



2178 Washington Blvd
Ogden, UT 84401

5911 Orchard St West
Tacoma, WA 98467

**CONTRACT MONITORING SERVICES
NEW DEALER INFORMATION AND PROCEDURES**

Company _____ **Dealer # Assigned** _____

Address _____ **City** _____ **State** _____ **Zip** _____

Mailing Address _____

Owner / Contact Name _____

Business Phone Number _____ **Fax Number** _____

Email Address _____

(This will be used for account notification, i.e. missed timer test, low battery, etc.)

Tax ID # _____

How many accounts will we be monitoring for you at this time _____

Initial accounts to be moved from another Central Station, if any _____

Estimated new accounts per month _____

Standard On Call Procedures

(Please note on the lines below any changes you would like made to the standard on call procedures.)

SERVICE ISSUES DURING BUSINESS HOURS MONDAY-FRIDAY

Customer will be directed (provided phone number) or transferred to the business number

Business Hours _____

AFTER HOURS EMERGENCY ON CALL

Customer will be directed (provided phone number) or transferred to the business number or other contract name and phone number listed below

AFTER HOURS NON-EMERGENCY CALL

An email will be sent to the business with name, call back number, and detailed problem for the next business day

Non-Emergency Call Email Address _____

Employee/Tech ID or Passcodes:

(Your dealer number will automatically be set up as a valid code.)

Name	Passcode/ID #
1.	
2.	
3.	
4.	

MasWeb

(This is to access your accounts online at www.ag-ul.com.)

User Name	Passcode	Full Access (Access To Update Account)	Restricted Access (View Only Access)
1.		<input type="checkbox"/>	<input type="checkbox"/>
2.		<input type="checkbox"/>	<input type="checkbox"/>
3.		<input type="checkbox"/>	<input type="checkbox"/>
4.		<input type="checkbox"/>	<input type="checkbox"/>

Customer Changes: All changes are to go through the Dealer
 Monitoring Center can take changes from customer with valid passcode

Incorrect Information on Customer Account: Notify Dealer only
 May notify customer

Local Requirements for Monitoring:

False Alarm Ordinances: Yes No
State Monitoring Licensing: Yes No
Local Monitoring Licensing: Yes No
Alarm Permits: Yes No
UL Listed (Certificated): Yes No

Panel Types Used _____

Formats Used: CID SIA 4X2 OTHER _____

Standard Reports

(Please select frequency. If no option is selected, the report will be set up as Weekly and will be sent each Monday.)

Did Not Test Daily Weekly Monthly
Day(s) of week/month _____

Timer Test With Trouble Daily Weekly Monthly
Day(s) of week/month _____

Wrong & Disconnect Daily Weekly Monthly
Day(s) of week/month _____

Please indicate any additional reports that you would like to receive _____

Monthly Statement

Would you like to receive your monthly statement by: Mail Email

If email, please list which email address you would like it sent to _____
(For security reasons, only the invoice will be emailed. You will be given access to view the detail account information online at www.ag-ul.com.)

*Additional paperwork AvantGuard would like to receive for your file:

Certificate of Insurance (Naming AvantGuard Monitoring Centers as an additional insured.)
Copy of Business License(s)

PROCEDURAL REVIEW

(*Note: General instructions will override procedures.)

Residential & Commercial Burglary Alarm (Enhanced Call Verification)

Verify with site. Verify with first responsible party (RP). Dispatch Police Department (PD) if necessary. Notify the remaining RP's.

Residential & Commercial Burglary Alarm with Guard Service

Verify with site. Verify with RP's. Dispatch Guards if necessary.

Burglary Alarm with Abort / Cancel / Open

Verify with site. Wrong/no code given, dispatch Police or Guards Two attempts will be made to contact site, if no answer both times, no further action will be taken per the electronic signal.

Residential Fire Alarm

Verify with site. Dispatch Fire Department (FD) if necessary. Notify an RP.

Residential Fire Alarm (Waterflow)

Dispatch FD. Verify with site. Notify an RP.

Commercial Fire Alarm

Dispatch FD (in accordance with NFPA 72). Verify with site. Notify an RP.

Residential Duress Alarms (Panic / Keypad Alerts / Hold-up)

Verify with site. Dispatch PD if necessary.

Commercial Panic / Duress / Keypad Alerts / Hold-up Alarms

Dispatch PD, no further action will be taken.

Elevator/Call Boxes

Call site and advise. If no answer, notify an RP. If needed dispatch FD. Call elevator number back, if available, and alert passenger help is on the way. If you get a busy signal try 3 times.

Residential & Commercial Medical Alerts

Verify with site. Dispatch Emergency Medical Services (EMS). Notify an RP.

Residential & Commercial Trouble Signal (AC Loss, Low Battery, General)

Hold trouble until a convenient time. Verify with site. If no answer or wrong/no code, leave a message. Notify an RP. If a Low Battery is received after an AC Loss, an immediate attempt to notify the site or an RP will be made.

*Note: Troubles may be disregard if restored.

**Note: AC Loss signals may be disregard if related to a storm in an area.

Residential (Waterflow) & Commercial Fire Trouble Signals

Hold trouble for ten minutes. If no restore, verify with site. If no answer or wrong/no code, leave a message. Notify an RP. If still not restored within four hours, notify site or RP's again and send an email to the alarm company (Dealer).

Residential & Commercial Environmental (Temperature/Freezer/Cooler)

Verify with site. If there is no answer or wrong/no code, leave a message. Notify an RP.

*Note: A notification will be made to the RP's even if the alarm has restored.

Carbon Monoxide

Call site and advise "Move outside & wait for the FD". Dispatch FD. If no contact at site, notify an RP to meet. Update FD.

Not Opened Per Schedule / Offtime Closes

Notify RP's.

Not Closed Per Schedule / Offtime Opens

Verify with site. If no answer or wrong/no code is given then notify RP's. Dispatch PD if RP's can not be reached.

Undefined Signals

Verify with site. Notify Dealer. If unable to reach site or dealer, treat signal as a burglary. Notify RP's.

Did Not Test / Test Received With Trouble / Wrong & Disconnects

The dealer will be notified.

Accounts New

An incomplete data report will be sent to the dealer if there are any accounts that have gone on line within the last three business days that may be missing critical data.

Your Signature

Date

Please Print
Your Name

Dealer Number