

This **MASTER MONITORING AGREEMENT** is made this

_____ day of _____, _____ by

STANLEY Convergent Security Solutions, Inc.
and:

INSTALLATION COMPANY NAME: _____

CONTACT: _____

PHYSICAL ADDRESS: _____

CITY: _____ *STATE:* _____ *ZIP:* _____

MAILING ADDRESS: _____

CITY: _____ *STATE:* _____ *ZIP:* _____

TELEPHONE #: _____

EMAIL ADDRESS: _____

Installation Company has read, understands, and will comply with the terms, covenants and conditions as contained within the Master Monitoring Agreement. Attached hereto.

STANLEY Security

Installation Company

Print Name _____

Print Name _____

Signature _____

Signature _____

Title _____

Title _____

Date _____

Date _____

MASTER MONITORING AGREEMENT

1. DESCRIPTION OF SERVICES PROVIDED: STANLEY Convergent Security Solutions, Inc. ("STANLEY Security") agrees to provide monitoring services as hereinafter set forth for the alarm system(s) and other systems installed by Installation Company, as identified on page 1, hereinafter referred to as "Installer," at the premises of Installer's customers, hereinafter collectively and singularly referred to as "Customer". STANLEY Security agrees to monitor without liability, and not as an insurer, the signals of alarm system(s) installed by Installer. If, in the opinion of STANLEY Security, use by the Installer or Customer adversely affects the use of the monitoring equipment, this Agreement may be terminated thirty (30) days following written notice to Installer. Installer agrees that STANLEY Security's maintenance obligation hereunder relates solely to the maintenance and operation of the monitoring equipment in STANLEY Security's central office, and that STANLEY Security is in no way obligated to maintain, repair, service, replace, operate or assure the operation of the property, system, or any device or devices of Installer or Customer which shall be the sole responsibility of the Installer. Installer acknowledges that alarm transmission networks are provided by third parties, are shared networks and agrees that STANLEY Security cannot be held liable for outages or resulting downtime that might affect Installer accounts.
2. TERM, PAYMENT, RENEWAL, TERMINATION:
 - (a) In consideration of the monitoring services provided, Installer shall pay to STANLEY Security a monitoring service charge for each of Installer's systems connected to STANLEY Security's monitoring equipment in accordance with the terms, rates and charges set forth on Schedule "1" attached hereto. Payment for invoices is due upon receipt. Monitoring fees are paid in advance of services rendered. Enhanced Hosted Services fees are paid in arrears of services rendered. STANLEY Security reserves the right to change the rates and charges set forth in the published Schedule "1" and other negotiated rates at any time upon giving thirty days written notice. STANLEY Security requires a minimum of 10 accounts, which is equal to Five Hundred Dollars (\$500.00) in billings per year.
 - (b) This Agreement shall remain in effect for so long as Installer has one or more accounts monitored by STANLEY Security. STANLEY Security reserves the right to cancel this Agreement for cause at any time.
 - (c) Installer shall be solely responsible for the installation of any communications service or equipment necessary to transmit signals from Customer to STANLEY Security, and in addition, shall pay to STANLEY Security all charges made by any service provider to STANLEY Security for telephone lines, private cellular service, radio or Internet or other equipment transmitting signals between Customer's protected premises and STANLEY Security's Central Station. Installer acknowledges that signals are transmitted over service provider communications systems, which are wholly beyond the control and jurisdiction of STANLEY Security and are maintained and serviced by the applicable service provider. The use of DSL or other broadband telephone service may prevent the System from transmitting alarm signals to STANLEY Security's monitoring facilities via standard telephone service and/or interfere with the telephone line-seizure feature of the alarm system. DSL service should be installed on a telephone number that is not used for alarm signal transmission. Installer agrees to advise each Customer of this issue and instruct each Customer to notify STANLEY Security and Installer if Customer has installed or intends to install DSL or other broadband service. IMMEDIATELY AFTER THE INSTALLATION OF DSL OR OTHER BROADBAND SERVICE CUSTOMER MUST TEST THE SYSTEM'S SIGNAL TRANSMISSION WITH THE STANLEY SECURITY MONITORING FACILITIES.
 - (d) In the event either party shall terminate this Agreement pursuant to Paragraph 2(b) of this Agreement, then and in that event, Installer shall disconnect all its alarms from STANLEY Security's signal receiving equipment within thirty (30) days from the date of notice of termination. During this thirty (30) day period, Installer shall continue to pay to STANLEY Security the monitoring service charge for each alarm system monitored by STANLEY Security. At the end of this thirty (30) day period STANLEY Security may, at its option, continue to monitor those systems still connected to its signal receiving equipment or terminate the monitoring services after giving ten (10) days written notice to Installer and the Customers still connected. STANLEY Security will continue billing Installer, and Installer agrees to pay, for any cancelled account still transmitting signals to the central station.
 - (e) If Installer fails to disconnect all Customers from STANLEY Security's monitoring facilities within the time limits set forth in this Agreement, Installer authorizes STANLEY Security to take such action as may be necessary to disconnect Customer's systems from STANLEY Security's monitoring facilities.
 - (f) Installer shall notify STANLEY Security in writing of any dispute with any invoice (along with reasonably detailed description of the dispute) within 180 days from the date of such invoice. Installer will be deemed to have accepted all invoices for which STANLEY Security does not receive timely notifications of disputes. Installer shall pay all amounts due under such invoices during such dispute. STANLEY Security and Installer shall seek to resolve all such disputed amounts expeditiously and in good faith. STANLEY Security shall continue performing its obligations under this Agreement during any such dispute. Installer shall be obligated to pay all invoice amounts during any such dispute. Any dispute found to be an over-charge by STANLEY Security will result in a credit to the Installers account for the amount equal to the total over-charge not to exceed 180 days.
3. ALARM NOTIFICATION: STANLEY Security, upon receipt of a signal from the Customer's premises, shall make every reasonable effort to notify the police, fire, or other authorities and/or the person or persons whose names and telephone numbers are set forth in the notification instructions set forth on the Customer's account. STANLEY Security will use Enhanced Call Verification ("ECV") to verify residential and commercial burglary alarms. STANLEY Security will adhere to published Global Dispatch Rules when there are no predefined dispatch rules in place for the Installer or is a signal is undefined.

Master Monitoring Agreement

4. **FALSE ALARMS:** In the event an excessive number of false alarms are caused by Customer's and/or Installer's carelessness, malicious action or accidental use of the alarm system, STANLEY Security may at its sole discretion deem same to be a material breach of contract on the part of Installer and, at its option, in addition to all other legal remedies set forth below, be excused from further performance, upon giving ten (10) days written notice to Customer and Installer. STANLEY Security's excuse from performance shall not affect its rights to recover damages from Installer or to continue to provide services for other Customers of Installer. In the event a fine, penalty or fee is assessed against STANLEY Security by any governmental or municipal agency as a result of any alarm originating from a Customer's premises, Installer agrees to forthwith reimburse STANLEY Security for same.
5. **TAXES; UTILITY CHARGES:** Installer agrees to pay any and all sales, use, business taxes or personal property taxes imposed by any Municipal, State and/or Federal authorities in connection with the services to be performed by STANLEY Security, and Installer agrees to hold STANLEY Security harmless from and to indemnify STANLEY Security against, any claim for the foregoing. Installer acknowledges that all charges set forth herein are based upon existing federal, state, and local taxes and utility charges, including telephone company line charges, if any. STANLEY Security shall have the right, at any time, to increase the monthly charges provided herein, to reflect any additional taxes, fees, or charges which hereafter may be imposed on STANLEY Security by any utility or governmental agency relating to the service provided under the terms of this Agreement, and Installer agrees to pay the same.
6. **PERMITS/LICENSES/TAXES:** Installer represents that it has secured whatever permission, permits or licenses that may be necessary from local, governmental or insurance authorities for the installation, service and monitoring of the alarm system(s), and agrees to keep such permissions, permits or licenses in full force and effect during this the term of this Agreement. Installer agrees to: (i) pay or cause Customer to pay any and all sales, use or business taxes, license fees, permit fees or any other imposition by municipal, state and/or federal authorities in connection with the services to be performed by STANLEY Security, and (ii) obtain or cause Customer to obtain all necessary licenses or permits for Customer's use and operation of the system. Installer agrees to hold STANLEY Security harmless from, and to indemnify it against any claims asserted against STANLEY Security for the foregoing.
7. **PARTIES' DUTIES:**
 - (a) Upon execution of this Agreement, Installer shall submit to STANLEY Security a complete and accurate copy of the Customer Monitoring Agreement Installer intends to use for its Customers for approval and acceptance by STANLEY Security. Such Customer Monitoring Agreement shall contain industry standard description of monitoring, limitations of liability, third party indemnification; protect the interests of STANLEY Security, and all its related entities including but not limited to its parents, subsidiaries, affiliates, successors and assigns, as a subcontractor of Installer and include such other provisions as STANLEY Security may reasonably require. Installer agrees to have each Customer to be monitored execute a Customer Monitoring Agreement, in the form approved by STANLEY Security and retain an original copy of such Agreement on file at Installer's office. Installer agrees to provide STANLEY Security a copy of such agreement upon request in the event of a dispute between the Customer and STANLEY Security. STANLEY Security shall have no obligation to provide monitoring service until (i) Installer confirms Customer has signed an unmodified copy of STANLEY Security's approved Customer Monitoring Agreement; and (ii) test signals have been received and approved by STANLEY Security. Installer shall not alter, amend, cancel or otherwise change the previously approved Monitoring Agreement with any Customer without prior written consent of the changes by STANLEY Security. STANLEY Security will not unreasonably withhold consent of changes that are not material to STANLEY Security's interests.
 - (b) Installer agrees to furnish to STANLEY Security all changes, revisions, and modifications to the Customer notification form in writing.
 - (c) All equipment installed by Installer to transmit signals to the monitoring equipment of STANLEY Security shall be approved by STANLEY Security and shall be compatible with STANLEY Security's monitoring equipment.
 - (d) Installer shall keep in full force and effect, general liability and errors and omissions insurance covering the operations of Installer in the minimum amount of One Million Dollars (\$1,000,000). Installer shall provide STANLEY Security with certificates of insurance evidencing such coverage if requested by STANLEY Security, and shall further arrange with the insurance carrier that the insurance carrier will notify STANLEY Security of any cancellation or change in coverage within 30 days of such cancellation or change. In addition, Installer agrees to provide STANLEY Security with copies of current business, contractors, or any other required operating licenses or permits requested by STANLEY Security.
8. **INTERRUPTION OF SERVICE:** STANLEY Security assumes no liability for interruption of monitoring service due to strikes, riots, floods, storms, earthquakes, fires, power failures, insurrection, interruption or unavailability of phone service, acts of God, or for any other cause beyond the control of STANLEY Security and STANLEY Security will not be required to supply monitoring service to an Installer or any Customer while such cause may continue. This Agreement may be suspended, at STANLEY Security's option, as to any Customer, should the alarm system on the premises of such Customer become so disabled or so substantially damaged that further service to such Customer is impractical. In such event, STANLEY Security will make a pro rata refund to Installer for the fees during such suspension.
9. **SUSPENSION OR CANCELLATION OF SYSTEM:** This Agreement may be suspended or cancelled, without notice at the option of STANLEY Security, if STANLEY Security or Customer's premises or equipment are destroyed by fire or other catastrophe, or so substantially damaged that it is impractical to continue service, or in the event STANLEY Security is unable to render service as a result of any action by any governmental authority.

10. DELINQUENCY; RECONNECT CHARGES: In the event any payment due hereunder is more than ten (10) days delinquent, STANLEY Security may impose and collect from Installer a delinquency charge at the rate of 1.5% per month but not in excess of the maximum rate permitted by Tennessee law as of the date of the Agreement. If the monitoring service is discontinued because of Installer's past due balance, and if Installer desires to reestablish monitoring service, Installer shall pay in advance to STANLEY Security a charge to be fixed by STANLEY Security in a reasonable amount, plus all past due amounts including redepositing any security deposits previously applied to Installer's account.
11. DEFAULT BY INSTALLER: If Installer fails to pay the monitoring fee within thirty (30) days from the billing date or fails to pay any other amount herein provided within thirty (30) days after the same is due and payable, or if Installer fails to perform any other provisions hereof within ten (10) days after STANLEY Security has requested in writing performance thereof, or if Installer makes any assignment for the benefit of creditors, STANLEY Security shall have the right but shall not be obligated to exercise any one or more of the following remedies:
- (a) Recover the existing amounts due from Installer or Customer and continue to provide monitoring service, in which case STANLEY Security shall be entitled to recover, in addition, the periodic amounts due under the contract for said services from Installer or directly from Customer;
 - (b) Discontinue monitoring service upon giving ten (10) days written notice to Customers and Installer.
 - (c) Recover from Installer all sums STANLEY Security may be entitled to under the law.
 - (d) Exercise any and all other remedies available at law or equity including, but not limited to, seeking actual damages it has incurred. STANLEY Security shall also be entitled to recover all reasonable collection expenses, court costs and attorney fees.
 - (e) Contact Customer directly and offer Customer monitoring services under a separate agreement directly between STANLEY Security and customer.

Discontinuance of monitoring services due to Installer's default shall not be considered to constitute a breach by STANLEY Security of this Agreement or waiver by STANLEY Security of any of its rights or ability to recover damages.

12. STANLEY SECURITY IS NOT AN INSURER; DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY: It is understood and agreed: that STANLEY SECURITY is not an insurer, that insurance shall be obtained by Installer; that the payments provided for herein are based solely on the value of the monitoring service as set forth herein and are unrelated to the value of Installer's property, Customer's property or the property of others located on Customer's premises; that STANLEY SECURITY makes no guaranty or warranty, including any implied warranty of merchantability or fitness that the services supplied will avert or prevent occurrences or the consequences therefrom which the system or service is designed to detect or avert. Installer acknowledges that it is impractical and extremely difficult to fix the actual damages, if any, which may proximately result from STANLEY SECURITY's negligence, a failure to perform any of the obligations herein, or the failure of the monitoring system to properly operate with resulting loss to Customer and/or Installer because of among other things:
- (a) The uncertain amount or value of Customer's property or the property of others kept on the premises which may be lost, stolen, destroyed, damaged or otherwise affected by occurrences which the system or service is designed to detect or avert.
 - (b) The uncertainty of the response time of any police or fire department, paramedic unit or others, should they be dispatched as a result of a signal being received.
 - (c) The inability to ascertain what portion, if any, of any property loss, personal injury or death would be proximately caused by STANLEY SECURITY's failure to perform or by its equipment to operate.
 - (d) The uncertainty of any claim that might be made by Customer against Installer or STANLEY SECURITY.
 - (e) The nature of the service to be performed by STANLEY SECURITY. Installer understands and agrees that if STANLEY SECURITY should be found liable to Installer for loss or damage due to STANLEY SECURITY's negligence or a failure of STANLEY SECURITY's monitoring service or monitoring equipment in any respect whatsoever, STANLEY SECURITY's liability shall be limited to an amount not to exceed Three Hundred Dollars (\$300.00) as liquidated damages, and this liability shall be exclusive; and that the provisions of this Section shall apply if loss or damage, irrespective of cause or origin, results directly or indirectly to persons or property, from performance or non-performance of the obligations imposed by this Agreement, or from negligence, active or otherwise, of STANLEY SECURITY, its agents, assigns or employees.
13. THIRD PARTY INDEMNIFICATION: In the event any person not a party to this Agreement, including but not limited to any Customer shall make any claim or file any lawsuit against STANLEY Security or its parent or other related entities for any reason related to Installer's obligations pursuant to this Agreement, or for any reason relating to Installer's provisioning of alarm service, including but not limited to the operation or non-operation of the alarm system, or any failure of Installer's service, or relating to Installer's negligence, Installer agrees to indemnify, defend, and hold STANLEY Security and its parent or other related entities harmless from any and all claims and lawsuits, including the payment of all damages, expenses, cost, and attorney's fees, whether these claims be based upon alleged intentional conduct, negligence, contribution, indemnification, or strict product liability.

Master Monitoring Agreement

14. ENTIRE INTEGRATED AGREEMENT; MODIFICATION; ALTERATIONS; WAIVER; ATTORNEY'S FEES: This writing is intended by the parties as a final expression of their agreement and as a complete and exclusive statement of the terms thereof. This Agreement supersedes all prior representations, understandings or agreements of the parties, and the parties rely only upon the contents of this Agreement in executing it. This Agreement can only be modified by a writing signed by the parties or their duly authorized agent. No waiver of a breach of any term or condition of this Agreement shall be construed to be a waiver of any succeeding breach. In the event STANLEY Security shall file suit or maintain any legal proceedings to enforce the provisions of the Agreement, Installer shall pay STANLEY Security's actual attorney's fees and court costs. In the case of any dispute hereunder which results in litigation or arbitration, the prevailing party shall be entitled to reasonable attorney's fees and costs of suit. Since STANLEY Security signaling records are maintained for a period of one (1) year in compliance with current U.L. Central Station standards, Installer agrees that any legal action contemplated against STANLEY Security by Installer or Customer must be filed within one (1) year of the date of the incident that resulted in a loss, injury, damage or liability.
15. RECEIPT OF COPY: INSTALLER ACKNOWLEDGES RECEIPT OF A COPY OF THIS AGREEMENT.
16. DISCLAIMER OF WARRANTIES: STANLEY SECURITY MAKES NO EXPRESS OR IMPLIED WARRANTIES AS TO ANY MATTER WHATSOEVER, INCLUDING, WITHOUT LIMITATION, THE CONDITION OF THE MONITORING EQUIPMENT, ITS MERCHANTABILITY, OR ITS FITNESS FOR ANY PARTICULAR USE. INSTALLER ACKNOWLEDGES THAT ANY AFFIRMATION OF FACT OR PROMISE MADE BY STANLEY SECURITY SHALL NOT BE DEEMED TO CREATE EXPRESS WARRANTY; THAT THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE ON THE FACE OF THE AGREEMENT HEREOF. INSTALLER ACKNOWLEDGES THAT INSTALLER HAS READ THIS AGREEMENT AND PARTICULARLY PARAGRAPHS 13 AND 14 REGARDING STANLEY SECURITY'S LIMITATION OF LIABILITY AND RIGHT TO INDEMNIFICATION. INSTALLER ACKNOWLEDGES THAT INSTALLER HAS DISCUSSED THE FIVE HUNDRED DOLLARS (\$500.00) LIMITATION AS SET FORTH IN PARAGRAPH 13. INSTALLER ACKNOWLEDGES THAT INSTALLER MAY OBTAIN A HIGHER LIMITATION OF STANLEY SECURITY'S LIABILITY BY PAYING AN ADDITIONAL CHARGE. THE TERMS AND CONDITIONS SET FORTH ON THIS AGREEMENT ARE INCORPORATED HEREIN.
17. RATE SCHEDULE: See Schedule "1"
18. NO SUBROGATION: Installer does hereby for himself/herself and other parties claiming under him/her/it, release and discharge STANLEY Security from and against all claims arising from hazards covered by any involved insurance provider/carrier, it being expressly agreed and understood that no insurance company or insurer will have any right of subrogation against STANLEY Security or Installer.
19. INVALID PROVISIONS: In the event any paragraph(s) of this Agreement are found to be invalid, all remaining paragraphs, or portions thereof, shall remain in full force and effect.
20. ASSIGNMENT: This Agreement shall be fully assignable by ACI only. ACI shall provide Dealer and/or Customer notification of any such assignment. Dealer agrees the provisions of this Agreement shall bind the Dealer with respect to any such assignee of ACI.
21. APPLICABLE LAW: The law of the State of Washington shall apply to this Agreement.
22. VENUE: Venue in case of any dispute hereunder shall be in Memphis, TN.

MONITORING AND SERVICE STANDARDS

GENERAL CENTRAL STATION REGULATIONS

1. The Installer agrees that all changes, new accounts, and updated zoning must be submitted via the account management platform (preferred) or email. If the Dealer does not have access to a computer, written changes are acceptable, though not preferred.
2. The Installer agrees that it follows all local, state, and federal laws.
3. The President and/or CEO agree that a Master Monitoring Agreement, Schedule "1" Dealer Rate Card, Monitoring and Service Standards Form and Alarm Dealer Information Form were signed and given to STANLEY Security prior to placing any new accounts online.
4. All new systems will be tested for incoming signals into the central station prior to becoming active accounts. The Installer agrees that all zoning will be submitted to the central station in the manner that it is to report to STANLEY Security. New account information and/or Alarm System Monitoring Agreement ("ASMA") must be submitted to STANLEY Security electronically before an account is activated. If there is an error on the contract, we will contact the dealer. The subscriber will not be activated until corrections have been made.
5. The Installer will furnish the central station with a contact list for the company. The list must include phone numbers and email address to be used by the central station.
6. A runaway account will be considered any account that sends in excess of ten signals within 45 minutes. The Installer agrees that all runaway accounts will receive immediate attention.
7. The Installer agrees that if any account is responsible for three incidents within a 24-hour period, a technician will respond to determine if the system is in proper working order. An incident shall be defined as any signal requiring operator action.
8. The passcode will be considered proper identification unless otherwise instructed by the Authority Having Jurisdiction (AHJ).
9. Subscribers asking for permanent changes to their accounts will be directed to call the Installer.
10. Programming zones that do not require dispatching (cancels, restores, etc.) is not recommended for Two Way voice accounts - they may seize the line and cause the line to drop.
11. Call Waiting will be disabled on all control panels.
12. Burglar Alarm Dispatches for the same zone will be considered valid for a period of 15 minutes. Any alarms following this time span will be considered as a new alarm and will be handled as such.
13. Subscribers for whom you program cancel zones must know their passcode. For liability reasons no dispatches will be canceled without a proper passcode. If a cancel, open, or other abort code follows an alarm code or reports within 120 seconds, STANLEY Security will log the event to history without verification or dispatch. The only exception to this is when the Authority Having Jurisdiction requests in writing that we disregard the cancel, open, or other abort code following an alarm code. This written request must be on file at the monitoring facility for the account and at the time of the alarm code.
14. Enhanced Call Verification ("ECV") will be used to verify residential and commercial burglary alarms. STANLEY Security will call the primary and a secondary number provided by the dealer for the purpose of ECV prior to dispatch. It is recommended that the secondary number be to someone who will "likely" be familiar with the location (Cellular number for the homeowner or business manager for example). If no pass code or an incorrect pass code is given, the police will be dispatched, and the first available person on the emergency call list will be notified.
15. In the event a panic/hold-up alarm is received, STANLEY Security will immediately dispatch the authorities and notify key-holders.
16. Residential fire alarms will be verified first and if no passcode or an incorrect passcode is given, the first available person on the emergency call list will be notified. STANLEY Security will attempt to cancel residential fire alarms upon proper verification.
17. Commercial fire accounts will be dispatched per NFPA 72. STANLEY Security WILL NOT cancel a commercial fire dispatch but will call the fire department back to advise of any further information obtained.
18. Trouble signals, other than on commercial fire and UL accounts, will be placed on hold status in our software for a period of 15 minutes in order to allow the condition to restore. The Installer will be advised of all non-restored conditions.
19. During heavy storm activity, no action will be taken on trouble conditions on residential accounts.

GENERAL ACCOUNT POLICIES

I. NEW ALARM DEALERS

- 1) Before STANLEY Security can monitor any accounts, this Monitoring Agreement must be filled out in its entirety, dated and signed. After this document is approved by STANLEY Security, the dealer will be issued Dealer Number. This number should be noted on all correspondence, alarm monitoring service agreements and payments.

II. NEW SUBSCRIBER ACCOUNTS

- 1) New account information and/or Alarm System Monitoring Agreement (“ASMA”) must be submitted to STANLEY Security before an account is activated. The account management platform is the preferred method. Correct zone-reporting format is required. If there is an error in the information, we will contact the dealer. The subscriber will not be activated until corrections have been made. All information will be processed into our system within eight hours after it is received.
- 2) Due to requirements for accuracy and to protect both STANLEY Security and the Installer, new account information cannot be accepted by phone unless necessary. If an ASMA is taken by telephone, there will be a \$5.00 charge for calls taken during regular business hours: and \$10.00 for calls taken at any other time. Our regular business hours are 8 am – 5 pm Central Time, Monday - Friday. The preferred method of communication or transmitting account information to STANLEY Security is via the account management platform. It is the responsibility of the Alarm Dealer to maintain copies of the signed ASMAs for all customers for the life of the account and to supply copies of those ASMAs when requested to STANLEY Security for review.
- 3) The alarm dealer should call STANLEY Security and get new account numbers in advance of the installation day. The numbers may be obtained from Data Entry.
- 4) The preferred method of putting an account on test or checking history is through the account management platform. If an internet connection is not available, the Alarm Dealer should call the Central Station prior to testing.

III. CONTACTING THE EMERGENCY CALL LIST

- 1) In addition to the authorities, STANLEY Security will notify one party on the emergency call list after an alarm. This notification may be handled via the Automatic Alarm Handler (IVR). The normal procedure is to notify the first person on the emergency call list. If the first party cannot be reached, the Automatic Alarm Handler will go down the list, in order, until all numbers have been called. The Installer can opt for SMS/Email notifications in place of the Automatic Alarm Handler.
- 2) Customers are encouraged to provide at least four people on their list. This helps to assure that someone can be reached when the first party is not available.
- 3) As a service to the Installer, the Installer can be notified after each dispatch via email.

IV. OPENING – CLOSING SERVICES

- 1) STANLEY Security provides supervised opening and closing reports. Please call Dealer Relations for complete information.

V. AFTER HOURS SUPERVISORY NOTIFICATIONS

- 1) Low priority signals from residential accounts will be held/queued and sent by the Automatic Alarm Handler during normal hours. If email notification is set-up, they will be sent 24/7 and not be held/queued.
- 2) Low priority signals from commercial accounts will be notified 24/7 and not be held/queued.

VI. ADDITIONAL INFORMATION

- 1) If a dealer needs specific details on an alarm based on information from the customer or police, we are happy to provide this information at no charge through the account management platform. If the information is no longer in the system, there is a \$20.00 charge per month to retrieve the data from the archives.
- 2) The preferred method of transmitting new subscriber information to the central station is by entering the information via the account management platform. The ASMA may also be emailed to the central station. It is the responsibility of the Alarm Dealer to maintain copies of the signed ASMAs for all customers for the life of the account and to supply copies of those ASMAs when requested to STANLEY Security for review. Installers not using the ASMA agree to have each Customer to be monitored execute a Customer Monitoring Agreement, in the form approved by STANLEY Security and retain an original copy of such Agreement on file at Installer’s office for the life of the account and to supply copies of those Customer Monitoring Agreements when requested to STANLEY Security for review.

LICENSING

STANLEY Convergent Security Solutions, Inc. is licensed as required nationwide. In addition, our facilities hold UL, FM, and NISPOM certifications. For a complete and current list of our licenses or registrations please contact our Licensing Coordinator at (317) 572-1912.

STANLEY Convergent Security Solutions, Inc. License Information (as of 03-02-2021): AK 1003300; 104891: AL 888, 1278, 1322; 1472, 48682: AZ ROC204975: AR 032977; CMPY.0001911, Regulated by Arkansas Bd of Private Investigators and Private Security Agencies, #1 State Police Plaza Dr, Little Rock, AR 72209 (501) 618-8600: CA 848019 – C10; LCO5911; ACO6055, Alarm company operators are licensed and regulated by the Bureau of Security & Investigative Services, Dept. of Consumer Affairs, Sacramento, CA 95814: CT ELC.0184651-L5: DE 04-158; FAL-0001: FL EF20001345: GA 439701: HI 36390; IA AC-211: ID 015830; 022726-AA-4: IL 127001274: KY 338 (Louisville): LA F1162; F875; F1277; 61931: MA 12737A: MD 107-1828; 259: MI 5103423; 3601207680: MN TS001238: MS 19207-SC; 15024172: MT FPL-BEL-000132: NC 23471-SP-FA/LV; 1839-CSA, Alarm Systems Licensing Bd., 3101 Industrial Drive, Ste 104, Raleigh, NC 27609 (919)788-5320; ND: 35031 Class C Contractor – contract limit not to exceed \$300,000 NH 0424-C; NJ 1074485; 659423; Burglar Alarm Business Lic. # 34BX00022000; NM 374554: NV F401 E350; 0071024; NY 12000293169, Licensed by NYS Dept. of State: OH 53-89-1512: OK 953: OR 161567: PA 032736: RI 9448A; TSC 4996; SC FAC3387; BAC5501: TN 1180; 1448; 1650; 1446; 2026, CE-D 65528: TX ACR2639; ECR1821; B02140: UT 5704068-6501: VA 2705087235A, 11-5481: WA STANLCS925MZ: WV 045298: WI 969322: WY LV-G-23879

Stanley Black and Decker Canada Corporation – License Information (as of 03-02-2021): BC B5693, Security; BC LEL0100990, Electrical; NB 1558100 49 001, Alarm/Burglar; NL 369, Burglar Alarm; QC 2729-5609-51 RBQ (SBDCC); QC 8323-1670-44, RBQ (Alarmcap); QC SE A-0000257/SER A0000257 Security (SBDCC); QC SE20006643, Security (Alarmcap and Microtec); QC 118642, Itinerant Dealers (Alarmcap), SK 508282 (Alarmcap).

ALARM DEALER INFORMATION FORM

COMPANY INFORMATION

Company Name _____

Physical Address _____

City _____ State _____ Zip _____

Mailing Address _____

City _____ State _____ Zip _____

Telephone Number _____ Email _____

State Alarm Dealer License # _____

State Tax Identification # _____ Federal Tax Identification # _____

Organization Type: Corporation _____ Partnership _____ Individual _____ Other _____

PRINCIPAL OWNERS

Owner's Name _____

Home address _____

City _____ State _____ Zip _____

Telephone Number _____ Mobile Number _____

Partner's Name _____

Home Address _____

City _____ State _____ Zip _____

TRADE REFERENCES *Please list three business references and their phone numbers:*

1. Name _____ Telephone Number _____

2. Name _____ Telephone Number _____

3. Name _____ Telephone Number _____

GENERAL INFORMATION

Company Name to Use When Dispatching: _____

Phone number to **give to** your customers: _____

Will you be using these technologies? AlarmNet 2 Way Voice Video

CONTACT INFORMATION

Office Contact Name: _____ Phone: _____ Email: _____

Data Entry Name: _____ Phone: _____ Email: _____

Master Monitoring Agreement

Billing Contact Name: _____ Phone: _____ Email: _____

Invoices and statements are mailed to the mailing address on page one of the Master Monitoring Agreement. Email is available for these invoices and statements. Please check here if you would like your invoices and statements sent to the Billing Contact email address noted above.

REPRESENTATIVES

List all owners, officers and employees who will be in contact with the Central Station for any reason pertaining to your company's accounts. Each representative should have a unique PIN for the Account Management Platform (AMP), that is up to a maximum of 20 characters in length, letters and numbers only. The login is case sensitive. Please indicate below the level of access desired for each representative. All representatives listed will be given access to the Dealer Portal.

1. First Name _____ Middle Initial _____ Last Name _____ PIN _____

AMP? Yes No Access Level: Dealer Technician: Email _____

2. First Name _____ Middle Initial _____ Last Name _____ PIN _____

AMP? Yes No Access Level: Dealer Technician: Email _____

3. First Name _____ Middle Initial _____ Last Name _____ PIN _____

AMP? Yes No Access Level: Dealer Technician: Email _____

4. First Name _____ Middle Initial _____ Last Name _____ PIN _____

AMP? Yes No Access Level: Dealer Technician: Email _____

5. First Name _____ Middle Initial _____ Last Name _____ PIN _____

AMP? Yes No Access Level: Dealer Technician: Email _____

6. First Name _____ Middle Initial _____ Last Name _____ PIN _____

AMP? Yes No Access Level: Dealer Technician: Email _____

7. First Name _____ Middle Initial _____ Last Name _____ PIN _____

AMP? Yes No Access Level: Dealer Technician: Email _____

8. First Name _____ Middle Initial _____ Last Name _____ PIN _____

AMP? Yes No Access Level: Dealer Technician: Email _____

9. First Name _____ Middle Initial _____ Last Name _____ PIN _____

AMP? Yes No Access Level: Dealer Technician: Email _____

10. First Name _____ Middle Initial _____ Last Name _____ PIN _____

AMP? Yes No Access Level: Dealer Technician: Email _____

SIGNAL TYPE INSTRUCTIONS

Please indicate how you would like us to handle the following signal types if different than the STANLEY Security default listed. We have also noted which notifications are subject to notification through the Automatic Alarm Handler (AAH).

	<u>COMMERCIAL</u>	<u>RESIDENTIAL</u>
Access Control	<i>Log Only</i>	<i>Log Only</i>
	_____	_____
Burglary	<i>Primary / Secondary / Dispatch / Call List (AAH)</i>	<i>Primary / Secondary / Dispatch / Call List (AAH)</i>
	_____	_____
Bypass	<i>Log Only</i>	<i>Log Only</i>
	_____	_____
Cancel	<i>Log Preceding Alarm if received within 2 minutes</i>	<i>Log Preceding Alarm if received within 2 minutes</i>
	_____	_____
Default	<i>Log Only</i>	<i>Log Only</i>
	_____	_____
Environmental	<i>Primary / Secondary / Call List (AAH)</i>	<i>Primary / Secondary / Call List (AAH)</i>
	_____	_____
Fire	<i>Dispatch / Primary / Secondary / Call List</i>	<i>Primary / Dispatch / Call List</i>
	_____	_____
Fire Supervisory	<i>Primary / Secondary / Call List (AAH)</i>	<i>Primary / Secondary / Call List</i>
	_____	_____
Fail to Close	<i>Primary / Secondary / Call List (AAH)</i>	<i>Primary / Secondary / Call List (AAH)</i>
	_____	_____
Fail to Open	<i>Primary / Secondary / Call List (AAH)</i>	<i>Primary / Secondary / Call List (AAH)</i>
	_____	_____
Medical	<i>Primary / Dispatch / Call List</i>	<i>Primary / Dispatch / Call List</i>
	_____	_____
Miscellaneous	<i>Dealer</i>	<i>Dealer</i>
	_____	_____
Not Defined	<i>Dealer</i>	<i>Dealer</i>
	_____	_____
Open/Close	<i>Log Only</i>	<i>Log Only</i>
	_____	_____

Master Monitoring Agreement

Panic..... *Dispatch Only / 30-minute Hold / Call List*

Dispatch / 30-minute Hold / Call List

Receiver *Dealer*

Dealer

Restore..... *Log Only*

Log Only

Runaway Signals.... *Dealer*

Dealer

Service *Dealer*

Dealer

Supervisory *Log Only*

Log Only

Test..... *Log Only*

Log Only

Trouble *Primary / Secondary / Call List (AAH)*

Primary / Secondary / Call List (AAH)
