



Product Guide

What is 5LINX Security Systems?

5LINX Security Systems provided by Protect America Inc. specializes in Security Systems for your home or business. Protect America is one of the fastest growing security Companies in the United States offering the most affordable and comprehensive security systems, video monitoring, and home automation packages nationwide. The partnership between 5LINX and Protect America Inc. enables 5LINX to provide affordable and reliable security services for our customers. With 5LINX Security Systems you can choose from an assortment of packages, including one specifically designed for a business.

Selling Security Systems:

Protecting yourself and your business is important, and there are many whose homes and business are not protected. Explain to the customer the benefits of a security system, and how it will protect them, their loved ones, and their business. Inform them of the ease of setting up the security system, and the value and low cost of the 5LINX Security Systems. Homes and businesses alike need security against theft and other crimes, and 5LINX Security Systems protects them in an affordable manner.

Ask the customer...

“Do you currently have a security system? If so, are you paying too much for it?”

“Do you value the safety of yourself, family, and belongings?” “Are you out of town on a regular basis?”

“Is your home/business secure from burglary?”

“Would you feel more comfortable in your home knowing that you are protected by a state-of-the-art security system?”

“Would you prefer to set up your Security Systems system independently, and choose how much protection you need?”

“Did you know that with 5LINX Security Systems, you do not need a landline telephone like other security systems?”

Features and Benefits:

- Complete line of Wireless Security Systems products
- Landline, broadband and cellular monitoring platforms
- 98% of new orders completed via easy self-installation
- 5LINX Security Systems provided by Protect America offers a lifetime equipment warranty and free technical support for as long as the customer is monitored
- Movers program provides free transfer of service nationwide



- Monitoring services provided from two fully redundant UL listed and FM Approved monitoring facilities ensuring uninterrupted and seamless customer service and support

How does it work?

- Door and Window Sensors are used to detect anytime a door or window is opened
- Motion Sensors detect the presence of body heat and movement and are used as a backup in case anyone gets in through an unprotected window
- Glass Break Sensors detect the sound and vibration of windows breaking
- Additional home/business safety and automation devices are available
- Each sensor is wireless and communicates any events to the command station which then communicates from your home/business to a Central Monitoring Station

How the monitoring works:

- If the system is armed and an intrusion sensor is triggered, the alarm sends a signal to a monitoring station
- The monitoring station allows a set period of time to allow for the 4-digit code to be entered by The home/business owner and cancel the alarm
- If the 4-digit code is not entered, our security partner will call your home/business to ask for your secret password in an attempt to verify the alarm
- If, for any reason, our security partner does NOT receive the correct password on the first attempt to contact your home/business, your local emergency authorities will be dispatched to your residence
- After our security partner dispatches the authorities, we will call the list of emergency contact numbers that you provided to us in case of an alarm to notify you about the problem

Advantages:

Today, many customers want to save money on telephone service by switching to digital, VoIP, or just their cell phones. 5LINX Security Systems provided by Protect America offers customers the best alternatives to accommodate their desire to free themselves from land line telephones. We are able to accommodate the customer's needs while doing it at a better price than the competition!

Install Process:

The wireless security system was designed to be very easy for any customer to install without technician in the home/business. The customer installation option has been available for several years and it has grown to be the most popular option by our customers. There is a technical support team in the Customer Installation department ready to assist each customer, if needed, with the installation of your system. Once you receive your alarm system, you will see simple instructions telling you to call representative who will walk you step-by-step through the entire installation process.



Our security partner also includes an instruction manual and installation manual with your security system. A typical installation takes less than one hour for the Copper package and up to two hours for the Platinum package. This self-installation option would not have been created if our security partner was not absolutely confident that you could install the security system yourself. Our goal is to earn your business for much more than the initial three years, so we will do everything we can to get you up and running as smoothly as possible right from the start.

There is also an installation video on their website that will be able to show you an actual installation right on your computer. If you have even the slightest concern about being able to complete the customer installation, please call 1-877-230-1739, Option 1 for more details.

Credit Check

- The E-Commerce ordering system performs a live credit check for each customer when placing the order.
- The credit check happens on the Account Setup step of the ordering process and gives the results instantly.
- Customers who have above a 625 credit score will proceed to the next step without having to pay connection fee/deposit.
- Customers who are below a 625 credit score do not qualify for any promotions or special offers and will be required to pay a connection fee of at least \$199 in order to proceed with their order.
- (\$199 for landline, \$298 for broadband, \$398 for cellular)

FAQS:

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 1-877-230-1739, Option 1.

Q: For what purpose are the emergency contact numbers used?

A: If your security system ever triggers an alarm, our security partner will first contact your home to check if it is a false alarm. If no one can be reached at your home to provide the correct password, the police will then be dispatched to your address. At that time, our security partner will begin to contact your emergency contact numbers to notify you, your family, your neighbors, etc. to let you know that there is an alarm at the house.

Q: What is my password used for?

A: The password is a verbal word that you will give to our monitoring facility whenever there is an alarm at your home. When the alarm is triggered, our security partner will call to ask for the correct password before dispatching the authorities to find out if the alarm was accidentally triggered by someone authorized to be in the house. When you provide the correct password and inform our security partner that it is a false alarm, the incident is over and no authorities are dispatched to the house. If the correct password is not provided for any reason, our security partner will immediately dispatch the police and call your emergency contact numbers.

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 the Broadband Command Station for an extra \$5 per month. With the Broadband Command Station, your security system will communicate with the 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 the 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 the correct password is not provided for any reason (no answer, voicemail, busy signal, wrong password), the authorities are immediately dispatched to your address. Once the



authorities have been dispatched, our security partner then calls your emergency contact list and provides notification of the alarm.

Q: Will my VoIP phone line work with my security system?

A: While it is possible that your security system will be able to communicate with our monitoring facility through your VoIP phone line, we do not recommend it. We would recommend that you upgrade to the Broadband Command Station instead which is specifically designed to communicate through your broadband Internet connection. Your VOIP phone service was not designed to work with any security system.

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-1-800-482-9800.

Q: How do I add more equipment to my security system package?

A: During the order process, you are given the option to add any additional equipment to your system. You can do this by adding the appropriate quantity on step two of the order process. Make sure you click "Update" next to the equipment you added and/or at the bottom of the page during step two. When you click "Update" or "Update Total" it will reflect your total package ordered and you're total amount due. 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. Our representatives can help you place an order over the phone for equipment and you can pay for it using any major credit card.

Q: Why do I have to read and agree to the electronic signature disclosure page?

A: We created this online order agreement to make the process of ordering your security system as easy as possible. By ordering via an online signature, the agreement is just as binding as if you signed on a piece of paper. However, part of the online signature process requires that we provide full disclosure to you in order to make sure you fully understand that you have obligated yourself to the agreement via the online signature. If you have questions, you can reach a representative at 1-877-230-1739, 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 (36months). Some alarm companies have even longer initial agreements. At Protect America, your initial agreements 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 36months, 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 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 resident of the continentals, with approved credit. When you hit the Next button on this step, our system will automatically Performa basic credit checks 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.

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.