



Frequently Asked Questions Trust Alarms (Puerto Rico)

Q: Why do I need a monitoring service? Why can't I just use an alarm that scares the criminal away?

A: While having a noisy alarm system in place may make you feel safer, the fact is that most burglars know that once they gain entry, they only have to disable the control panel and then they can proceed with ransacking the home. Noisy alarms alone will not increase safety; you need a security system that ensures authorities are called, even if the control panel is destroyed.

Q: How do I pay for my system?

A: As mentioned, you must be credit approved in order to qualify for this program. Your "Connection Fee" and "Monthly Monitoring" will need to be paid by either ACH auto-draft (auto-draft from your checking account) or Credit Card.

Q: Do you have additional setup or installation fees beyond what is stated?

A: No. Part of what sets Trust Alarm Security apart from the competition is our completely transparent pricing model. You order the appropriate Offering for your needs, with the associated Connection Fee and Monitoring Rate. There are no additional installation fees outside your listed Connection Fee. If you decide to move or add more equipment at the installation or a later date, your monthly fees will not increase.

Q: What devices do I need for optimal protection?

A: Since 90% of break-ins occur through the front or back door it is important to ensure that all accessible doors have sensors. Ground floor windows may be protected by individual window entry alerts, motion sensors, or glass break sensors, depending on specific layout and how the system will be used. We offer several equipment packages that you can review to see what we recommend, and you can add any other devices you feel your home needs. Additionally, if you decide down the road that you need more sensors or components you can order and install them with no change to your monthly monitoring fee.

Q: Will the smoke detector notify the fire department if there's a fire while I'm away?

A: Yes, we offer smoke detectors for your home. If these sensors are activated at any time, the monitoring center will attempt to verify an emergency before the fire department is dispatched to your home. There is no extra charge for monitoring of these devices, and if you subscribe to our plans with interactive features, you can also be notified immediately by text or email message that these sensors have been activated.



Q: Can I use a key-chain remote to enable/disable the alarm?

A: Yes. We offer convenient key-chain alarm remotes that allow you to arm or disarm the home security alarm. Order one for each family member to ensure that they can enter or leave your home easily. Note that when the alarm is deactivated by remote, this disables the Crash and Smash feature.

Q: Can I add additional equipment after the initial installation? Will this increase my monitoring fees?

A: Our home security system is quite flexible and allows you to add new equipment at any time. There will be a charge for the equipment. Depending on what Monitoring Plan you have will determine whether you need to upgrade to another service level.

Q: Do you offer video monitoring that I can view on my smartphone?

A: Trust Alarm Security offers an affordable solution (Offering #3) for those who want to view video feeds of their home from their smartphone. In fact, we only charge for the video camera itself, all the monitoring apps are completely free and your monthly monitoring fee remains the same. Video monitoring is only available with our Ultimate level of monitoring.

Q: What happens if an intruder breaks in and destroys the control panel during the delay period? Will the panel still be able to alert Trust Alarm of the intrusion?

A: Traditional alarm systems wait for up to a minute before communicating an alarm signal, including entry delays for you to disarm the signal: by that time the system could have been compromised, so no signal is ever sent to the monitoring station. With TA's interactive features, every event is communicated immediately by your system. We even know when you arm/disarm. When your system is armed and a door opens, we automatically put your system in a special pending alarm status. If we don't get the disarm signal, or an actual intrusion alert, we assume there is an intrusion, and act accordingly. This unique and patented feature called 'Crash and Smash' is the safest and most reliable protection you can get.

Q: Does your wireless system work on my home internet Wifi network?

A: Trust Alarm's sensors communicate within your home using an exclusive former military frequency. This gives you an entirely wireless home security system which can move with you, as well as increasing your safety. Communication between the control panel and the monitoring station is through a cellular signal. You do not require a home wireless network for our home security system to work, but you do need a broadband connection to utilize our video services.



Q: If I lose electric power, will my alarm system still work?

A: Yes. In case of a power loss, the back-up battery will activate to maintain your alarm protection for several hours. In the event your battery is low, a low-battery signal will be sent to your Customer Monitoring Center so you can be notified.