are protected right away. You have already paid for your first month of service when you order the system and we want to make sure you are fully using the great service you have ordered. Also, in order for the equipment warranty to remain in effect, the agreement requires that you test your system each month, so it is important to make sure it is installed and working properly as soon as possible. Please call if you have any questions at 1-800-951-5111, Option 1.