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Using the Central Station Administration Handbook

In This Section
- Introduction
- Who Should Use the Central Station Administration Handbook
- How to use this Handbook
- Overview of AlarmNet

Introduction

The AlarmNet Administration department handles non-technical issues that occur at the Central Station level. Due to the nature of the relationship between a Central Station and any service provider, there are certain procedures that need to take place in order to make sure that services are being provided properly and are invoiced correctly. This Handbook is designed to be a guide for the back-office needs associated with AlarmNet, including the handling of subscriber contracts, cancellations, and answers to billing questions. You should contact the AlarmNet Administration department in order to:

Central Station Services
- Open a new AlarmNet Central Station
- Add a new AlarmNet service to your existing Central Station
- Reconfigure the setup of your existing AlarmNet Central Station

Subscriber Accounts
- Add new AlarmNet subscriber account numbers
- Remove an AlarmNet subscriber from service
- Resolve any questions regarding invoices or reports
- Resolve most questions regarding activation or canceling of accounts

Who Should Use the Central Station Administration Handbook?

In general, many companies assign one person to be responsible for coordinating AlarmNet activities. However, subscriber maintenance may affect many different departments belonging to the Central Station or its dealers. You should make sure that everybody involved is familiar with each aspect of the operation.

NOTE: The categories below are used for convenience. The recommendations may not be completely accurate for your particular company. Please read all of the requirements to make sure all of the responsibilities are handled.
Data Department

The data department enters account information for subscribers. Generally, this department will also:

- Maintain AlarmNet *Subscriber Communications Agreements* (file or send to AlarmNet as needed).
- Handle subscriber account changes such as account cancellation, subscriber moved, a new customer moves into the premises, or an account is sold to or purchased from another Central Station.

Subscriber ID numbers need to be given to installers or dealers to program into the transmitters they will install. These account numbers need to be in the AlarmNet system before they can be programmed into an AlarmNet transmitter. The data department needs to:

- Assign account numbers for subscriber installations.
- Know what numbers are available for new installations (using the *Monthly Central Station Report*).
- Track how many total account numbers are reserved with AlarmNet for each type of transmitter.
- Request more Subscriber ID numbers from AlarmNet as needed.

Sales (Central Station or Independent Dealer)

Salespeople need to make sure that they:

- Confirm network coverage for transmitters before they are sold.
- Understand the AlarmNet *Subscriber Communications Agreement* and have it signed by the subscriber.

Installer (Central Station or Independent Dealer)

The installer needs accurate information to properly program into the transmitter, as it may affect the subscriber’s monthly charge from AlarmNet. This information includes:

- AlarmNet City (Network) ID, Central Station ID, and Subscriber ID.
- The correct supervision interval.
- Other programmable options (such as Open/Close Reporting).

Service (Central Station or Independent Dealer)

The service department may need to:

- Address any problems with transmitters not being supervised or heard properly (per the *Weekly Status Report*).
- Confirm programming changes: As with the original installation, changes to the supervision interval, or to any message options (such as Daily Test or Open/Close) may affect the subscriber’s monthly charge from AlarmNet.
- Swap out a defective AlarmNet transmitter.

Accounts Receivable / Billing Department

The accounts receivable department should check the *Weekly Status Report* to ensure that your subscriber or dealer will be invoiced properly for their accounts.
 Accounts Payable
AlarmNet invoices should be checked each month to determine that the proper subscribers are being invoiced.

- Confirm that the proper number of accounts is on the AlarmNet bill.
- Cancel inactive accounts that should not be billed.
- Address any billing issues with regard to additional charges or surcharges.

How to Use This Handbook
There are five sections as well as appendices to this handbook. Rather than simply tell you what all the parts are and let you try to figure it out how they go together for yourself, the handbook is sectionalized in the order in which you will need it when you are doing a radio installation. If you need to know how to complete a particular step, how to fill out a form or read a report, what a particular document or report is used for, or what we mean by a certain word or phrase, you will be referenced to the appropriate section. This way you don’t have to wade through a lot of detail just to understand the basics.

Overview of AlarmNet
What is AlarmNet?
AlarmNet is a family of communications networks that are designed to ensure the safe and accurate delivery of alarm messages to a Central Station, over and above the insecurity and unpredictability of ordinary telephone lines. AlarmNet has expanded service to cover virtually all of North America, including Canada. It has proven itself to be a highly reliable, cost effective solution to the problem of cut or out-of-service phone lines. AlarmNet is recognized by Factory Mutual (FM), California Fire Marshall (CFM), the NYC Board (MEA), and Underwriters Laboratories in the U.S. (UL) as well as Canada (ULC).

What are Symphony and Symphony Data Services?
Symphony products are sophisticated communication devices that are compatible with Ademco controls. Symphony Data Services are consumer services supported by Symphony products that provide Internet content, subscriber information, and alarm control system access.

What is an AlarmNet Network?
An AlarmNet “network” is a collection of radio towers, computer systems, and other communication devices that is designed to securely deliver messages from one place to another. AlarmNet currently uses four types of networks, AlarmNet-A, AlarmNet-M, AlarmNet-C, and AlarmNet-i. Each is defined by a technology, channel or frequency, as well as its own geographic area (although some networks completely overlap others). Each network requires its own type of transmitter, and each transmitter may have slightly different features. You should become familiar with the different types of subscriber equipment, and know which service is available at the location where the transmitter will be installed. Coverage for AlarmNet radio networks can be found on the Internet at www.alarmnet.com and clicking the “coverage” link.

The AlarmNet-A networks are owned and operated by AlarmNet, Inc., and are the original networks built by AlarmNet. Each “A” network covers an extended metropolitan area. For example, the AlarmNet New York network includes New York City as well as all of Long Island and parts of New Jersey, Westchester, and Connecticut. These networks were essentially designed to send alarm signals from one place to another but only to and from areas inside that network’s own geographic area. Because of this characteristic, you will see that the AlarmNet-A networks function differently than those that were added later on.

Later, AlarmNet initiated strategic partnerships with other commercial radio network providers to increase coverage and provide more services for its network users. Two nationwide network services were created. These were called AlarmNet-M (using the Mobitex network) and AlarmNet-C (using Control-Channel Cellular technology). AlarmNet-i was also created, using the Internet as a means of communication. The AlarmNet Network Control Center (NCC) is a secure, redundant network control facility into which all four networks are integrated.
Generally, AlarmNet-C is the most commonly used service. It has the greatest coverage area, is the easiest to install, uses the lowest cost transmitter, and has the least expensive service. However it is not listed for UL Commercial installations. AlarmNet-M, AlarmNet-i, and AlarmNet-A are UL listed for Commercial installations, but AlarmNet-A is only available in selected areas, and has stricter installation standards. AlarmNet-M is more widely available, but the equipment and monthly service costs more. AlarmNet-i service is far less costly, but requires a broadband Internet connection at the premises. The service you select will depend on the service available and your customer’s needs.

**How does AlarmNet Work?**

**At the Subscriber’s Premise**

The transmitter is commonly wired to the alarm control, and may be remotely located in order to improve signal strength. Most transmitters are compatible with nearly any control on the market today. Depending on the equipment used, the transmitter may be wired to the control panel in one of two configurations:

1. In “Zone mode”, the transmitter is triggered either by dry contact or voltage trigger from the alarm control (such as from the bell output). The transmitter will send an alarm message in Ademco High Speed Format based on the radio input that was triggered or restored.

2. In “ECP mode”, certain transmitters may be wired to a compatible Ademco alarm control using the keypad / ECP data bus. In this mode, the transmitter is capable of sending Ademco Contact ID format. When using ECP mode, there are a few things you should know:
   - ECP mode will only work with selected transmitters and compatible controls. Check the installation instructions to be sure the equipment you are using is compatible before you quote the job.
   - There may be additional charges for reporting of open/close or daily test alarms. In ECP mode, the transmitter will send what the panel tells it to send, and these extra charges may be incurred automatically. Check the installation instructions or contact AlarmNet TAC to avoid unnecessary charges.
   - Even if the transmitter will be sending Contact ID format, the network will still send other messages in Ademco High Speed format. Make sure that your receiver, line card, and automation system is capable of handling both formats.

**AlarmNet-A**

There are two types of AlarmNet-A subscriber radios; One-Way radios check in at regular intervals, while the network polls Two-Way radios. The AlarmNet-A network tracks these signals for supervisory purposes.

For alarm reporting, the alarm panel or some other event (tamper, line fault) triggers the radio to send a message. A nearby radio tower hears the message. Reliability is assured by repeating alarm transmission 60 times. The network identifies the radio and the Central Station to which it belongs by a Central Station ID. The alarm is then relayed to the Central Station receiver directly, if it is within the same network, or through the AlarmNet NCC if outside that network. The AlarmNet-A networks are self-contained and operate independently of the NCC unless a message needs to be delivered outside the network.

**AlarmNet-M, AlarmNet-C, and AlarmNet-i**

Alarm messages originating from AlarmNet-M radios are routed through the Mobitex network to the AlarmNet NCC and then on to the appropriate Central Station.

The AlarmNet-C radio connects to the control channel of the local cellular provider as if it were an ordinary cell phone, but it is capable of sending alarm data in place of the destination (called) telephone number. The cellular network then forwards the packet to the AlarmNet NCC, where it is
sent through a different network to the appropriate Central Station (AlarmNet-C networks are presently used to receive alarm messages but cannot send them).

AlarmNet-i transmitters send alarm messages through the Internet to the AlarmNet NCC, where they are then sent on to the appropriate Central Station.

Subscribers of all networks are fully supervised. The network monitors the status of the transmitter based on its known supervision interval, and reports failures to the Central Station as a “Comm Fail” or failure to communicate. In addition, all networks verify all message paths to ensure that alarm communications are successfully delivered to the Central Station receiver.

**AlarmNet ID Numbers**

AlarmNet properly delivers messages through use of ID numbers that are programmed by the installer.

All AlarmNet transmitters are programmed with three sets of ID numbers that uniquely identify the transmitter. These numbers tell the network where to send the message and identify the transmitter to the Central Station. They are:

1. The “City ID” (or “Network ID”) identifies which network the Central Station belongs to. See the *Network ID Table* for a list of AlarmNet Network ID numbers. *(Note: AlarmNet-A radios are not programmed with the Network ID because those networks were originally designed only to send signals within their own networks. National coverage from the AlarmNet-A network is accomplished by special routing that is assigned to a particular Central Station.)* *(See The AlarmNet ID table in the Reference Section for a complete list of Network ID numbers)*

   You will notice that Central Stations on AlarmNet-A Networks have Network ID numbers from 01 up to 34. Also shown in the table are odd/even, A/B, and channel assignments. This information is necessary when programming certain AlarmNet-A radios.

   AlarmNet-A networks are physically defined by the geographic location of radio towers. Any AlarmNet-A radio that operates in an AlarmNet-A network must be programmed to an AlarmNet-A Central Station ID within that physical AlarmNet-A network. Non AlarmNet-A Central Stations have Network ID’s beginning at 99 and below. These Network IDs are somewhat arbitrary, and have no physical definitions.

   Regardless of the network, with the proper routing configuration, any type of Central Station on any AlarmNet network can receive signals from any type of AlarmNet transmitter anywhere in the country.

2. The “Central Station ID” number *(you may see this abbreviated as “C/S ID”)* is a two-digit hexadecimal number that identifies the Central Station in that network. *(Hexadecimal numbers are base-16 numbers that use the letters A through F). The combination of the Network and C/S ID tell the network where to send alarm messages for a particular transmitter. The C/S ID can be from “01” through “FF”.

3. The transmitter is also programmed with a four-digit “Subscriber ID” number. This decimal number is displayed on the Central Station receiver, and tells the operator or automation system which customer the transmitter belongs to. Subscriber ID numbers can be in the range from “0002” through “9994” inclusive. *(0000 and 0001 are reserved for Central Station receivers, 9995 through 9999 are reserved for test accounts.*) Mathematically speaking, each Central Station ID number can have almost 10,000 subscriber accounts.

   For example: A transmitter programmed as “01-99-1234” is in the 01 network (New York Metro area), belongs to Central Station # 99, and will show up as account # 1234 on the receiver. *(Note: The network will send alarm messages for each Network-C/S ID to a one particular line card, so there is a direct one-to-one correspondence between the Network-C/S ID and the line card number for your accounts.)*
Your Central Station Connection

A Central Station only needs one connection point to any AlarmNet network to use any network services. There are currently two types of Central Station service that AlarmNet provides:

**Internet (AlarmNet-i)**

AlarmNet-i provides a fast, feature-rich connection to the Central Station using a broadband Internet connection. The service is UL listed when used with a backup communications media such as (800) Plus and the receiving equipment is relatively inexpensive.

**RF (AlarmNet-A, AlarmNet-M)**

RF (Radio Frequency) delivery means that the Central Station is directly connected to the AlarmNet RF network via a live radio link to either the AlarmNet-A or AlarmNet-M network. Message delivery via RF requires the purchase and installation of two C/S Transceivers, two 685-5N line cards, and two Ademco 685’s. RF delivery is UL Listed for Commercial services and Fire, is highly secure, supervised, redundant, fault tolerant, and is the fastest delivery provided by AlarmNet. AlarmNet VPN service can only be provided using RF delivery.

**(800) Plus**

(800) Plus provides a low cost connection to the Central Station using one or more existing toll free telephone lines. This connection is slower than the RF service, is not supervised, and is not UL listed, but also does not require the large capital investment in equipment that the RF service requires.

**AlarmNet VPN**

AlarmNet VPN, or Virtual Private Network is available to customers with specific needs. Utilizing the AlarmNet-M network, this specialized equipment allows a Central Station to uniquely identify up to 64 different lines on one receiver. VPN offers solutions for companies that have acquired multiple systems with existing AlarmNet subscribers, or who need to partition specific customer types by line for accounting or administrative purposes. VPN is only available to customers using AlarmNet-M RF service.
Installing a Radio

The Installation Process

Before Considering a Radio Installation

These paragraphs include some steps that need to be taken before someone visits a customer to sell them an AlarmNet transmitter.

1. Reserve Subscriber Account Numbers with AlarmNet

Refer to the Request for Subscriber Account Numbers form in Section 5. AlarmNet Subscriber Documents and Forms.

The network will not recognize an AlarmNet transmitter unless its Subscriber ID number has already been loaded into the AlarmNet database. Therefore, before a transmitter is installed, you need to tell AlarmNet what range of account numbers you will be using.

Changes to the on-line database are done once a week at AlarmNet, so please give us at least one week’s notice for new numbers or any other changes to take effect. We also recommend that you limit your request for numbers to a month’s worth of installations: This will keep message traffic flowing efficiently, and limit the size of your reports.

For new Central Stations that are using RF delivery, numbers are pre-assigned. Central Stations using (800) Plus or VPN service must select numbers themselves. This is because, in these cases, AlarmNet will send signals into an existing line card with existing accounts. The Central Station must select a group of numbers that does not conflict with existing numbers.

To request a group of account numbers, simply complete a Request for Subscriber Account Numbers form and fax it to AlarmNet. Please allow a week for the numbers to be available for use.

2. Distribute Blank AlarmNet Subscriber Contracts To Salespersons

Refer to the Subscriber Communications Agreement and AlarmNet-A Request for Service forms in Section 5. AlarmNet Subscriber Documents and Forms.

The contract that was signed when your company became an AlarmNet Central Station specifies that if the AlarmNet Subscriber Communications Agreement has not been obtained from the end user, then the Central Station will indemnify AlarmNet. This essentially means that the Central Station will assume responsibility if the AlarmNet Subscriber Communications Agreement is not signed. Making sure the user signs the AlarmNet Subscriber Communications Agreement will protect the Central Station as well as AlarmNet from unnecessary exposure to liability.

Your dealers, installers, or salespeople will need to get an AlarmNet Subscriber Communications Agreement signed by the subscriber. Therefore, you should make sure that the proper Subscriber Communications Agreement agreements have been distributed to them ahead of time.

Each Subscriber Communications Agreement has the Network-C/S ID pre-printed on the document, with a space for someone to write in the transmitter’s Subscriber ID number. This sequence should be the same set of numbers that the radio is programmed with. AlarmNet will not be able to reference the number in its database for data entry, or if you have questions regarding it if it is not.

Fill out the Subscriber Communications Agreement and have it signed according to the instructions in Section 5. AlarmNet Subscriber Documents and Forms. Once the Subscriber Communications Agreement is signed, it should be delivered to someone at the Central Station for processing.
3. Determine Network Coverage and Specify Appropriate Transmitter

Refer to Coverage in Appendix C for instructions on how to access coverage information.

The service type and available network will dictate what transmitter equipment must be used, and will therefore affect the estimated cost of the installation as well as the monthly service charge.

In order to quote an accurate price for an installation, the salesperson will need to know:

- What type of service the customer needs (e.g. 24 hours, UL, Fire).
- What AlarmNet network is available at the premise.

The salesperson visiting the subscriber location should determine whether or not there is AlarmNet network coverage at the premise, and what type of network is present before visiting the customer. At the customer’s premise, a test tool should be used to confirm the quality of AlarmNet radio network coverage on site, before the customer is sold a radio service.

Putting a Radio Account On Line

1. Get Contract Signed

Refer to Subscriber Communications Agreement and AlarmNet-A Request for Service forms in Section 5. AlarmNet Subscriber Documents and Forms for instructions on how to complete these forms.

What if the subscriber doesn’t want to sign AlarmNet’s Subscriber Communications Agreement?

If the user does not wish to sign the AlarmNet Subscriber Communications Agreement, AlarmNet does not mandate that a Subscriber Communications Agreement be signed in order to receive service. As mentioned earlier, the Central Station assumes responsibility if the AlarmNet Subscriber Communications Agreement is not signed. However, for AlarmNet-A radios without a signed Subscriber Communications Agreement, you will need to send in a completed AlarmNet-A Request for Service form. AlarmNet needs to have the subscriber’s name and address in its database in order to comply with FCC requirements. The AlarmNet-A Request for Service form is completed by the Central Station (not the subscriber) and will allow the subscriber account to proceed through the AlarmNet-A supervision assignment process.

For any other AlarmNet services, if a Subscriber Communications Agreement cannot be obtained, no further action is necessary. However, it is important to note that in any case where there is no Subscriber Communications Agreement, the terms of the Central Station agreement apply, and the Central Station is responsible to indemnify AlarmNet. (Note: Refer to Section 4.4 of your Central Station Agreement.)

Once the installation is confirmed and a Subscriber Communications Agreement has been signed, the salesperson or dealer should deliver the Subscriber Communications Agreement back to the Central Station for processing.

2. Assign an AlarmNet Subscriber ID to the Installation

From the block of accounts previously requested from AlarmNet, a Subscriber ID must be assigned to the subscriber. Make sure the correct Network ID and Central ID is used. The Subscriber ID must be entered on Subscriber Communications Agreement or AlarmNet-A Request for Service form and also must be given to the installer in order to program the transmitter.

Some companies using (800) Plus service prefer to use a subscriber account number that matches the alarm control’s dialer account. This may mean that you will not be requesting a sequential block of numbers, but rather a list if discrete accounts that you will be installing in the near future. This is perfectly satisfactory as long as you can allow a week’s notice to have the numbers activated with AlarmNet.
3. Central Station Processes the AlarmNet Contract

Refer to Section 5. AlarmNet Subscriber Documents and Forms for instructions on how to complete these forms.

The Subscriber ID must be entered on the Subscriber Communications Agreement or AlarmNet-A Request for Service form. Double check to make sure that the Network ID and Central Station ID is correct as well. Also make sure that the AlarmNet options are properly selected.

**AlarmNet-A**

Fax the completed, signed Subscriber Communications Agreement or AlarmNet-A Request for Service form to AlarmNet if no counter-signature is required. If the customer does want their agreement dually executed, then you should send an original and a copy of the agreement to AlarmNet (be sure to include the first and second page). The copy will be returned dually executed, while AlarmNet will keep the original.

If the subscriber has not signed a Subscriber Communications Agreement, the Central Station should fill out and sign an AlarmNet-A Request for Service form and send that to AlarmNet instead of the Subscriber Communications Agreement.

It is recommended that the Central Station keep copies of any paperwork for reference.

**AlarmNet-M, AlarmNet-C, or AlarmNet-i**

Since the AlarmNet-M and AlarmNet-C networks are mobile networks and are not owned and operated by AlarmNet, the FCC requirements differ from AlarmNet-A, and AlarmNet does not require Subscriber Communications Agreements to be sent. The same is true for AlarmNet-i. For these subscribers, the Central Station must safely maintain a copy of the Subscriber Communications Agreement in their files. Any and all AlarmNet Subscriber Communications Agreements must be made available to AlarmNet at its request.

If this customer wants their Subscriber Communications Agreement dually executed, then you may send the Subscriber Communications Agreement to AlarmNet (be sure to include the first and second page). It will be returned dually executed.

4. Installer Confirms Network Availability

**For Radios** - Refer to the appropriate technical manual for how to check signal strength for any particular radio.

- If the signal strength is adequate for the radio’s location, the installer may proceed to install the radio.
- If the signal strength is insufficient, the installer should relocate the radio to a better location.
- If there is no adequate location where the radio will work properly, the installer should check to see if another AlarmNet network service is available. In this case, a different radio will need to be used. This will mean a change in the cost of the equipment and the monthly service charges. It will also require a different subscriber ID number and possibly a different subscriber contract.

**For Internet Devices** – Make sure the Internet device can be connected to a continuous broadband connection, with port 80 available (DCHP or Static IP). Internet connection is available.

5. Install the Transmitter – Billing and Supervision Begin

Refer to the appropriate technical manual for the actual installation procedure and programming.

After the transmitter is installed, it will automatically become billable. Depending on the type of transmitter and how it is programmed, it may also be eligible for supervision.
**AlarmNet-A**

**Billing Process**

With AlarmNet-A, invoicing is determined based on a radio’s activity in the network. The monthly charge is based on the service level selected on the *Subscriber Communications Agreement* or *AlarmNet-A Request for Service* form.

- Any AlarmNet-A radio is considered billable once the network identifies it as “Active”.
- “Activity” is determined on a weekly basis. If a radio has transmitted for two days during any given week, it is considered “Active”.
- If during the next two weeks, that same radio is not heard from, it is no longer considered active, and the account will be “Deactivated” and will not be invoiced unless it is activated again.
- If, on the other hand, the radio continues to be heard by the network during this same two-week period, it cannot be automatically “Deactivated”, and it will be invoiced each month until a Request for Cancellation for that radio is sent from the Central Station and processed by AlarmNet.

If a billing cycle occurs any time while the radio is considered “Active” it will be invoiced. All AlarmNet-A accounts (whether supervised or not) are billable from the day that they were activated by the network.

AlarmNet should receive an AlarmNet-A *Subscriber Communications Agreement* or *AlarmNet-A Request for Service* form once the radio has been activated. If a signed *Subscriber Communications Agreement* or *AlarmNet-A Request for Service* form is not received after two months of activity, an additional charge is incurred. A brief explanation follows:

AlarmNet-A radios send check-in signals every hour. These are called diagnostics, and are sent to the Central Station while the radio remains unsupervised. The radio is not eligible for supervision until a *Subscriber Communications Agreement* or *AlarmNet-A Request for Service* form is received and entered by AlarmNet. If neither the *Subscriber Communications Agreement* nor *AlarmNet-A Request for Service* form is received after a two-month period, AlarmNet charges an additional fee for maintaining the diagnostic signals for an extended period, and for the additional exposure and administrative overhead associated with not having a contract or subscriber information. **All AlarmNet-A accounts that have been active for more than 60 days without a Subscriber Communications Agreement or AlarmNet-A Request for Service form will incur an additional surcharge.**

The rate at which an AlarmNet-A radio is invoiced will depend on whether the radio is a One-Way or a Two-Way radio, and also on the interval that the network is supervising the radio. The AlarmNet data entry department, as selected on your AlarmNet-A *Subscriber Communications Agreement* or *AlarmNet-A Request for Service* form, enters the supervision interval. Refer to *Section 3. AlarmNet Subscriber Documents and Form* for instructions on how to select the options on the *Subscriber Communications Agreement* or *AlarmNet-A Request for Service* form.

Additional monthly charges may be incurred if the radio is programmed to send Open/Close or Daily Test messages. In addition, if the Central Station ID is configured to send signals outside of its own network, it may incur Inter-City Communications (ICC) charges for each signal it sends. Installers should keep this in mind when programming a radio, and configuring it for redundant reporting, or when using Contact ID.

**Supervision Process**

The supervision process for AlarmNet-A radios is dramatically different and more complex than the process for AlarmNet-M or AlarmNet-C radios. Supervision begins once the radio is considered “Active” by the network, and AlarmNet receives either a *Subscriber Communications Agreement* or *AlarmNet-A Request for Service* form. Any such radio is considered eligible for supervision. The
supervision process for AlarmNet-A may take up to a week or more! However, during this time, the network will continue to deliver alarms for any radio it hears from whether or not it is supervised or pending supervision.

For One-Way radios, the process occurs on a weekly basis, when the network evaluates the signal strength of all such eligible radios. If one or more towers hear the radio with sufficient signal strength, the radio may be assigned to one or two of those towers for supervision.

If the AlarmNet-A radio is a Two-Way radio, the installer must call the AlarmNet TAC to have the radio assigned to two towers for supervision. Once an AlarmNet technician approves a tower assignment for the radio, it will be logged and applied during the next network update the following week.

All supervision assignments will take effect during the next update to the on-line database the following week. Therefore, any supervision assignment for AlarmNet-A radios will take at least one to two weeks to become effective. Before an AlarmNet-A account is assigned supervision, the network delivers periodic check-in signals transmitted by the radio. After the account is supervised, the network no longer sends this diagnostic data. Instead, any supervised accounts that fail to communicate will be reported to your Central Station as a communication failure or “Comm Fail”. Please note that even if the radio is not being supervised, alarm messages will be transmitted through to the Central Station by the network.

**AlarmNet-M, AlarmNet-C, and AlarmNet-i**

**Billing and Supervision**

With AlarmNet-M, AlarmNet-C, and AlarmNet-i, billing and supervision are both determined based on how the installer programmed the transmitter, and is effective at the time the transmitter is registered on the network. The monthly charge is based on the service level and other options programmed into the transmitter.

After an AlarmNet-M, AlarmNet-C, or AlarmNet-i transmitter is programmed, the installer will need to “Register” it using the 7720P programmer, or by triple-clicking the test button if using a programmerless registration. The transmitter will not be able to transmit messages until it is registered. Once the transmitter is registered, three things happen:

- It is considered “Active” by the network. This means that it will be invoiced each month until a Request for Cancellation form for that subscriber is sent from the Central Station and processed by AlarmNet. The monthly charge will be determined by the supervision interval and any other options programmed by the installer.
- It will begin to be supervised at the programmed interval.
- The subscriber account will be locked to that particular device, and another transmitter will not be able to use that particular Subscriber ID. If this particular transmitter malfunctions at any time and it becomes necessary to exchange it with a new one, you will need to contact the AlarmNet TAC for support in doing so.

### 6. Confirming Installation Status

**Subscriber Status Reports**

Refer to Section 6. AlarmNet Reports for details on how to read and respond to each report.

After the transmitter is installed, it is important to review the reports sent by AlarmNet. These reports will let you know when AlarmNet recognizes the installation, and give you advanced notice as to how the account will be supervised and invoiced. The Weekly Status Report is especially important for those Central Stations that wholesale their service to independent dealers. This report will confirm how the transmitter has been programmed and what rate you should be charging your customers.
AlarmNet produces three periodic reports for its services, each of which contain important information about your accounts. These reports may be faxed or mailed to your Central Station. They are:

- The Weekly Status Report - Shows recent changes to the status of subscribers, such as new activations, deactivations, and changes to supervision status.
- The Monthly Central Station Report - Shows technical information for all subscriber numbers assigned to the Central Station: active, deactivated, or available for use.
- The Monthly Invoice and Detail - Shows the total amount of your monthly services, and the breakdown of charges for active subscribers.

Each report is discussed in more detail the following paragraphs. For detailed information regarding any terms or descriptions refer to Section 6. AlarmNet Reports.

**Weekly Status Report**

The Weekly Status Report provides information only about new and recent changes to your radio accounts. This report includes three important types of information regarding your AlarmNet subscribers:

- New activations
- Deactivations
- Changes to service

Specifically, the Weekly Status Report provides a listing of:

- Any AlarmNet-A accounts that have been assigned supervision since the last report, and the Primary and Secondary nodes to which they were assigned.
- Active AlarmNet-A accounts which could not be supervised and the reasons why they are not.
- AlarmNet-A accounts that have been Re-activated or Deactivated.
- Accounts that have had their supervision interval changed in the past 30 days.
- Accounts that have been cancelled during the past 30 days.
- Accounts that have been in Communications Failure for two or more consecutive supervisory periods.

Note that the Weekly Status Report does not indicate all of your accounts. It is revised weekly and maintains the most current information on the accounts shown. Also note that once an account has been activated it may not appear on later reports unless its supervision is changed or the account is cancelled. Therefore, it is important to review the report on a regular basis, since newly activated or supervised accounts may only appear once. The report comes with a cover sheet that defines different events, and offers suggested actions for each. If you have any questions about what to do, call AlarmNet at (800) 222-6525.

**AlarmNet-A**

An AlarmNet-A account is considered to be “Active” if the network has detected its signals for at least two days during any week. Once an account is Active, it will be supervised if it meets the following criteria:

- A Subscriber Communications Agreement or AlarmNet-A Request for Service form corresponding to the account are on file with AlarmNet, and
- The account’s radio performance meets the minimum criteria established by the network.
Without a Subscriber Communications Agreement or AlarmNet-A Request for Service form, an AlarmNet-A account cannot be supervised. These accounts are listed as “Needs Contract or Request”. AlarmNet-A accounts that do have a Subscriber Communications Agreement or AlarmNet-A Request for Service form on file at AlarmNet, but do not meet network standards for supervision, are classified as "Not Assigned". These accounts will also have an explanation as to why a supervision assignment could not be made. The network cannot send a Comm Fail unless the radio is being supervised. However, any alarm signals that are received by the network will be sent to the Central Station.

AlarmNet-M, AlarmNet-C, and AlarmNet-i

Due to the way in which AlarmNet-M, AlarmNet-C, and AlarmNet-i transmitters are activated, they will become supervised and billable once they have been successfully registered. These accounts will appear on the Weekly Status Report only when they are first registered, when they are cancelled, or if they have their supervision intervals changed.

Monthly Central Station Report

The AlarmNet Monthly Central Station Report lists the status and technical information of all subscriber radio numbers allocated to your Central Station. It is intended to give you a summary of all account numbers available or in use for your Central Station. The report will show your AlarmNet-A, AlarmNet-M, AlarmNet-C, and AlarmNet-i accounts. (If your Central Station does not use the AlarmNet-A network services, a number of the fields on the report will be immaterial.) Use the Monthly Central Station Report to:

• Managing subscriber account numbers.
• Review the current status of any subscriber.

The Monthly Central Station Report includes:

• A listing of all the account numbers available to your Central Station.
• The type of device each account can be used for (AlarmNet-A One-way or Two-way, AlarmNet-M, AlarmNet-C, or AlarmNet-i).
• Whether each account is active (in use and billable) or not.
• The Primary and Secondary tower sites responsible for supervised AlarmNet-A accounts
• The supervision interval for each account.
• The Diagnostic Rate for AlarmNet-A accounts, representing the time interval during which diagnostic messages are collected.
• Other options that may have been selected for a particular radio.

Monthly Invoice

Every month, your Central Station will be sent an Invoice. Along with the Invoice will be a detailed report of all active and billable subscribers, as well as a summary of message charges if applicable. All AlarmNet services are invoiced monthly, in advance, based on registrations occurring by midnight of the first of the month, except for Inter-City Communications (ICC) and Additional Message (AM) message charges. ICC and AM charges are invoiced at the end of the invoicing period for which the charges occurred. For cancellations received before the first day of the month, those accounts will not be charged for the following month. Message charges are invoiced based on actual messages sent during the past month.

Depending on which network services are being used, there may be a flat deactivation fee to cancel an AlarmNet subscriber. There may also be a flat monthly charge for the network access of certain types of Central Station receiver operating on the network.

Invoices are to be paid within 30 days of the invoice date. AlarmNet’s billing address is listed on the first page of this manual. If you have any questions about your invoice, please contact our Administration department at the number also listed on the first page. You may refer to your AlarmNet Central Station contract for terms and termination of your agreement.
Please note that any and all prices that are presented in the sample invoices and reports displayed in this manual may not reflect actual prices. They are shown for demonstrative purposes only! Please refer to the current AlarmNet Schedule of Monthly Charges for actual pricing.

**Discounts**

Where applicable, discounts will be applied to your invoice. Certain services in certain areas *may not be eligible* for quantity discounts. For corporations that have multiple locations, their individual total radios may be aggregated to increase their discount level. Any prices shown on detail reports do not reflect any discounts. Actual total discounts will only be shown the actual invoice, not in the subscriber detail.

**Field Service Charges**

Other charges that may be assessed apply to Field Service work involving AlarmNet personnel. At the discretion of AlarmNet, on-site assistance, troubleshooting, or problem determination may be billable as described in the *AlarmNet Schedule of Monthly Charges*. 
Modifying a Radio Account

Account Changes

Sometimes after a radio is installed some changes need to be made. The subscriber may need to have their service changed. The following are some common examples of account changes often observed by the AlarmNet data department. Naturally, you may sometimes encounter a situation that is not described here and you will be unsure as to how to handle it. In such a case, please do not hesitate to call AlarmNet for direction.

1. **Customer moves and takes the transmitter with them to a new location (location change).**
   - If AlarmNet-A (the move must be in the same network) - Send a change of address to AlarmNet using either a Contract or Request for Service, or simply a signed request on company letterhead. You may also need to have the towers assigned to supervise the radio changed. Contact AlarmNet Technical Assistance at the time you move the radio to have them manually ‘reassign’ the radio for supervision.
   - If AlarmNet-M, AlarmNet-C, or AlarmNet-i - Simply reinstall the transmitter at the new location and check the signal strength.

2. **Customer wants the supervision level changed.**
   - Reprogram the transmitter with the proper supervision interval.
   - If AlarmNet-A - Notify AlarmNet by sending a copy of the agreement with the new supervision option selected, and mark “Supervision Change Only” on the contract or cover sheet. Or send a written request with the same information that is signed and on company letterhead.
   - If AlarmNet-M, AlarmNet-C, or AlarmNet-i – Simply re-register the transmitter.

3. **Customer needs to replace a defective transmitter.**
   - If AlarmNet-A – Simply remove the old radio and program the new radio with the same information.
   - If AlarmNet-M, AlarmNet-C, or AlarmNet-i - Contact the AlarmNet TAC with your Central Station password to obtain a PIN number. This PIN is effective for only 24 hours and will enable you to swap the transmitter for a new one, and use the same account number.

4. **Customer vacates premise, leaves transmitter, and a new customer moves in, using the same transmitter and account number (Change of Party)**
   - Have an AlarmNet Subscriber Communications Agreement signed by the new party
   - If AlarmNet-A – Mark on the new Subscriber Communications Agreement or Subscriber Documents Cover Sheet “Name Change Only” and fax to AlarmNet.
   - If AlarmNet-M, AlarmNet-C, or AlarmNet-i - Keep the Subscriber Communications Agreement on-file.
Terminating an Account

Account Terminations

Sometimes a subscriber may need to have their service cancelled. As described below, there are two ways to cancel service depending on what state the transmitter is in. Naturally, you may sometimes encounter a situation that is not described here and you will be unsure as to how to handle it. In such a case, please do not hesitate to call AlarmNet for direction.

1. Subscriber is terminated, and the device is shut down and removed from operation.
   - Complete and sign a Request for Cancellation form.
   - Select the option “Removed”
   - Fax the Request for Cancellation form to the AlarmNet data department
   - You can use the subscriber account number again depending on the type of account:
     - AlarmNet-A – you can use it again immediately.
     - AlarmNet-M, AlarmNet-C, or AlarmNet-i – you must wait until the next Weekly Status Report shows that cancellation has been effective, then that account needs to be registered again.

2. Subscriber is terminated, but the transmitter cannot be accessed for removal, or un-powered.
   - Complete and sign a Request for Cancellation form.
   - Select the option “Still Installed”
   - Fax the Request for Cancellation form to the AlarmNet data department
   - You will not be able to use this account number again unless you notify AlarmNet in writing that the transmitter has been returned to your control, or send another Request for Cancellation form with the “Removed” option selected.

3. Follow up by reading the Weekly Status Report. Cancelled accounts will be shown on report for 30 days.
In This Section

♦ Introduction
♦ Subscriber Documents Cover Sheet
♦ Subscriber Communications Agreement
♦ AlarmNet-A Request for Service
♦ Request for Cancellation
♦ Request for Subscriber Account Numbers

Introduction

In order to properly handle requests from your Central Station to add, remove, or modify AlarmNet accounts, there are five basic forms that are used. In this handbook are samples of these forms. A customized set has been specially printed for your company’s use, and is provided separately. You may make as many copies of these master forms as you need for use by your company’s sales force and/or dealerships installing AlarmNet radios to be monitored by your Central Station. You may also request additional sets of master forms at anytime by contacting AlarmNet. Canadian documents are also available in French.

The forms are customized with the name of your company, its AlarmNet ID (Network Code and C/S ID).

The forms are:

- **Subscriber Documents Cover Sheet** - Used when mailing or faxing forms to AlarmNet in order to ensure that all documents were received properly.

- **Subscriber Communications Agreement** (Subscriber Contract) - An agreement between the subscriber, Ademco, AlarmNet, and its Network Providers to provide AlarmNet service. Must be sent to AlarmNet for AlarmNet-A accounts.

- **AlarmNet-A Request for Service** (for AlarmNet-A only) - Necessary for the supervision of AlarmNet-A subscribers, if a contract is not signed.

- **Request for Cancellation** - A Request to remove a particular subscriber from service until further notice. This form must be sent to AlarmNet in order for the cancellation to take effect.

- **Request for Subscriber Account Numbers** - This form is used to add new account numbers for use in installing new radios.

Please keep in mind that these forms are provided as a convenience. There may be some circumstances where it would be easier to provide the information another way, and the individual forms are less convenient. For example, if you have several pages of accounts that need to be supervised or cancelled, or if you find that a printout from your data screen would be easier than handwriting each form.

In these cases, you may sign one form (i.e. *Request for Service* / *Request for Cancellation*) and where the name is, enter “See attached list” and the number of accounts you are submitting. An exception to this would be the subscriber contract (*Subscriber Communications Agreement*), since this would need to be completed and signed by each subscriber. However, if you have a number of installations being done for one customer, they only need to sign one subscriber contract. AlarmNet will accept one contract for multiple locations if you provide a list of the physical locations where the radio is installed, and all locations are within the same network.

Each of these forms will be discussed in detail on the following pages. The information that follows is a description of the documents, their purpose, and how they are used. After reading through this material, please do not hesitate to call us if you have questions. Our toll-free number is (800) 222-6525.
Figure 1. Subscriber Documents Cover Sheet

NOTE: A description for the Subscriber Documents Cover Sheet and what information needs to be supplied is provided on the facing page. The step numbers correspond to the numbers indexed on the figure.

NOTE: As a guide, a completed Subscriber Documents Cover Sheet sample is provided in Appendix C.
Subscriber Documents Cover Sheet

This cover sheet may be used when mailing or faxing forms to AlarmNet. It is optional, but highly recommended, since it provides a means of verifying receipt of faxes or mail by AlarmNet. It may be used to document what types of paperwork were sent, and for which accounts. There is also a checklist on the form to assist in completing paperwork.

How to Complete the Subscriber Documents Cover Sheet

The cover sheet may be used when sending contracts, cancellation forms, or other documents. Please type or clearly fill out the following:

1. Enter the date.
2. Enter your name, phone number and fax number.
3. Check how the documents are being delivered; Fax, U.S. Mail, or Other Courier.
4. Enter the number of documents in this package/transmission; Contracts, Requests for Service, Requests for Cancellation, and Other.
5. Enter all AlarmNet Subscriber ID numbers included in this package/transmission.

When all information has been entered, send the Subscriber Documents Cover Sheet along with all other applicable documents to AlarmNet at the fax or address shown on the first page.

6. The Subscriber Documents Cover Sheet will be dated and initialed, and faxed back to your office by the next business day to confirm receipt. If any documents are missing, they will be noted on the form, and you will be called to re-send the documents.

If you do not get the Subscriber Documents Cover Sheet faxed back by the next business day, contact AlarmNet immediately. (Please allow sufficient transit time for mailed documents.)

NOTES
NOTE: A description for the Subscriber Communications Agreement and what information needs to be supplied is provided on the facing page. The step numbers correspond to the numbers indexed on the figure.

NOTE: As a guide, a completed Subscriber Communications Agreement sample is provided in Appendix C.
Subscriber Communications Agreement (Subscriber Contract)

The Subscriber Communications Agreement specifies the terms and conditions that govern the relationship between AlarmNet and the subscriber or end-user of the radio service.

How to Complete the Subscriber Communications Agreement

1. Enter the Subscribers Name, Street Address, City, State, Zip Code, and Telephone Number. Be sure to check the box if this is a subscriber name change or reinstatement. All information in the agreement must be printed accurately and legibly.

2. Enter the Subscriber Number. All AlarmNet forms will have a section containing the AlarmNet ID number using the following format, where “NC” is the Network ID Code and “CS” is the Central Station ID:

   NC-CS-____

   The blank line is used to specify the 4-digit Subscriber ID Number you assigned to the customer for whom the agreement is intended. This number should match the number programmed into the radio. Make sure the correct number is used, or AlarmNet will not be able to reference this subscriber.

   Note regarding “Dual Reporting”: Most AlarmNet radios are capable of being programmed with two Subscriber ID number. A radio programmed with two numbers is considered to be “Dual Reporting”. If you have such an account, contract paperwork needs to be submitted for both AlarmNet Subscriber ID numbers.

3. Under the Equipment Type heading, check the box corresponding to the subscriber’s equipment.

4. Under the Supervision Level heading, check the box corresponding to the appropriate service option. The person presenting the subscriber contract to the customer should be sure that the supervision intervals and any other options are understood by the customer and selected before the agreement is signed. Depending on which version of the Agreement you have, not all of the services may be listed. If you are unsure of which service you need to select, please contact AlarmNet.

5. Have the AlarmNet representative sign and date the agreement. Only an authorized AlarmNet representative can sign the “Approved” section for AlarmNet and Ademco. Dealers and Central Station personnel ARE NOT PERMITTED to sign the “Approved” section.

6. After reading the entire agreement, have the subscriber sign and date the agreement in the “Acceptance” box on the first page.

NOTE: The customer has a right to a copy of the agreement. If a subscriber wants their agreement dually executed, then for AlarmNet-A subscribers send an original and a copy to AlarmNet, or for AlarmNet-M, AlarmNet-C, or AlarmNet-i subscribers send only one original agreement (always be sure to include the first and second page). One agreement will be returned dually executed.

NOTE: The law allows the agreement to be cancelled. The customer may cancel the Agreement by sending a letter to that effect to your company. It must be postmarked before midnight of the third business day following the date of signing.

NOTES
Figure 3. Subscriber Communications Agreement (Subscriber Contract) Page 1 Terms and Conditions

NOTE: A description for the Subscriber Communications Agreement Terms and Conditions is provided on the facing page. The step numbers correspond to the numbers indexed on the figure.
Understanding the Subscriber Communications Agreement

The following points summarize the terms and conditions of the Subscriber Communications Agreement. They are provided to help both your people and your dealers to better understand the terms of the Agreement and, when necessary, to be in a position to answer customer questions. Please note that what follows are brief summations of the points in the Agreement and are not meant as a substitute for the material they represent. In all cases, refer to the actual Agreement for specifics.

1. Parties - This agreement is between the subscriber, AlarmNet, and Ademco. Your Central Station is the entity through which the AlarmNet services are furnished to the subscriber. The Central Station is not a party to this agreement.

2. Term and Cancellation - The agreement shall continue on a day-to-day basis once the radio equipment either begins transmitting or is registered, and shall automatically be renewed each day unless either party notifies the other in writing that it no longer wishes to continue the arrangement.

3. Periodic Testing by You - The subscriber agrees to periodically test, or have tested, the alarm system and radio equipment, and to have the equipment serviced if it fails.

4. No Guarantee - Any alarm system or radio, even when properly installed and maintained, may only reduce the risk of loss, and the presence of such equipment cannot be construed as a substitute for adequate insurance coverage. AlarmNet, Ademco, the Central Station, and the installation company are not insurers against loss and it is recommended that the subscriber maintain appropriate insurance coverage for potential loss of life and property.

5. Limitation of Liability - Any liability assessed against either Ademco or AlarmNet is limited to $1,000. The responsibilities to the subscriber by the Central Station and by the installation company (if different entities) are maintained in separate and unrelated agreements.

NOTES
You acknowledge and agree that neither Ademco, AlarmNet, the NSPs, the ISPs, X/Y/Z, nor Installer is your insurer and that they shall be exempt from liability for any loss or damage which the alarm system or monitoring is designed to detect or warn. Ademco’s sole responsibility is to manufacture equipment in accordance with its internal specifications and the NSPs, the ISPs, and AlarmNet’s sole responsibility is to permit your connection to the Network. It is the responsibility of X/Y/Z and Installer as agreed to in your agreements with them. If AlarmNet AND/OR ADEMCO AND/OR THE NSP AND/OR THE ISP SHOULD NEVERTHLESS BE FOUND LIABLE, WHETHER DIRECTLY OR INDIRECTLY, FOR ANY LOSS, DAMAGE OR INJURY ARISING UNDER THIS AGREEMENT OR OTHERWISE, REGARDLESS OF CAUSE OR ORIGIN, ON ANY BASIS WHATSOEVER, EVEN IF THE RESULT IS THERE NEGLIGENCE OR GROSS NEGLIGENCE, THEIR TOTAL MAXIMUM LIABILITY IS LIMITED TO AND SHALL NOT IN ANY CASE EXCEED $1,000.00 WHICH SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST THEM.

NOTE: A description for the Subscriber Communications Agreement Terms and Conditions is provided on the facing page. The step numbers correspond to the numbers indexed on the figure.
6. Limited Warranty on Equipment - With regard to the subscriber’s radio equipment, Ademco and AlarmNet warrant it to be free from defects under normal use and service for a period of 18 months from the date of its manufacture.

7. Indemnification by You and Defense Waiver - Any claim(s) against the subscriber on the part of a third party cannot be imposed, either individually or collectively, against Ademco, AlarmNet, your Central Station, or the installing company.

8. Access to Transmitter - For AlarmNet-A network subscribers, because the network service is authorized by the FCC, regulations require that either AlarmNet or their agents must have reasonable and timely access to the radio should it malfunction and interfere with the network’s operation. This clause is not applicable to other network services.

9. Change of Address - The subscriber must notify the Central Station in the event that there is a change to the physical radio installation. Such changes include moving the radio to a new location or selling the premises along with the radio equipment. In the case of AlarmNet-A subscribers, the Central Station must notify AlarmNet of the change of address.

10. Other Important Provisions - A copy of the agreement, signed by representatives of AlarmNet, may be sent to your Central Station for forwarding to the customer, if requested by the Central Station. This agreement is final and exclusive, and governed under New York State law in the U.S., and either Ontario or Quebec law in Canada.

Please note that the preceding points are only highlights of the Subscriber Communications Agreement and, in that context, should be explained to the representatives of your company and to any participating dealers who ultimately will furnish the agreement to their customers. In the best interests of everyone handling this agreement, we recommend that it be read thoroughly and explained by the company representatives, when necessary, to any subscriber for whom AlarmNet services are to be provided.

NOTES
Figure 5. AlarmNet-A Request for Service Form

NOTE: A description for the AlarmNet-A Request for Service form and what information needs to be supplied is provided on the facing page. The step numbers correspond to the numbers indexed on the figure.

NOTE: As a guide, a completed AlarmNet-A Request for Service form sample is provided in Appendix C.
AlarmNet-A Request for Service

This form applies ONLY to AlarmNet-A subscribers, and is used in cases where the signed Subscriber Communications Agreement cannot be obtained. (Note: Refer to Section 4.4 of your Central Station Agreement to understand the responsibility of the Central Station when there is no subscriber agreement.) By signing this form, the Central Station:

- Acknowledges that it has been unable to obtain a signed subscriber contract from the customer.
- Satisfies an FCC requirement in which the location of every radio in the system must be documented.
- Acknowledges responsibility for claims made by any subscriber or third party.

How to Complete the AlarmNet-A Request for Service Form

1. Enter the Subscriber ID Number. All AlarmNet forms will have a section containing the AlarmNet ID number using the following format, where “NC” is the Network ID Code and “CS” is the Central Station ID:

   \[\text{NC-CS-______}\]

   The blank line is used to specify the 4-digit Subscriber ID Number you assigned to the customer for whom the agreement is intended. This number should match the number programmed into the radio. Make sure the correct number is used, or AlarmNet will not be able to reference this subscriber.

   Note regarding “Dual Reporting”: Most AlarmNet radios are capable of being programmed with two Subscriber ID numbers. A radio programmed with two numbers is considered to be “Dual Reporting”. If you have such an account, contract paperwork needs to be submitted for both AlarmNet Subscriber ID numbers.

2. Under the Network heading, check the box corresponding to the subscriber’s network.

3. Under the Supervision Level heading, check the box corresponding to the appropriate service option. The person presenting the subscriber contract to the customer should be sure that the supervision intervals and any other options are understood by the customer and selected before the agreement is signed. Depending on which version of the Agreement you have, not all of the services may be listed. If you are unsure of which service you need to select, please contact AlarmNet.

4. Enter the Subscribers Name, Street Address, City, State, Zip Code, and Telephone Number. Be sure to check the box if this is a subscriber name change or reinstatement. All information in the agreement must be printed accurately and legibly.

5. With the exception of the “Acceptance Section” (authorized signature), the AlarmNet-A Request for Service form is completed.

A clear, legible fax is preferred. AlarmNet only needs one copy, you do not need to mail AND fax the form. Send it to AlarmNet at the fax or address shown on the first page.

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NOTES
**Figure 6. Request for Cancellation Form**

**NOTE:** A description for the *Request for Cancellation* form and what information needs to be supplied is provided on the facing page. The step numbers correspond to the numbers indexed on the figure.

**NOTE:** As a guide, a completed *Request for Cancellation* form sample is provided in Appendix C.
Request for Cancellation

Whenever a subscriber account is removed from service, it should also be deactivated with AlarmNet to prevent unnecessary billing, monitoring, and record keeping. To cancel a subscriber, a Request for Cancellation form is used.

How to Complete the Request for Cancellation Form

1. Select a cancellation option choosing one of the two options below.

**IMPORTANT:** If neither option is selected, AlarmNet will assume the radio has been removed.

**NOTE:** If the “Removed” option is selected, and an AlarmNet-A radio continues to transmit, or an AlarmNet-M or AlarmNet-C radio is re-registered, AlarmNet will begin billing that account again.

   a. **Removed** – with this option the radio is removed and is no longer transmitting.
      - The subscriber radio has been turned off and/or removed from the premises.
      - The radio will not be supervised, or able to send alarms during its cancelled state.
      - The Subscriber ID may be reused when a new contract or an AlarmNet-A Request for Service is accepted, and the radio is reactivated for use on the network. Once the radio has been reactivated, AlarmNet will assume it is being reused and will resume billing of this subscriber.
      - A deactivation charge may be incurred, but monthly invoicing will stop.

   b. **Still Installed** – with this option the radio is still installed and transmitting.
      - After using all reasonable efforts to remove the subscriber's radio, it remains powered and active and should be removed from service nonetheless.
      - AlarmNet or any other entity will no longer supervise the radio.
      - AlarmNet will no longer be responsible for transmitting any type of messages from this radio to the Central Station.
      - A deactivation charge will be incurred, but monthly invoicing will stop.

2. Enter the Subscriber ID: *It is extremely important that you confirm the Subscriber ID. If the wrong account number is entered by mistake, an active account may be cancelled.* AlarmNet recommends that you establish a procedure to double check it, or have a second person verify the number before sending the cancellation to AlarmNet.

   Dual Reporting Subscriber: - Most AlarmNet radios are capable of being programmed with two Subscriber ID numbers. If you have such an account, you may cancel both at one time by entering the second number here.

3. Enter the subscriber’s name and address.

   **For AlarmNet-A subscribers:** - The name and address should match that entered on the original contract or Request for Service submitted to AlarmNet. AlarmNet checks to make sure the name and address match in order to avoid canceling the wrong subscriber.

   **For AlarmNet-M, AlarmNet-C, and AlarmNet-i subscribers:** - Since there is no subscriber documentation submitted for these transmitters, AlarmNet does not use this information to confirm the subscriber account. However, this information should still be entered since the presence of a name, address and Subscriber ID allow the account to be referenced or confirmed with greater ease and accuracy.

4. Authorized Signature - An authorized representative of the Central Station must sign here.

   Again, please ensure that the correct Subscriber ID number has been entered before sending the form to AlarmNet. Send it to AlarmNet at the fax or address shown on the first page.
Figure 7. Request for Subscriber Account Numbers Form

NOTE: A description for the Request for Subscriber Account Numbers form and what information needs to be supplied is provided on the facing page. The step numbers correspond to the numbers indexed on the figure.

NOTE: As a guide, a completed Request for Subscriber Account Numbers form sample is provided in Appendix C.
Request for Subscriber Account Numbers

A radio will not function on the network unless its Subscriber ID number has already been entered into the AlarmNet database. When your Central Station is originally put on line with AlarmNet, an initial group of account numbers for each type of radio was selected and entered into AlarmNet’s database. As more radios are installed, more numbers need to be requested. The Request for Subscriber Account Numbers form is used to order more numbers.

How to complete the Request for Subscriber Account Numbers Form

1. Request numbers in advance:

Give a week’s notice - Changes to the on-line database are done once a week at AlarmNet, so please give us at least one week’s notice for new numbers or any other changes to take effect. We also recommend that you limit your request for numbers to a month’s worth of installations: This will keep message traffic flowing efficiently, and limit the size of your reports.

Radio Types – Different radios operate on different networks. Each radio may have a unique type of subscriber ID number that needs to be set up for it in the AlarmNet database. Refer to the chart below for the type of number assigned to each radio model.

<table>
<thead>
<tr>
<th>Ademco Radio Model Number</th>
<th>Equipment Description</th>
<th>Subscriber Number Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>7720 series</td>
<td>AlarmNet-A One-Way radio</td>
<td>AlarmNet-A One-Way</td>
</tr>
<tr>
<td>7830R</td>
<td>AlarmNet-M Transceiver – UL</td>
<td>AlarmNet-M</td>
</tr>
<tr>
<td>7835C</td>
<td>AlarmNet-C Transceiver</td>
<td>AlarmNet-C</td>
</tr>
<tr>
<td>7845C</td>
<td>AlarmNet-C Transceiver – low cost</td>
<td>AlarmNet-C</td>
</tr>
</tbody>
</table>

2. Enter a range of numbers:

- How many should you select – A good rule of thumb is to request a quantity of numbers to cover about a month’s worth of installations. Make your requests based on your actual usage of each type of radio. Please refrain from requesting excessive quantities of numbers. Large quantities of unused numbers in the AlarmNet database will make message traffic less efficient, and generate excessively long Central Station reports. AlarmNet updates its on-line database on a weekly basis, so if you need more, they can be made available quickly.

If you give your AlarmNet account numbers to dealers, the same guidelines apply. Try to limit the number of accounts given to each dealer to a reasonable quantity, i.e. an amount that they expect to install within a month. This recommendation is even more important because of the multiplication effect of having several dealers with unused accounts.

- Avoid conflicts in your number selections – Each AlarmNet ID number corresponds to a particular receiver line number at your Central Station, and an automation system prefix for that line. If you are using inter-network communications, (800) Plus service, or AlarmNet VPN, you may have one or more AlarmNet ID numbers that report into one line on your receiver. While each AlarmNet ID can have nearly 10,000 subscriber accounts, one receiver line can only handling a maximum of 10,000 accounts. In these cases you need to be sure that you select groups of numbers that can be uniquely identified as originating from a particular city and/or network, and that you have no duplication of numbers between the different groups.

3. Sign the form. An authorized representative of the Central Station should sign the form. Please include your phone number in case there are any questions.

Send the completed form to AlarmNet at the fax or address shown on the first page.
Confirm availability - Check your Monthly Central Station Report at the beginning of next month to confirm that your numbers are available for use. If you need to use the numbers before the end of the month, call AlarmNet Data Administration to confirm.

NOTES
**SECTION 4**

**AlarmNet Reports**

**In This Section**
- Weekly Status Report
- Monthly Central Station Report
- Invoice and Invoice Detail
- Report Quick Reference Tables

**Introduction**

These reports give you information about the status of your accounts. Report information for all network services will be described on the following pages. Monthly reports for all Central Stations contain individual summaries for AlarmNet-A, AlarmNet-M, AlarmNet-C and AlarmNet-i.

**Weekly Status Report**

**What is the Weekly Status Report**

A sample of the Weekly Status Report, including the cover page, and examples and commentary, appears below and on the following pages.

Dear Customer,

This report has important subscriber information that may need your attention:

Regarding AlarmNet-A Accounts ONLY:
- Newly assigned radios: New subscriber accounts that are being supervised by the network towers shown.
- Reassigned radios: Previously supervised radios that are now being supervised by different network towers.
- Unassigned radios: Radios that are not being supervised. A reason is noted explaining why the subscriber is not supervised:
  - NEEDS CONTRACT: For a radio to be supervised, a Contract or Request for Service for the account must be sent to AlarmNet. Radios without Contracts or Requests for Service CAN NOT be supervised!
  - TWO-WAY NOT VERIFIED: To reduce false communication failure signals, Two-Way radios must have their installation verified with AlarmNet at installation. Call Technical Assistance at 1-800-222-6525 to have the radio supervised.
  - QUALIFIES FOR SINGLE SITE: If a one-way radio can not be supervised because it is being heard by only one network tower, it may qualify for “single site supervision”. Please send a Contract or Request for Service with the “Single Site” or “One-Way Standard” option checked.
  - INSUFFICIENT SIGNAL STRENGTH, or BAD REPEAT COUNT: Radio needs service; contact Technical Assistance at 1-800-222-6525.
  - SIGNALS NO LONGER BEING RECEIVED: Radio is not transmitting, and needs service if it is to be supervised and send alarms to the Central Station.
- EVALUATION NOT COMPLETE: AlarmNet needs more time to evaluate the signals.
- Cancelled radios: Lists radios cancelled within the past 30 days.
- A “D” in the far left column indicates a “Deactivated” radio that has stopped transmitting after a short initial activation.
- An “R” in the far left column indicates a previously canceled radio that has been “Reactivated” due to continued activity.

Regarding AlarmNet-M, AlarmNet-C, and AlarmNet-i Accounts:
- NEW RADIOS which have been registered on the network
- CANCELLED RADIOS which have been deactivated by the Central Station (C/S).
- RE-PROGRAMMED RADIOS that have had their supervision interval changed by the installer or the Central Station, and will be invoiced at a new rate.
- REMINDER COMM FAILS showing the number of Comm Fail messages that would have been sent. (Only the initial Comm Fail and its restore are now sent to the C/S. Comm Fail Reminder messages are no longer sent to the C/S, and will only show on this report.)
- Note: The policy for Comm Fail reminders is unchanged for AlarmNet-A radios.

**Figure 8. Weekly Status Report Cover Sheet**
**Figure 9. Weekly Status Report Page 2**

NOTE: A description for the *Weekly Status Report* is provided on the facing and following pages. The indexed numbers correspond to the numbers indexed on the figure.
How to Use the Weekly Status Report

For your convenience, the Weekly Status Report is printed with an introductory page, which provides information about any items that may appear on the report. Notice that any information referring to AlarmNet-M, AlarmNet-C, or AlarmNet-i transmitters are distinguished by their appropriate designation.

There are three headings on the Weekly Status Report:

1. The "Sub ID" heading lists subscriber numbers in numerical order. If applicable, AlarmNet-A, AlarmNet-M, AlarmNet-C, and AlarmNet-i subscribers which report to the same Central Station will appear commingled on the same report, in numeric order. (For example an AlarmNet-A subscriber number 0050 might be followed by AlarmNet-M subscriber 0066, and then an AlarmNet-C subscriber 0152.)

2. The “Pri/Sec” column lists network station assignments for AlarmNet-A subscribers. Since the responsibility for supervision of AlarmNet-M, AlarmNet-C, or AlarmNet-i subscribers does not lie with particular network stations, this column does not apply to these radios. AlarmNet-A accounts set for “One-Way Back-Up” will not be supervised.

3. The “Disposition” column lists comments regarding changes in subscriber activity. It includes:
   - New activations - Includes all AlarmNet radios that have been activated, or registered since the last report. When the radio is put into service and registered on the network, it tells the network which supervisory interval has been programmed into it. These subscribers will be invoiced for the appropriate supervision service at the beginning of next month. This information will also appear on the Weekly Report.
   - Deactivations - Includes all AlarmNet radios which your Central Station has requested be cancelled since the last report. The method of cancellation (Removed or Still in Service) is also shown. (These radios will incur a one-time deactivation fee.)
   - Changes in service - Includes all AlarmNet radios that have had their supervision interval reprogrammed by the installer or the Central Station, and therefore may be invoiced at a different rate. When an AlarmNet-M, AlarmNet-C, or AlarmNet-i transmitter is reprogrammed with a new interval, it must be re-registered, and automatically tells the network what it has been programmed with. If there is a change to this interval, the radio will be invoiced at the new rate at the beginning of next month. Changes to supervision for AlarmNet-A subscribers are done by sending a new Subscriber Communications Agreement or AlarmNet-A Request for Service form showing the new interval. The Weekly Status Report shows which radios have had their intervals changed, and what they have been changed to. The options for supervision are the same as shown for New Activations above. The following page outlines the different possible dispositions for AlarmNet-A subscribers.

NOTE: Refer to the charts for the Weekly Status Report in the Quick Reference Tables for Reports for detailed information on each of the disposition descriptions, and how to respond to them.

The Weekly Status Report may also contain either a "D" or an “R” corresponding to one or more of your accounts in the column nearest the left margin of the report.

IMPORTANT: The “D” and “R” in the left-hand column are critical signals that alert you to a potentially serious problem!

4. A "D" (Deactivation) may be listed next to an AlarmNet-A account to advise you that a radio is no longer considered Active. The following two conditions must have occurred for the "D" to appear:
   - The network recently activated the radio because it was heard for at least two days during the past two weeks.
Within the two weeks following the radio's activation, the network has failed to detect its transmissions during a seven-day interval.

In such circumstances, AlarmNet makes the assumption that the account was temporarily powered-up and/or placed under test over a period spanning at least two days but was subsequently disconnected and not put into service.

The appearance of the "D" can mean one of two things, depending on the circumstances:

- The network detected a short-term (at least two-day) activation of the account (for which no further action is necessary) OR,
- The account has a legitimate problem, and has stopped transmitting.

Because inactivate accounts are unsupervised, the network cannot generate a communications failure for them. Were it not for the "D" designation, a faulty account might go unnoticed. Finally, please note the following additional information pertaining to "D" type accounts:

- The "D" will be displayed for a total of two weeks. If, after that time the radio is still not being heard, the account will be dropped from the report and treated as if it had never been installed.
- If a Subscriber Communications Agreement (or an AlarmNet-A Request for Service) exists for such a subscriber, the account will be marked with a "D" for two weeks but will remain on subsequent reports with the comment:
  "Not Assigned Signals have stopped being received"
- This will show for as long as the account is not being heard, indicating that action needs to be taken.
- If, after being Deactivated a subscriber account without a Subscriber Communications Agreement or an AlarmNet-A Request for Service form produces transmissions detected by the network, the account is considered as newly-Activated and will reappear as such on the next report.

5. An "R" (Re-activation) Under certain circumstances, an "R" will be placed next to a subscriber account that has been recently cancelled then reactivated. The following two conditions must be present for the "R" to appear:

- AlarmNet received a Request for Cancellation for an account, indicating that the radio is removed. (In such cases, the network maintains the cancelled account number as available for re-use should the radio again become active.)
- After a subsequent two-week grace period, the network continues to receive transmissions from the account.

If, after two weeks, the cancelled radio is still transmitting, the network assumes that a new subscriber has been activated using the same cancelled account. This account will be indicated as such on the Weekly Status Report, and the account will be invoiced during the next billing cycle.

The "R" will appear on the Weekly Status Report for two weeks. If the account remains "Active" after that time then:

- The "R" will be removed.
- The account will be treated as a new subscriber in subsequent reports.
- The account will be invoiced accordingly.
6. “Comm Fail” Reminders - If a supervised radio fails to check in with the network during its supervision interval, the network will send a “Failure to Communicate” message (Comm Fail) to the Central Station. If the network hears from the radio during the next supervision interval, a Comm Fail Restore message will be sent. If the network still does not hear from the network during the next supervision interval, a Comm Fail Reminder will be generated. If the radio is an AlarmNet-A subscriber, the Comm Fail Reminder message will be transmitted to the Central Station receiver. However, if the radio is an AlarmNet-M, AlarmNet-C, or AlarmNet-i device, the Comm Fail Reminder will be printed at the bottom of the Weekly Status Report.

While the original Comm Fail alarm is sent to the Central Station receiver, it is critical that you review the Weekly Status Report to determine those accounts that remain in communications failure.

NOTES
### Figure 10. Monthly Central Station Report

**NOTE:** A description for the *Monthly Central Station Report* is provided on the facing and following pages. The indexed numbers correspond to the numbers indexed on the figure.
Monthly Central Station Report

What is the Monthly Central Station Report

The AlarmNet Monthly Central Station Report lists the status and technical information of all subscriber radio numbers allocated to your Central Station. It is intended to give you a summary of all account numbers available or in use for your Central Station. The report will show your AlarmNet-A, AlarmNet-M, AlarmNet-C, and AlarmNet-i accounts. (If your Central Station does not use the AlarmNet-A network services, a number of the fields on the report will be immaterial.)

Figure 10 shows a page of a sample Monthly Central Station Report.

How to Use the Monthly Central Station Report

Each item below expands on one aspect of the AlarmNet Monthly Central Station Report:

1. REPORT HEADER
   - “Activity Through” Date - This date indicates when a particular Monthly Central Station Report has been printed. The information contained in the report reflects the status of subscriber data up to this date.
   - Database Level - The Database Level is an internal Database Control Number. It is normal for these numbers to increment as new Monthly Central Station Reports are issued.
   - City.
   - The AlarmNet Network ID code is specified.
   - Central Station - Your Central Station's name, city and state general location, and AlarmNet ID are specified.

REPORT COLUMNS

2. SUBSCRIBER - A numerical listing of all AlarmNet account numbers allocated to your Central Station is found in this column.

3. PRIMARY and SECONDARY - Numbers here indicate the network node(s) that have been made responsible for supervising AlarmNet-A accounts. A "0" (zero) in both these fields means that an AlarmNet-A account is not supervised. The reason for an unsupervised account can be found in the Weekly Status Report.

   Accounts that have been assigned with Single-Site Supervision will have a "0" (zero) for its Secondary Node and the comment "Single Site Supervision". AlarmNet-A accounts that have been selected for the “One-Way Back Up” option will not be assigned supervision. These columns will remain “0”'s (zeroes).

   Since the PRIMARY and SECONDARY columns apply only to AlarmNet-A radios, they may be ignored for other accounts. However, an “AlarmNet-M, AlarmNet-C, or AlarmNet-i” designation appears in the ‘Primary’ column to the right of the subscriber number for these accounts.

4. TIMEOUT WINDOW - This field describes how often the account will be supervised. It indicates the time frame within which the network must hear from the account at least once or the account will be identified for a Communication Failure. AlarmNet-A accounts have a specific time interval. AlarmNet-M, AlarmNet-C, and AlarmNet-i accounts have two sets of numbers. These numbers refer to intervals when the control is in an “Armed” or “Disarmed” state.

5. UL AA SERVICE (Polled) - Two asterisks (**) here indicate that the account is a radio that is being polled at UL Line Security intervals. This could be an AlarmNet-A Two-Way or an AlarmNet-M radio.
6. **DIAG RATE** - This field only applies to AlarmNet-A, and may be ignored for other subscribers. All new AlarmNet-A accounts in the network go through a performance evaluation before they become eligible for supervision. An account’s Diagnostic Rate, or “Diag Rate”, specifies the number of hours during which data relating to the performance of an unsupervised account will be reported to AlarmNet. All AlarmNet-A accounts begin with a Diag Rate of 12 (hours). Note that the evaluation procedure is regularly repeated for each unsupervised account, for the period specified in the Central Station Report. For the first 60 days of an unsupervised account’s activity, the Diag Rate will be 12 (hours); after 60 days the Diag Rate rises to 24 (hours). Active accounts lacking either a Subscriber Communications Agreement or AlarmNet-A Request for Service form will also be subject to a billing surcharge after 60 days. Once an AlarmNet-A account is Assigned (becomes supervised), it is no longer needs diagnostic evaluation and its Diag Rate will be set to "0" (zero). Generally, accounts with a Diag Rate of "0" are supervised accounts. Radios set up with One-Way Back-Up Supervision will also be set to “0” when a Subscriber Communications Agreement or AlarmNet-A Request for Service form is received. These accounts will not receive an assignment or become supervised unless the Central Station changes the supervision option.

7. **OPEN/CLOSE** - A double asterisk (**) in the OPEN/CLOSE column indicates those accounts that report Opening/Closing signals to the Central Station. Open/Close signals produced by any subscriber account have an additional monthly charge (See the Invoice section).

8. **DAILY ALARMS** - A double asterisk (**) in the DAILY ALARMS column indicates those subscriber accounts that transmit a daily test message to the Central Station. Depending on the radio, a test message can be manually triggered, either via a programming tool and/or the momentary connection between two points on the radio’s circuit board. At the present time, no indications will appear in this column, even for accounts that do transmit such daily tests. Daily Alarms are billable (see the Invoice section) and should not be produced without cause. While no charges are being assessed on Daily Alarm signals at present, AlarmNet reserves the right to do so at any time, and will furnish ample notice.

9. **ACTIVE** - A double asterisk (**) in the ACTIVE field indicates that the account is "Active" and billable. An Active AlarmNet-A account means that signals have been received during two or more days in the same week. For AlarmNet-M or AlarmNet-C accounts, the radio has been registered on the network by the installer.

10. **COMMENTS** - Comments inform you of other information that is not listed on the report, or may not be immediately obvious, such as if the radio has been cancelled, or re-registered. A few comments worth noting on the report are:

- “No Contract/Not Supervised”, indicates an AlarmNet-A radio that is not being supervised because a Subscriber Communications Agreement or AlarmNet-A Request for Service form has not been submitted.
- “Eligible for Assignment”, indicates an AlarmNet-A subscriber for which a Subscriber Communications Agreement or AlarmNet-A Request for Service form contract has been submitted to AlarmNet.
- “Cancelled, Removal Not Confirmed”, indicates an AlarmNet-A radio that has been cancelled as “Removed”, but may not yet have been removed from service.
- “Cancelled, Available for REUSE”, indicates a radio that has been cancelled as “Removed”, and has actually been removed from service.
- “Cancelled, Still in Field”, indicates a radio that has been cancelled as “Still Installed”.

<table>
<thead>
<tr>
<th><strong>OPEN/CLOSE</strong></th>
<th><strong>DIAG RATE</strong></th>
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<td>Diag Rate</td>
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Figure 11. Monthly Central Station Report Summary for AlarmNet-A Accounts

NOTE: A description for the *Monthly Central Station Report Summary* is provided on the facing and following pages. The indexed numbers correspond to the numbers indexed on the figure.
The Monthly Central Station Report Summary

At the conclusion of the Monthly Central Station Report is a summary of all the AlarmNet subscribers found in the report. Separate summaries are given for each type of subscriber account. An example of each summary is illustrated below with a description that follows:

Monthly Central Station Report Summary for AlarmNet-A Accounts

The AlarmNet-A summary broadly categorizes accounts as to Active and Inactive subscribers, and then further classifies them into One-Way and Two-Way accounts. Each is covered below:

Active Accounts

1. Active Two-Way Subscribers lists the number of Two-Way accounts (supervised and unsupervised) that are considered active.

   - Daily Test Alarms - The number of Two-Way subscribers sending a Daily Test message.
   - Network Tests generated - The number of Two-Way radios that are set up to send Network Tests.
   - Opening/Closing - The number of Two-Way accounts which send Opening/Closing signals.
   - No Contracts - The number of active Two-Way subscribers for which a Subscriber Communications Agreement or an AlarmNet-A Request for Service form has not yet been received by AlarmNet.
   - Unsupervised - Lists the number of Active Two-Way accounts for which a Radio Communications Agreement or a Request for Service has been received by AlarmNet, but for reasons relating to the account’s performance, remains Unassigned. In the Monthly Central Station Report. Such accounts are indicated by an “ELIGIBLE FOR ASSIGNMENT” designation in their comment field. Further details about such accounts can be derived from the Weekly Status Report.
   - Surcharge - Lists the number of Active Two-Way accounts that have been active for over sixty days, but do not have a Subscriber Communications Agreement or an AlarmNet-A Request for Service form is on file with AlarmNet. These accounts are subject to a billing surcharge.

2. Active One-Way Subscribers lists the number of One-Way accounts which have been found to be Active by the network. This figure includes all supervised and unsupervised accounts.

   - 6hr. Supervision (High Supervision)- Lists the number of One-Way accounts which have been designated for six-hour supervision.

The following classifications follow the same definitions as those described under the Two-Way account heading, with the exception that they apply to active One-Way Radios.

   - Daily Test Alarms
   - Network Tests generated
   - Opening/Closing
   - No Contracts
   - Not Assigned
   - Surcharge
In Active Accounts

3. Inactive Two-Way Subscribers separately lists the number of Two-Way accounts which belong to your Central Station, but which are not active at the time of this report. This figure represents the total available (i.e. unused) account numbers at the time the report was generated.

- Cancelled, Not Confirmed - Separately lists the number of Two-Way accounts for which a “Removed” cancellation was made within the last two weeks and are now in an interim period during which radio’s removal is presumed to be taking place.
- Cancelled, Removed - Separately lists the number of Two-Way accounts that have been found to be inactive two weeks after the date that a corresponding “Removed” cancellation was received by AlarmNet. These accounts are available for reuse and will show as "CANCELLED, Available for REUSE."
- Cancelled, In Field - Separately lists the number of Two-Way accounts for which a “Still Installed” cancellation was received by AlarmNet. Accounts enumerated here cannot be reused and will show "CANCELLED, STILL IN FIELD." on the Monthly Central Station Report.

4. Inactive One-Way Subscribers separately lists the number of One-Way accounts which belong to your Central Station, but which are not active at the time of this report. This figure represents the total available (i.e. unused) account numbers at the time the report was generated.

- Cancelled, Not Confirmed - Separately lists the number of One-Way accounts for which a “Removed” cancellation was made within the last two weeks and are now in an interim period during which radio’s removal is presumed to be taking place.
- Cancelled, Removed - Separately lists the number of One-Way accounts that have been found to be inactive two weeks after the date that a corresponding “Removed” cancellation was received by AlarmNet. These accounts are available for reuse and will show "CANCELLED, Available for REUSE."
- Cancelled, In Field - Separately lists the number of One-Way accounts for which a “Still Installed” cancellation was received by AlarmNet. Accounts enumerated here cannot be reused and will show "CANCELLED, STILL IN FIELD." on the Monthly Central Station Report.

Total Accounts

5. The Total Number of Subscribers represents the accounts listed in the following fields taken from the summary.

- Active Two-Way Subscribers
- Active One-Way Subscribers
- Inactive Two-Way Subscribers
  - Cancelled, Not Confirmed
  - Cancelled, Removed
  - Cancelled, In Field
- Inactive One-Way Subscribers
  - Cancelled, Not Confirmed
  - Cancelled, Removed
  - Cancelled, In Field
Figure 12. Monthly Central Station Report Summary for AlarmNet-M Accounts

NOTE: A description for the Monthly Central Station Report Summary is provided on the facing and following pages. The indexed numbers correspond to the numbers indexed on the figure.

Figure 13. Monthly Central Station Report Summary for AlarmNet-C Accounts

NOTE: A description for the Monthly Central Station Report Summary is provided on the facing and following pages. The indexed numbers correspond to the numbers indexed on the figure.
Monthly Central Station Report Summary for Other Accounts

The individual summaries for AlarmNet-M, AlarmNet-C, and AlarmNet-i accounts are again each categorized as Active and Inactive, then are further classified into different service types. Each category of the summary is covered below:

1. Activated Accounts

   **Basic Subscribers** lists the number of subscribers that have been registered by the installer and are not UL Line Security.

   - **6hr. Supervision** Option - These are Basic Service subscriber radios that utilize the 6-hour supervision option. This figure is included in the total of all registered Basic Service radios.

   - **24 hr. Test Message** Option - Totals the number of registered Basic Service Radios that send Daily Test messages. This figure is included in the total of all registered Basic Service radios.

   - **Opening - Closing** Option - Totals the number of registered Basic Service Radios that send Opening/Closing messages. This figure is included in the total of all registered Basic Service radios.

   **UL Grade AA Subscribers** lists all subscribers that have been registered by the installer and utilize UL Line Security supervision.

   - **24 hr. Test Message, Opening - Closing Options** - Totals the number of registered UL Grade Radios that send Daily Tests or Opening/Closing messages. This figure is included in the total of all registered Basic Service radios.

   **Weekly Service Radios** (not shown) applies to AlarmNet-C subscribers only. Lists the number of subscribers that have been registered by the installer for Weekly supervision.

2. Inactive Accounts. This number is the total quantity of all radios that have never been registered, or were registered at one time but removed from service at the request of the Central Station. These radios will not be able to provide service through AlarmNet until they are registered. Alarm messages and other signals transmitted from these radios will not be handled or routed by the network until this occurs.

   - **Available for Use** - This number represents the total number of radios that are available for use. It includes those radios that were never used as well as those that have been cancelled and may be re-used.

   - **Unused** - This number represents the total number of radios that have never been registered and are available for use.

   - **Cancelled Removed** - This figure is the total number of subscribers that have been removed from service temporarily at the request of the Central Station. Once the radio is again registered it will become an Active account.

   - **Cancelled Still in Service** - This figure is the total number of radios that have been completely and indefinitely removed from the network. They cannot be re-registered by AlarmNet unless written authorization is received from the Central Station.

3. Total Number of Subscribers is the grand total calculated for AlarmNet-M, AlarmNet-C, and AlarmNet-i accounts separately. Each includes figures from the categories of Basic Service, Weekly Service, UL Line Security, and all Inactive Accounts.
Invoice and Invoice Detail

Invoice

Each month, your Central Station will receive an invoice similar to the following example of a U.S. invoice. All services except messaging are invoiced monthly, in advance, based on activations, registrations, and cancels occurring before midnight of the first of the month. Message charges are invoiced based on actual messages sent during the previous month.

On the Invoice is your AlarmNet Account number. This is a six-digit number beginning with a “3”. This number is important. If you ever need to ask AlarmNet for information on your invoice, accounts or pricing, you will need to tell us your AlarmNet customer account number as shown on the invoice (not the AlarmNet ID number). Keep your AlarmNet customer number secure and do not share it with dealers or others who do not need it.

The invoice includes the total dollar amount that you will pay each month. Charges are totaled by service type. Depending on your company, you may have one or more AlarmNet ID numbers on one invoice. These will be categorized by AlarmNet ID number, but will not have individual subtotals.

Payment is expected within 30 days. AlarmNet’s billing address is listed on the first page of this manual. If you have any questions about your invoice, please contact our Administration department at the number also listed on the first page. If you are in disagreement with any part of the invoice, please pay the amount you think is due, and include a full explanation of the difference, including any subscriber numbers that are involved. If you need to call AlarmNet with questions on your invoice, please have your AlarmNet customer account number and the invoice number ready.

Please note that any and all prices presented in the sample U.S. invoices and reports displayed on the following pages are shown for demonstrative purposes only and are subject to change. They may not reflect actual prices. Please refer to the current Schedule of Monthly Charges for actual prices.

Pricing

There is basic service charge for each subscriber that is considered billable. In addition, there may be other billable services that the subscriber may use, such as open/close reporting or message charges. These charges are invoiced in addition to the basic monthly rate. Different radios may incur different charges with different dollar amounts. Some radios may incur additional message charges, some may incur deactivation fees, while others may not. You should refer to the “Schedule of Monthly Charges” for exact pricing before quoting a job. AlarmNet does not share its published pricing with dealers or end-users.

AlarmNet invoices the Central Station only. It is the Central Station’s right and responsibility to bill its customers, dealers or end-users as it sees fit. It is also the Central Station’s responsibility to notify AlarmNet in the event it wants to cancel a subscriber radio to prevent unnecessary billing. AlarmNet will not credit accounts that have already been invoiced if it has not received an authorized Request for Cancellation before the end of the month.

Cancellations received before the beginning of the month will not be charged for the following month. Depending on which network services you are using, there may be a flat deactivation fee to cancel an AlarmNet radio. However, there is no charge to register or activate a radio. There is a flat monthly charge for the network access of any AlarmNet-M Central Station receiver operating on the network.

AlarmNet does not pro-rate charges for service during part of a month. If a radio is cancel in the middle of the month, it will have been charged for the entire month. However, if a radio is put into service in the middle of the month, will not be invoiced until the next month. AlarmNet will not issue credits for pro-rated service.
Discounts

Because of the different price structures, discounts only apply to U.S. customers. They are based on the aggregate number of radios a company has at the time the invoice is generated. Only basic service charges are discounted. Additional charges such as open/close reporting or messaging are not discounted. See the table below for discount levels. In addition, some basic services are not discounted. Radio totals are grouped according to type, i.e. AlarmNet-A radios are totaled together, and AlarmNet-C radios are totaled separately.

**Table x. Discount Levels**

<table>
<thead>
<tr>
<th>Aggregate Number of Subscribers of Any Given Type</th>
<th>Discount Given Off Basic Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 499</td>
<td>No discounts</td>
</tr>
<tr>
<td>500 to 999</td>
<td>10%</td>
</tr>
<tr>
<td>1,000 to 2,000</td>
<td>25%</td>
</tr>
<tr>
<td>2,001 and above</td>
<td>25% on the first 2000 subscribers</td>
</tr>
<tr>
<td></td>
<td>35% on all additional subscribers</td>
</tr>
</tbody>
</table>

For example: ABC Alarm Company has five different Central Stations throughout the country, each has exactly 100 AlarmNet-A subscribers and 200 AlarmNet-C subscribers. When calculating the invoice, ABC’s discounts will be based on 500 total AlarmNet-A radios (100 x 5), and 1000 total AlarmNet-C radios (200 x 5).

**NOTES**
Figure 14. Sample Invoice

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Catalog Number</th>
<th>Description</th>
<th>Quantity Shipped</th>
<th>Unit Price</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>925</td>
<td>ALARMNET-1-B</td>
<td>BASIC ONE-WAY TX COMM. SERVICE</td>
<td>925</td>
<td>4.84</td>
<td>4,477.00</td>
</tr>
<tr>
<td>0</td>
<td>ALARMNET-2-B</td>
<td>BASIC TWO-WAY TX COMM. SERVICE</td>
<td>0</td>
<td>7.12</td>
<td>0.00</td>
</tr>
<tr>
<td>100</td>
<td>ALARMNET-2-H</td>
<td>HI SECURITY 2WAY TX COMM SERVICE</td>
<td>100</td>
<td>10.88</td>
<td>1,088.00</td>
</tr>
<tr>
<td>75</td>
<td>ALARMNET1-6E</td>
<td>6 HOUR EXCEPTION WINDOW</td>
<td>75</td>
<td>1.50</td>
<td>112.50</td>
</tr>
<tr>
<td>2</td>
<td>ALARMNET-NA</td>
<td>24 HOUR NETWORK ACK STATUS MSG.</td>
<td>2</td>
<td>0.75</td>
<td>1.50</td>
</tr>
<tr>
<td>44</td>
<td>ALARMNET-SC</td>
<td>EXTENDED DIAGNOSTICS W/ CTNTCT</td>
<td>44</td>
<td>2.25</td>
<td>99.00</td>
</tr>
<tr>
<td>925</td>
<td>ALARMNETM-1-B</td>
<td>BASIC COMM. SERVICE</td>
<td>925</td>
<td>7.75</td>
<td>7,188.75</td>
</tr>
<tr>
<td>100</td>
<td>ALARMNETM-2-H</td>
<td>HI SECURITY COMM SERVICE</td>
<td>100</td>
<td>35.00</td>
<td>3,500.00</td>
</tr>
<tr>
<td>75</td>
<td>ALARMNETM-6E</td>
<td>6 HOUR EXCEPTION WINDOW</td>
<td>75</td>
<td>12.00</td>
<td>900.00</td>
</tr>
<tr>
<td>2</td>
<td>ALARMNETM-TA</td>
<td>DAILY TEST MESSAGES</td>
<td>2</td>
<td>4.00</td>
<td>8.00</td>
</tr>
<tr>
<td>4</td>
<td>ALARMNETM-DE</td>
<td>DEACTIVATION FEE</td>
<td>4</td>
<td>10.00</td>
<td>40.00</td>
</tr>
</tbody>
</table>

Page no: 1 of 1

ALL CLAIMS MUST BE MADE WITHIN 5 DAYS AFTER RECEIPT OF GOODS
GOODS RETURNED WITHOUT AUTHORIZATION RETURN NUMBER ON CARTON WILL BE REFUSED
PAST DUE BALANCES ARE SUBJECT TO INTEREST AT 1.5% MONTHLY
PLEASE READ REVERSE SIDE CAREFULLY FOR TERMS AND CONDITIONS OF SALE, INCLUDING LIMITED
WARRANTY. WHICH ARE PART OF THIS AGREEMENT. Reference to the "Company" on the reverse side of this form
shall mean AlarmNet.

TOTAL MATERIAL 11,816.75
SALES TAX (%) 0.00
SHIPPING
TOTAL INVOICE 11,816.75

PLEASE REMIT TO: AlarmNet
P.O. Box 91097
Chicago, IL 60693
Customer Number 345678
Invoice Number 234567
Amount $11,816.75

If remittance is not the exact dollar amount, please explain reason for adjustment


Invoice Item Descriptions

The item descriptions on the AlarmNet invoice aren’t always clear. You can refer to the table below to cross-reference the item number on the invoice, its description in the detail, a plain English description, and the type of radio equipment that would be used with it. Note that Canadian services are identical to those shown below with the exception that they are appended with a “-C” suffix, and do not include any AlarmNet-A services.

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Description</th>
<th>Radio Model Number</th>
<th>Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALARMNET-1-B</td>
<td>1way-basic</td>
<td>Any 7720 series or 7820 series. Program for hourly check-ins</td>
<td>UL Fire OR, 24 hr, 2 site supervision OR, 48 hr, 1 site supervision OR, Unsupervised service.</td>
</tr>
<tr>
<td>ALARMNET-2-H</td>
<td>2way-high</td>
<td>7920SE</td>
<td>UL Line Security - 5 minute, 2 site supervision.</td>
</tr>
<tr>
<td>ALARMNET-2-B</td>
<td>2way-basic</td>
<td>7920SE</td>
<td>30 minute, 2 site supervision.</td>
</tr>
<tr>
<td>ALARMNET1-6E</td>
<td>Hi supervision</td>
<td>Any 7720 or 7820 series. Program for 15 min. check-ins</td>
<td>Additional charge – 6 hr supervision</td>
</tr>
<tr>
<td>ALARMNET1-OC</td>
<td>Open/Close</td>
<td>any radio</td>
<td>Additional charge for Open/Close messages.</td>
</tr>
<tr>
<td>ALARMNET-NA</td>
<td>Network tests</td>
<td>any radio</td>
<td>Additional charge for Network sending a test signal each supervisory period when the radio has checked in properly.</td>
</tr>
<tr>
<td>ALARMNET-SC</td>
<td>surcharge</td>
<td>any radio</td>
<td>Additional charge for extending the diagnostics period without a contract.</td>
</tr>
<tr>
<td>ALARMNET-TA</td>
<td>Daily tests</td>
<td>any radio</td>
<td>Additional charge for Daily test messages.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Description</th>
<th>Radio Model Number</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALARMNETC-30</td>
<td>Monthly Superv.</td>
<td>7835C or 7845C</td>
<td>30 day supervision.</td>
</tr>
<tr>
<td>ALARMNETC-W</td>
<td>Weekly Service</td>
<td>7835C or 7845C</td>
<td>Weekly supervision.</td>
</tr>
<tr>
<td>ALARMNETC-B</td>
<td>Basic Service</td>
<td>7835C or 7845C</td>
<td>24 hr supervision.</td>
</tr>
<tr>
<td>ALARMNETC-B6</td>
<td>6 hr. Supervision</td>
<td>7835C or 7845C</td>
<td>Additional charge for 6 hr supervision.</td>
</tr>
<tr>
<td>ALARMNETC-OC</td>
<td>Open/Close</td>
<td>any radio</td>
<td>Additional charge for Open/Close messages.</td>
</tr>
<tr>
<td>ALARMNETC-TA</td>
<td>Daily tests</td>
<td>any radio</td>
<td>Additional charge for Daily Test messages.</td>
</tr>
</tbody>
</table>
### AlarmNet-M

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Description</th>
<th>Radio Model Number</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALARMNETM-AA</td>
<td>UL Line Security</td>
<td>7830R</td>
<td>UL Line Security - 5 minute, 2 site supervision.</td>
</tr>
<tr>
<td>ALARMNETM-B</td>
<td>Basic service</td>
<td>7830R</td>
<td>24 hr supervision.</td>
</tr>
<tr>
<td>ALARMNETM-B6</td>
<td>6 hr. Supervision</td>
<td>7830R</td>
<td>Additional 6 hr supervision.</td>
</tr>
<tr>
<td>ALARMNETM-DE</td>
<td>Deactivations</td>
<td>any cancellation</td>
<td>Charge for cancellation.</td>
</tr>
<tr>
<td>ALARMNETM-OC</td>
<td>Open/Close</td>
<td>any radio</td>
<td>Additional charge for sending Open/Close messages.</td>
</tr>
<tr>
<td>ALARMNETM-CS</td>
<td>C/S Service</td>
<td>7810R (C/S transceivers only)</td>
<td>Central Station connection charge.</td>
</tr>
</tbody>
</table>

### Message Charges

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Description</th>
<th>Radio Model Number</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALARMNETM-ICC</td>
<td>Inter-City Comm.</td>
<td>7720, 7820, or 7920SE using ICC</td>
<td>All messages from applicable radios.</td>
</tr>
<tr>
<td>ALARMNET-AM</td>
<td>Add'l Messages</td>
<td>7835C or 7845C programmed for Monthly Service</td>
<td>All messages from applicable radios over the maximum allowable limit.</td>
</tr>
<tr>
<td>ALARMNETM-SE</td>
<td>Additional msg.</td>
<td>Proprietary</td>
<td>Special message charge.</td>
</tr>
</tbody>
</table>

### NOTES
### Figure 15. Invoice Detail Report

**NOTE:** A description for the Invoice Detail Report is provided on the facing and following pages. The indexed numbers correspond to the numbers indexed on the figure.
Invoice Detail Report

Accompanying the invoice is an Invoice Detail Report of each billable account. An example of the summary is illustrated below with a description that follows:

1. Subscriber Number - Lists active subscriber accounts in numerical order.

2. Subscriber Name - Shows the subscriber name as printed on the Subscriber Communications Agreement that has been submitted to AlarmNet. If the subscriber name shows “Customer #…” then there is no contract on file with AlarmNet. (This is usually the case with AlarmNet-M, AlarmNet-C, and AlarmNet-i subscribers.)

3. Update - The area immediately after the name may contain a description of what has changed with this subscriber since the last invoice. These descriptions may include:
   - **Added** – Subscriber has been newly activated this month.
   - **Deactivated** – Subscriber no longer appears on the invoice. (Note this comment is different than the comment “*** Deactivated ***”, which shows that an AlarmNet-M radio has been invoiced for a cancellation charge.)
   - **Svc Change** – Subscriber has had a change to one or more of its service levels (i.e. the supervision interval, Open/Close option, surcharge etc.).
   - **Name Change** – The name has been changed, generally because a new Subscriber Communications Agreement or an AlarmNet-A Request for Service form has been submitted.
   - **Price Change** – The undiscounted price has changed since last month.
   - **Price/Name Chng** – both the undiscounted price and the name have changed since last month.

4. Service Description - Describes the type of services the subscriber is being invoiced for. Includes the Primary service as well as any additional services.

5. Undiscounted Monthly Charge - The total, undiscounted price of the combined services for this subscriber

At the conclusion of the Invoice Detail Report an itemized Invoice Detail Summary of the applicable charges is provided. The dollar amounts on the Invoice Detail Summary are basic rates and do not include any discounts. The sample copy of the Invoice Detail Summary (Figure 16) is intended to show at least one example of all the possible classifications into which an active account could fall. Note that no discounts are reflected in any of these charges. Quantity discounts and special discount programs are only applied to the invoice.

NOTES
### Figure 16. Invoice Detail Summary

#### AlarmNet

<table>
<thead>
<tr>
<th>Service</th>
<th>Quant</th>
<th>Rate</th>
<th>Disc</th>
<th>Net</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALARMNET-1-B (1-way-b)</td>
<td>1732</td>
<td>6.45</td>
<td>25%</td>
<td>4.84</td>
<td>$8382.88</td>
</tr>
<tr>
<td>ALARMNET-2-B (2-way-b)</td>
<td>2</td>
<td>10.25</td>
<td>25%</td>
<td>7.69</td>
<td>15.38</td>
</tr>
<tr>
<td>ALARMNET-2-R (2-way-h)</td>
<td>163</td>
<td>15.50</td>
<td>25%</td>
<td>11.63</td>
<td>1895.69</td>
</tr>
<tr>
<td>ALARMNET-3-E (3supervision)</td>
<td>2</td>
<td>1.50</td>
<td>---</td>
<td>1.50</td>
<td>3.00</td>
</tr>
<tr>
<td>ALARMNET-4TA (dailytests)</td>
<td>0</td>
<td>1.25</td>
<td>---</td>
<td>1.25</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNET-5A (networktests)</td>
<td>0</td>
<td>0.75</td>
<td>---</td>
<td>0.75</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNET-6Q (openclose)</td>
<td>0</td>
<td>2.75</td>
<td>---</td>
<td>2.75</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNET-7C (surcharge)</td>
<td>1</td>
<td>2.25</td>
<td>---</td>
<td>2.25</td>
<td>2.25</td>
</tr>
<tr>
<td>ALARMNET-8T (telemrktl)</td>
<td>0</td>
<td>2.00</td>
<td>---</td>
<td>2.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**TOTAL CHARGES** 1897

---

#### Moritex

<table>
<thead>
<tr>
<th>Service</th>
<th>Quant</th>
<th>Rate</th>
<th>Disc</th>
<th>Net</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALARMNET-9M-B (basic service)</td>
<td>83</td>
<td>7.75</td>
<td>---</td>
<td>7.75</td>
<td>$643.25</td>
</tr>
<tr>
<td>ALARMNET-9M-9A (UL Grade AA)</td>
<td>1</td>
<td>35.00</td>
<td>---</td>
<td>35.00</td>
<td>35.00</td>
</tr>
<tr>
<td>ALARMNET-9M-6T (6 hr. Supervision)</td>
<td>1</td>
<td>12.00</td>
<td>---</td>
<td>12.00</td>
<td>12.00</td>
</tr>
<tr>
<td>ALARMNET-9M-7T (Daily Tests)</td>
<td>0</td>
<td>4.00</td>
<td>---</td>
<td>4.00</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNET-9M-OC (Open/Close)</td>
<td>0</td>
<td>6.00</td>
<td>---</td>
<td>6.00</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNET-9M-9B (Additional mgm)</td>
<td>0</td>
<td>0.08</td>
<td>---</td>
<td>0.08</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNET-9M-9C (Inter-City Comm.)</td>
<td>0</td>
<td>0.08</td>
<td>---</td>
<td>0.08</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNET-9M-9E (Deactivations)</td>
<td>0</td>
<td>10.00</td>
<td>---</td>
<td>10.00</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNET-9M-9F (Cntrl Stn Srcv)</td>
<td>0</td>
<td>25.00</td>
<td>---</td>
<td>25.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**TOTAL CHARGES** 84

---

#### Control Channel

<table>
<thead>
<tr>
<th>Service</th>
<th>Quant</th>
<th>Rate</th>
<th>Disc</th>
<th>Net</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALARMNETC1-B (Basic service)</td>
<td>44</td>
<td>6.45</td>
<td>---</td>
<td>6.45</td>
<td>$283.80</td>
</tr>
<tr>
<td>ALARMNETC1-9A (UL Grade AA)</td>
<td>0</td>
<td>15.00</td>
<td>---</td>
<td>15.00</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNETC1-9B (6 hr. Supervision)</td>
<td>0</td>
<td>1.50</td>
<td>---</td>
<td>1.50</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNETC1-9T (Daily Tests)</td>
<td>0</td>
<td>6.00</td>
<td>---</td>
<td>6.00</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNETC1-9C (Open/Close)</td>
<td>0</td>
<td>0.08</td>
<td>---</td>
<td>0.08</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNETC1-9D (Additional mgm)</td>
<td>0</td>
<td>0.08</td>
<td>---</td>
<td>0.08</td>
<td>0.00</td>
</tr>
<tr>
<td>ALARMNETC1-9E (Inter-City Comm.)</td>
<td>0</td>
<td>0.08</td>
<td>---</td>
<td>0.08</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**TOTAL CHARGES** 44
The Invoice Detail Summary

The last pages of the Invoice Detail Report are the detail summaries, which consolidates all of your accounts into their various classifications, and prices them accordingly. There are separate summaries for each of the AlarmNet networks. Below is a sample of these summaries.

Explanation of Invoice Detail Summary

Following is an explanation of each part of the Invoice Detail Summary.

1. **Services** - The Service column describes the type of service and indicates the AlarmNet item number that corresponds with the items on your invoice. All designations are described on the previous page.

2. **Discounts** - Standard quantity discounts are applied were applicable. As mentioned previously, certain services in certain areas may not be eligible for quantity discounts. For companies with aggregated or other pricing plans alternate pricing will be shown on the invoice itself, but will not be reflected in the detail.

3. **Totals** - In the Quant column are totals of subscribers using each primary or additional service. The final figure represents the total number of radio accounts subscribing to the network’s primary services. Although there may be several items in this column, only the Primary Services contribute to the final total. For example, as already stated, radios using 6 hr. Supervision are included in the Basic service category.
# Subscriber Detail of Message Charges

For month of 01/2000

**ABC Alarm System, Inc.**

Network ID: 01-6

<table>
<thead>
<tr>
<th>Subscriber</th>
<th>Inter-City Comm.</th>
<th>Total ICC Charges</th>
<th>Additional Messages</th>
<th>Allowance</th>
<th>Total Overage Charges</th>
<th>Total Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>0100</td>
<td>5</td>
<td>$0.40</td>
<td>0</td>
<td>0</td>
<td>$0.00</td>
<td>$0.40</td>
</tr>
<tr>
<td>0101</td>
<td>1</td>
<td>$0.08</td>
<td>0</td>
<td>0</td>
<td>$0.00</td>
<td>$0.08</td>
</tr>
<tr>
<td>0102</td>
<td>8</td>
<td>$0.64</td>
<td>0</td>
<td>0</td>
<td>$0.00</td>
<td>$0.64</td>
</tr>
<tr>
<td>4000</td>
<td>0</td>
<td>$0.00</td>
<td>7</td>
<td>5</td>
<td>$0.50</td>
<td>$0.50</td>
</tr>
<tr>
<td>4001</td>
<td>0</td>
<td>$0.00</td>
<td>12</td>
<td>10</td>
<td>$0.50</td>
<td>$0.50</td>
</tr>
<tr>
<td>4005</td>
<td>0</td>
<td>$0.00</td>
<td>3</td>
<td>35</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>4007</td>
<td>0</td>
<td>$0.00</td>
<td>5</td>
<td>5</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Central Station Totals: 14 | $1.12 | 27 | 55 | $0.00 | $1.12
**Subscriber Detail of Message Charges**

If applicable, you may also receive a detail of Inter-City Communications (ICC) or Additional Message (AM) charges. Below is a sample of this report. ICC charges are applied to any AlarmNet-A subscriber that is sending messages outside its native AlarmNet-A network. AM charges are applied to specific services that exceed their monthly allowance for maximum messages. The Message Detail will show the total messages sent by each subscriber. Again, the dollar amounts on the Message Detail do not include any discounts.

Inter-City Communications (ICC) charges are billed a flat rate per message for all messages sent by an AlarmNet-A radio outside of its network and received by the Central Station between the first and last day of prior month’s billing period.

Additional Message (AM) charges are billed a flat rate per message for messages sent by an AlarmNet-C radio and received by the Central Station between the first and last day of prior month’s billing period. The total messages that are charged are based upon the total of all messages sent by eligible radios (those installed after May 1, 2001) less the total allowance of included messages for those radios.

The aggregate difference between the total messages and the total allowance is what appears on the invoice. (In other words, if all of your radios are programmed for Monthly Supervision, and half send 10 messages, but the other half send none, the average is still within the 5 message allowance per radio, so there will be no additional charges.)

On the Message Detail report, the lines for each radio will show a charge based on it’s own messages and allowance, but the total will show the actual invoice charge based on the average for all eligible radios. In the accompanying sample report, the Total Charges per subscriber for 4000 through 4007 show a positive dollar amount, while the Total Charges for the entire group of subscribers does not include an amount for AM charges. This is because the Total Allowance for all subscribers (55) exceeds the Total Messages sent by all subscribers (27) and therefore, no charges were incurred.

You can limit the number of messages incurred for ICC and AM charges by the way the radio and the control are programmed and installed. The radio installation may be configured for backup reporting rather than redundant (dual) reporting. In this mode, the radio will only send signals if the control’s dialer fails to get through. To do this you may need a telephone line fault monitor. Also certain Ademco controls may be configured to use the Dynamic Signaling features in the panel to reduce unnecessary alarms. In addition, be sure to program the radio so that it does NOT send Open/Close signals or Daily Tests, as these signals will incur additional charges.
Subscriber Detail of Message Charges

Below is a brief description of each item on the Subscriber Detail of Message Charges report:

**Subscriber**

1. **Subscriber Number** - Lists subscriber accounts that have transmitted billable messages, in numerical order.

2. **Inter-City Communications** - Total messages sent for this AlarmNet-A subscriber that have been received by the Central Station.

3. **Total ICC Charges** - Total ICC messages multiplied by the per message charge.

4. **Additional Messages** - Total messages sent for this AlarmNet-C subscriber that have been received by the Central Station.

5. **Allowance** - Total included messages allowed for a particular subscriber. The allowances include five messages for those radios programmed with Monthly Supervision, 10 for those with Daily Supervision, plus an additional 25 for any installed during that billing period (for messages allowed for sending test signals at time of installation). (e.g. If a radio is programmed for daily supervision during the current billing period, it is allowed 35 total messages (10 for Daily supervision plus 25 for being installed that month)

6. **Total Overage Charges** - Total AM from this one subscriber less total included messages, multiplied by the per message charge. The sum of these charges is NOT necessarily what appears in the bottom line total.

7. **Total Charges** - Total ICC plus AM for this one subscriber. The sum of these charges is NOT necessarily what appears in the bottom line total.

---

**NOTES**
Central Station

1. Inter-City Communications - Total messages for all AlarmNet-A subscribers.
2. Total ICC Charges - Total ICC messages for all subscribers multiplied by the per message charge.
3. Additional Messages - Total messages sent for all AlarmNet-C subscribers.
4. Allowance - Total included messages allowed for all eligible subscribers combined.
5. Total Overage Charges - Total Additional Messages from ALL subscribers less total included messages from ALL subscribers.
6. Total Charges - Total ICC messages multiplied by the appropriate per message charge plus the combined Total Overage Charges as calculated above multiplied by the appropriate per message charge.

NOTES
Quick Reference Tables for Reports

These tables should assist in understanding the periodic reports. Use them to refer to if you have any questions about items on the reports. Feel free to copy these tables and distribute them to anyone who may have to read a weekly or monthly report.

**Table 1. Weekly Status Report for AlarmNet-A Subscribers**

<table>
<thead>
<tr>
<th>Report item</th>
<th>Meaning</th>
<th>Action to take</th>
</tr>
</thead>
</table>
| “D” (to the left of subs number) | This radio was active at one time, but has stopped transmitting.                                                                                                                                              | If the radio is supposed to be active, service it.  
If the radio is not active, and the transmission was only a test, no action is needed.                      |
| “R” (to the left of subs number) | This radio was Partial Cancelled at one time. It has recently begun transmitting and will be invoiced.                                                                                                      | If the radio is supposed to be active, send a Subscriber Communications Agreement or AlarmNet-A Request for Service form.  
If it is not supposed to be active, remove it from service, or Full Cancel if it cannot be removed. |
| Reassigned                   | New network towers have been assigned to supervise this radio, by customer request, or internal audit.                                                                                                   | Verify operation of radio if necessary.                                                                                                           |
| Cancelled, Removed from Field | “Still Installed” This subscriber will no longer be supervised by the network, although it is not removed from service.                                                                                     | Verify the cancellation with your records.                                                                                                         |
| Cancelled, still in Field    | “Removed” This subscriber will no longer be supervised by the network. If it resumes transmitting, it will become billable again.                                                                          | Verify the cancellation with your records. Make sure the radio is no longer transmitting.                                                        |
| Assigned                     | This radio has been assigned one or two towers for supervision, and will be supervised by the network.                                                                                                     | No action is necessary.                                                                                                                        |
| Needs Contract or Request    | This radio cannot be assigned supervision because there is no agreement on file with AlarmNet.                                                                                                             | If the radio is supposed to be active, send a Subscriber Communications Agreement or AlarmNet-A Request for Service form.  
If the radio is not supposed to be active, send a Request for Cancellation.                                                                 |
| No signal has ever been received | AlarmNet has received a subscriber contract, but the network has never heard signals from this radio.                                                                                                   | Radio needs service.                                                                                                                           |
Table 1. Weekly Status Report for AlarmNet-A Subscribers – Con’t

<table>
<thead>
<tr>
<th>Report item</th>
<th>Meaning</th>
<th>Action to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signals have stopped being received</td>
<td>The network has stopped hearing signals from this radio.</td>
<td>Radio needs service.</td>
</tr>
<tr>
<td>Insufficient signal strength</td>
<td>The signal strength of the radio does not meet criteria needed for assignment.</td>
<td>Radio needs service.</td>
</tr>
<tr>
<td>Evaluation not complete</td>
<td>AlarmNet needs to log more diagnostic data from this radio.</td>
<td>No action necessary</td>
</tr>
<tr>
<td>Qualifies for single site supervision</td>
<td>Only one site can hear this radio sufficiently well.</td>
<td>Send a Subscriber Communications Agreement or AlarmNet-A Request for Service form with “One Way Standard” selected. The radio may need service.</td>
</tr>
<tr>
<td>Bad Repeat Count</td>
<td>Signals not received consistently (low “Repeat counts”).</td>
<td>Radio needs service.</td>
</tr>
<tr>
<td>Not verified by Tech. Asst.</td>
<td>Two-way radios must be verified w/ Technical Assistance.</td>
<td>Contact Technical Assistance at (800) 222-6525.</td>
</tr>
</tbody>
</table>

Table 2. Weekly Status Report for AlarmNet-M, AlarmNet-C and AlarmNet-i Subscribers

<table>
<thead>
<tr>
<th>Item</th>
<th>Meaning</th>
<th>Action to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered</td>
<td>This radio has been registered on the network by an installer and will appear on the next invoice.</td>
<td>If the transmitter is supposed to be active no action is necessary. If the transmitter is not supposed to be active remove it from service and submit a Request for Cancellation form.</td>
</tr>
<tr>
<td>Cancelled, Removed from Field</td>
<td>This transmitter has been cancelled as “Removed” at the request of the Central Station and may be re-used. Invoicing will stop but a deactivation fee may be incurred.</td>
<td>Verify the cancellation with your records.</td>
</tr>
<tr>
<td>Cancelled, still in Field</td>
<td>This transmitter has been cancelled as “Still Installed” at the request of the Central Station, and cannot be re-used without written authorization from the Central Station to AlarmNet. (or a cancellation as “Removed”.) Invoicing will stop but a deactivation fee may be incurred.</td>
<td>Verify the cancellation with your records.</td>
</tr>
<tr>
<td>Supervision Changed</td>
<td>This transmitter has had its supervision interval changed by an installer and will be supervised and invoiced at the new rate.</td>
<td>Verify the change with your records.</td>
</tr>
</tbody>
</table>
### Table 2. Weekly Status Report for AlarmNet-M, AlarmNet-C and AlarmNet-i Subscribers - Continued

<table>
<thead>
<tr>
<th>Item</th>
<th>Meaning</th>
<th>Action to take</th>
</tr>
</thead>
</table>
| No. of Reminders  | At the end of the report are subscribers that have generated repeating Communication Failure Dispositions. | If the transmitter is supposed to be active, it needs service.  
If the transmitter is not supposed to be active, send a Request for Cancellation form. |

### Table 3. Central Station Report for AlarmNet-A Subscribers

<table>
<thead>
<tr>
<th>Item</th>
<th>Indication</th>
<th>Meaning</th>
<th>Action to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>No indication</td>
<td>This radio is not Active.</td>
<td>If the radio is supposed to be active, it needs service.</td>
</tr>
<tr>
<td><strong>&quot;&quot;</strong></td>
<td></td>
<td>This radio is Active.</td>
<td>If the radio is not supposed to be active, remove it from service, and send a Request for Cancellation form.</td>
</tr>
</tbody>
</table>
| Assignment  | Both zero   | This radio is unassigned and not supervised. | If the radio is not supposed to be active, no action is needed.  
If the radio is active, refer to the Weekly Status Report for action to take. |
| Numbers assigned |           | This radio has been assigned to the Network Base Stations noted, and will be supervised by the network. | Verify operation if necessary. |
| Timeout Window | 6 hours  | This is a One-Way radio utilizing Hi-Supervision service. | Verify status if necessary. |
|             | 24 hours   | This is a One-Way radio utilizing basic service. | No action is necessary. |
|             | 92 hours   | This radio has been Full Cancelled.         | Verify status if necessary. |
|             | 10 polls   | This is a Two-Way radio, using standard Timeout polls. | No action is necessary. |
| Polled      | no indication | This is a One-Way radio                  | No action is necessary. |
| **""**      |             | This is a Two-Way radio.                   | No action is necessary. |
| Diag Rate   | 0           | This radio has been assigned OR This radio is set up for Unsupervised Service. | Verify that the radio is assigned.  
If not, verify supervision interval indicated on the Subscriber Communications Agreement or AlarmNet-A Request for Service form.  
Contact AlarmNet with discrepancies. |
|             | 12          | The network accumulates data for this radio on a 12-hour basis. | No action is necessary. |
### Table 3. Central Station Report for AlarmNet-A Subscribers

<table>
<thead>
<tr>
<th>Item</th>
<th>Indication</th>
<th>Meaning</th>
<th>Action to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diag Rate</td>
<td>24</td>
<td>The network accumulates data for this radio on a 24-hour basis. This radio has been active for 60 days and has not yet been assigned. Surcharges will be invoiced for this radio if it has not contract.</td>
<td>If the radio is supposed to be active, check the Weekly Status Report for action to take. If the radio has no contract, send a Subscriber Communications Agreement or AlarmNet-A Request for Service form. If the radio is not supposed to be active, send a Request for Cancellation form.</td>
</tr>
<tr>
<td>Comments</td>
<td>Single-Site</td>
<td>This subscriber has been approved for Single-Site Supervision</td>
<td>Verify status (“One-Way Standard” Option), if necessary.</td>
</tr>
<tr>
<td>No Contract</td>
<td></td>
<td>There is no contract on file for this Active Subscriber.</td>
<td>If the radio is supposed to be active, send a Subscriber Communications Agreement or AlarmNet-A Request for Service form. If the radio is not supposed to be active, send a Request for Cancellation form.</td>
</tr>
<tr>
<td>Eligible</td>
<td></td>
<td>This radio has a contract, and can be assigned</td>
<td>Check the Weekly Status Report for action to take.</td>
</tr>
<tr>
<td>Cancelled, Still in field</td>
<td></td>
<td>This radio has been cancelled as “Still Installed”</td>
<td>Verify the cancellation with your records.</td>
</tr>
<tr>
<td>Cancelled, available for re-use</td>
<td></td>
<td>This radio has been cancelled as “Removed”</td>
<td>Verify the cancellation with your records. Make sure the radio is no longer transmitting.</td>
</tr>
</tbody>
</table>

### Table 4. Central Station Report for AlarmNet-M, AlarmNet-C, and AlarmNet-i Subscribers

<table>
<thead>
<tr>
<th>Item</th>
<th>Indication</th>
<th>Meaning</th>
<th>Action to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>“***”</td>
<td>This transmitter has been registered on the network by an installer and will appear on the next invoice.</td>
<td>If the transmitter is not supposed to be active, remove it from service, and send a Request for Cancellation form.</td>
</tr>
<tr>
<td>No indication</td>
<td></td>
<td>This transmitter has never been registered or has been cancelled.</td>
<td>This account number is available for use (if it has not been full cancelled).</td>
</tr>
<tr>
<td>Time-out Window</td>
<td>24 hours</td>
<td>This is a transmitter utilizing Basic service.</td>
<td>Verify supervision interval if necessary.</td>
</tr>
<tr>
<td></td>
<td>6 hours</td>
<td>This is a Basic Service transmitter utilizing 6-hour supervision option.</td>
<td>Verify supervision interval if necessary.</td>
</tr>
<tr>
<td></td>
<td>5 minutes</td>
<td>This is a transmitter utilizing UL Grade Line Security service.</td>
<td>Verify supervision interval if necessary.</td>
</tr>
</tbody>
</table>
### Table 4. Central Station Report for AlarmNet-M, AlarmNet-C, and AlarmNet-i Subscribers - Continued

<table>
<thead>
<tr>
<th>Item</th>
<th>Indication</th>
<th>Meaning</th>
<th>Action to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hi-Security</td>
<td>no indication</td>
<td>This is a Basic Service transmitter with 24- or 6-hour supervision.</td>
<td>Verify supervision interval if necessary.</td>
</tr>
<tr>
<td>&quot;hi-sup&quot;</td>
<td></td>
<td>This is a UL Grade AA transmitter with 5-minute supervision.</td>
<td>Verify supervision interval if necessary.</td>
</tr>
<tr>
<td>Comments</td>
<td>Cancelled, Still In Field</td>
<td>This transmitter has been cancelled as “Still Installed” and cannot be reused without written authorization from the Central Station.</td>
<td>Verify the cancellation with your records.</td>
</tr>
<tr>
<td></td>
<td>Cancelled, Available For Reuse</td>
<td>This transmitter has been cancelled as “Removed” and may be re-used. Invoicing will resume when it is registered on the network again.</td>
<td>Verify the cancellation with your records. Make sure the transmitter is no longer transmitting.</td>
</tr>
</tbody>
</table>

### Table 5. Invoice and Detail for AlarmNet-A Subscribers

<table>
<thead>
<tr>
<th>Item</th>
<th>Indication</th>
<th>Meaning</th>
<th>Action to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subs number</td>
<td>Subs is on report</td>
<td>Subscriber is active, and is being billed.</td>
<td>If subscriber is supposed to be active, no action is necessary. If subscriber is not supposed to be active, send a Request for Cancellation form.</td>
</tr>
<tr>
<td></td>
<td>Subs not on report</td>
<td>Subscriber is not active, and will not be billed.</td>
<td>If subscriber is supposed to be active, the radio needs service. If subscriber is not active, no action is necessary.</td>
</tr>
<tr>
<td>Name</td>
<td>No name, or “Customer #”</td>
<td>Subscriber has no contract.</td>
<td>If subscriber is supposed to be active, send a Contract or Request for Service If subscriber is not active, remove it from service and send a Request for Cancellation form.</td>
</tr>
<tr>
<td></td>
<td>Doesn’t match your records</td>
<td>AlarmNet does not have the current agreement on file.</td>
<td>Please send a copy of the proper Subscriber Communications Agreement or AlarmNet-A Request for Service form with the current customer information.</td>
</tr>
<tr>
<td>Service type</td>
<td>1way-basic</td>
<td>This is a One-Way radio utilizing basic supervision (One-Way Back-Up, One-Way Standard, or UL Fire).</td>
<td>Verify information with your records.</td>
</tr>
<tr>
<td></td>
<td>hi-supervision</td>
<td>Additional charge for a One-Way radio utilizing 6 hour Hi-Supervision (UL Grade Enhanced).</td>
<td>Verify information with your records.</td>
</tr>
</tbody>
</table>
### Table 5. Invoice and Detail for AlarmNet-A Subscribers - Continued

<table>
<thead>
<tr>
<th>Item</th>
<th>Indication</th>
<th>Meaning</th>
<th>Action to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service type</td>
<td>2way-high</td>
<td>This is a Two-Way radio utilizing Hi-security (UL Grade AA), 5-minute supervision</td>
<td>Verify information with your records.</td>
</tr>
<tr>
<td>Network tests</td>
<td></td>
<td>Additional charge for the network to send 24-hour status messages for this radio</td>
<td>Verify information with your records.</td>
</tr>
<tr>
<td>Surcharge</td>
<td></td>
<td>This radio has no contract, and as such cannot be assigned. Additional charge for the network to process diagnostic messages for an extended period of time.</td>
<td>If subscriber is supposed to be active, send a <em>Subscriber Communications Agreement</em> or <em>AlarmNet-A Request for Service</em> form. If subscriber is not active, remove it from service and send a <em>Request for Cancellation</em> form.</td>
</tr>
</tbody>
</table>

### Table 6. Invoice and Detail for AlarmNet-M, AlarmNet-C, and AlarmNet-i Subscribers

<table>
<thead>
<tr>
<th>Item</th>
<th>Indication</th>
<th>Meaning</th>
<th>Action to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subs number</td>
<td>Subs is on report</td>
<td>Subscriber is active, and is being billed.</td>
<td>If subscriber is supposed to be active, no action is necessary. If subscriber is not supposed to be active, send a cancellation.</td>
</tr>
<tr>
<td></td>
<td>Subs not on report</td>
<td>Subscriber is not active and has not been invoiced.</td>
<td>If subscriber is supposed to be active the transmitter has not been registered. If subscriber is not active no action is necessary.</td>
</tr>
<tr>
<td>Service type</td>
<td>Basic</td>
<td>This is a transmitter utilizing basic 24-hour supervision.</td>
<td>Verify information with your records.</td>
</tr>
<tr>
<td></td>
<td>6 hr. Supervision</td>
<td>Additional charge for 6 hour Hi-Supervision.</td>
<td>Verify information with your records.</td>
</tr>
<tr>
<td></td>
<td>UL Grade AA</td>
<td>This is a transmitter utilizing Hi-security 6-minute supervision.</td>
<td>Verify information with your records.</td>
</tr>
<tr>
<td></td>
<td>24 Hr. tests</td>
<td>Additional charge for user triggered status message once per day.</td>
<td>Verify information with your records.</td>
</tr>
<tr>
<td></td>
<td>Open/Close</td>
<td>Additional charge for one opening and one closing signal per day.</td>
<td>Verify information with your records.</td>
</tr>
</tbody>
</table>

### NOTES
## Glossary

<table>
<thead>
<tr>
<th><strong>Term</strong></th>
<th><strong>Definition</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(800) Plus</td>
<td>A low cost connection to the Central Station using toll free telephone lines.</td>
</tr>
<tr>
<td>6-Hour Supervision</td>
<td>An optional service providing 6-hour supervision of the radio.</td>
</tr>
<tr>
<td>AA</td>
<td>(Old terminology for UL Grade AA – see “UL Line Security”).</td>
</tr>
<tr>
<td>Account numbers</td>
<td>See “Subscriber ID”.</td>
</tr>
<tr>
<td>Active, Activated</td>
<td>The transmitter has been activated or “turned on” on its network so that its messages can be transmitted through the network to the Central Station and it will be supervised by the network. Activating a transmitter makes it billable. An AlarmNet-A radio is made active by allowing it to transmit on the network for a two-day period. An AlarmNet-M, AlarmNet-C, or AlarmNet-i transmitter is made active by using the 7720P programmer to “register” the transmitter on the network, or by pressing the test button three times in succession.</td>
</tr>
<tr>
<td>Additional Messages</td>
<td>Billable messages over and above a maximum message allowance for a specified communication service.</td>
</tr>
<tr>
<td>AlarmNet</td>
<td>A family of radio communications networks that are designed to ensure the safe and accurate delivery of alarm messages to a Central Station, over and above the insecurity and unpredictability of ordinary telephone lines.</td>
</tr>
<tr>
<td>AlarmNet-A</td>
<td>The original radio network owned and operated by AlarmNet.</td>
</tr>
<tr>
<td>AlarmNet-C</td>
<td>A commercial radio network using the control channel of the local cellular provider.</td>
</tr>
<tr>
<td>AlarmNet-M</td>
<td>A commercial radio network using the Mobitex network.</td>
</tr>
<tr>
<td>AlarmNet-i</td>
<td>A commercial transmitter network using the Internet.</td>
</tr>
<tr>
<td>Alerts</td>
<td>Bulletins relating important matters to the Central Station, regarding product, procedures, network, or other information. AlarmNet Alerts should be copied and distributed to appropriate individuals in your Central Station as well as installing dealers.</td>
</tr>
<tr>
<td>Assignment</td>
<td>When one or two AlarmNet-A network towers are made responsible for the supervision of a particular AlarmNet-A subscriber radio.</td>
</tr>
<tr>
<td>Automation system</td>
<td>A computer system located at the Central Station that is designed to process alarm signals from a Central Station digital receiver and present them to an operator for dispatching if necessary.</td>
</tr>
<tr>
<td>Basic Supervision</td>
<td>An AlarmNet service providing 24-hour supervision for the radio.</td>
</tr>
<tr>
<td>C/S</td>
<td>Central Station.</td>
</tr>
<tr>
<td>C/S ID</td>
<td>See Central Station ID.</td>
</tr>
<tr>
<td>Cancel</td>
<td>To remove a subscriber from network service, and stop billing. (See also cancellation options “Still Installed” and “Removed”).</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Central Station ID</td>
<td>A two-digit hexadecimal number (01 to FF) representing your Central Station's unique assigned number within the AlarmNet network in which you participate.</td>
</tr>
<tr>
<td>Check-in signals</td>
<td>See “Diagnostic Messages”.</td>
</tr>
<tr>
<td>City ID</td>
<td>A two-digit decimal number (01 to 99) representing the network that the Central Station is assigned to.</td>
</tr>
<tr>
<td>Comm Fail</td>
<td>See “Communications Failure”.</td>
</tr>
<tr>
<td>Communications Failure</td>
<td>Subscribers of all networks are fully supervised. The network monitors the status of the transmitter based on its known supervision interval, and reports failures to the Central Station as a “Comm Fail” or failure to communicate.</td>
</tr>
<tr>
<td>Contract</td>
<td>See Subscriber Communications Agreement.</td>
</tr>
<tr>
<td>Cover Sheet (AlarmNet)</td>
<td>Used when mailing or faxing forms to AlarmNet in order to ensure that all documents were received properly.</td>
</tr>
<tr>
<td>Deactivated</td>
<td>Canceling a subscriber. When a subscriber is cancelled, AlarmNet “deactivates” or removes it from the AlarmNet network. There may be a deactivation charge to remove a subscriber from the network.</td>
</tr>
<tr>
<td>Diag rate</td>
<td>See “Diagnostic Rate”.</td>
</tr>
<tr>
<td>Diagnostic messages</td>
<td>Periodic signals sent by an AlarmNet-A One-Way radio. For 24 hours service, the radio should be programmed to send a diagnostic message every hour, and every 15 minutes for 6-hour supervision. The Diagnostic messages are used to supervise the radio once it has been assigned supervision. If the radio is not being supervised, the Diagnostic messages are passed on to the Central Station.</td>
</tr>
<tr>
<td>Diagnostic Mode</td>
<td>A period during which AlarmNet evaluates signals heard by an AlarmNet-A radio and attempts to assigned towers to supervise it.</td>
</tr>
<tr>
<td>Diagnostic rate</td>
<td>Applies to AlarmNet-A accounts. Represents the time interval during which diagnostic messages are collected.</td>
</tr>
<tr>
<td>Dialer Account</td>
<td>A subscriber’s account that is an alarm control or slave dialer to send messages over phone lines.</td>
</tr>
<tr>
<td>ECP</td>
<td>Enhanced Communications Protocol. A wiring bus on Ademco alarm controls that allows the control to communicate with different accessories, such as keypads, relay modules, and short range or long range radio devices.</td>
</tr>
<tr>
<td>ECP Mode</td>
<td>Applies only to certain AlarmNet transmitters with certain Ademco Controls. Installation of an AlarmNet transmitter so that it is connected to an Ademco alarm control via the ECP bus. This mode allows the transmitter to send Contact ID format.</td>
</tr>
<tr>
<td>Full Cancel</td>
<td>(Old terminology – See “Still Installed”).</td>
</tr>
<tr>
<td>ICC</td>
<td>See “Inter-City Communication”</td>
</tr>
<tr>
<td>Inter-City Communication</td>
<td>Messages that are sent between networks. Specifically from subscribers in an AlarmNet-A network to a Central Station that is not located within that same network.</td>
</tr>
<tr>
<td>Invoice Detail</td>
<td>A list of billable subscribers and the services they are being invoiced for that accompanies the invoice.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Line card</td>
<td>A circuit board that plugs into the motherboard of an Ademco 685 digital receiver. Most line cards interface a telephone line with the 685. The 685-5N or 685-5NR radio line card interfaces the 7810 or 7810R radio transceivers with the 685.</td>
</tr>
<tr>
<td>Microburst</td>
<td>A network service provided by Aeris Communications. Part of the AlarmNet-C network.</td>
</tr>
<tr>
<td>Mobitex</td>
<td>A network service provided by Bell South Wireless Data. Part of the AlarmNet-M network.</td>
</tr>
<tr>
<td>Monthly Central Station Report</td>
<td>A report that is sent out at the beginning of each month. It shows technical information for all subscriber numbers assigned to the Central Station and whether they are active, deactivated, or available for use, and other characteristics of each account.</td>
</tr>
<tr>
<td>NCC</td>
<td>The AlarmNet Network Control Center.</td>
</tr>
<tr>
<td>Network (radio)</td>
<td>A collection of radio towers and other hardware that is designed to securely deliver messages from one place to another. AlarmNet currently uses four types of networks, AlarmNet-A, AlarmNet-M, AlarmNet-C, and AlarmNet-i.</td>
</tr>
<tr>
<td>Network Code</td>
<td>A two-digit number (01 to 99) representing the AlarmNet network serving your area. (May also be referred to as the “City Code”.)</td>
</tr>
<tr>
<td>Network Test</td>
<td>A test message generate by the network and sent to the Central Station when a subscriber has successfully checked in during it supervision interval. A Network Test message is essentially a confirmation that the subscriber is not in Comm Fail. There is an additional monthly charge for these messages.</td>
</tr>
<tr>
<td>Node</td>
<td>A single radio tower, server, router, or other major component of a network that plays some part in the routing or delivery of messages.</td>
</tr>
<tr>
<td>One-Way</td>
<td>An AlarmNet-A radio that is only capable of transmitting (one-way transmission). These radios can only be supervised at limited intervals (down to 6 hours).</td>
</tr>
<tr>
<td>On-line database</td>
<td>The active database use by any AlarmNet network. The on-line database is updated with changes on a weekly basis.</td>
</tr>
<tr>
<td>Partial Cancel</td>
<td>(Old terminology – see “Removed”).</td>
</tr>
<tr>
<td>Password</td>
<td>The password is any combination of letters and/or numbers that the Central Station designates. It is designed to restrict access to technical information to only those individuals who legitimately require it. If used, it will be required by personnel within your organization and/or by those individuals representing dealers whose radio accounts report to your Central Station.</td>
</tr>
<tr>
<td>Quality</td>
<td>Signal strength.</td>
</tr>
<tr>
<td>Registration, Registered</td>
<td>Applies to AlarmNet-M, AlarmNet-C, and AlarmNet-i transmitters. The transmitter has been activated or “turned on” in the network so that its messages can be transmitted to the Central Station and it can be supervised by the network. Registering a transmitter also makes it billable. A transmitter is registered by using the 7720P programmer, or by pressing the test button three times in succession.</td>
</tr>
<tr>
<td>Removed</td>
<td>A cancellation option. Use if the subscriber has been removed from service and is no longer transmitting. The account will not be invoiced and may no longer be able to transmit messages to the Central Station until it is again activated or registered on the network. The account can be re-used.</td>
</tr>
<tr>
<td><strong>Term</strong></td>
<td><strong>Definition</strong></td>
</tr>
<tr>
<td>----------</td>
<td>----------------</td>
</tr>
<tr>
<td>Repeat Count</td>
<td>How many times a radio’s signal was heard by the network.</td>
</tr>
<tr>
<td>Request for Cancellation</td>
<td>A request to remove a particular subscriber from service until further notice. This form must be sent to AlarmNet in order for the cancellation to take effect. (See also cancellation options “Still Installed” and “Removed.”)</td>
</tr>
<tr>
<td>Request for Service</td>
<td>Used if a subscriber contract is not signed. If there is no signed <em>Subscriber Communications Agreement</em>, this form is necessary for the correct supervision and invoicing of AlarmNet-A subscribers.</td>
</tr>
<tr>
<td>Request for Subscriber Account Numbers</td>
<td>This form is used to request AlarmNet to add new account numbers to use when installing new accounts.</td>
</tr>
<tr>
<td>Request for Supervision</td>
<td>(Old terminology) See “Request for Service”.</td>
</tr>
<tr>
<td>RF</td>
<td>Radio Frequency.</td>
</tr>
<tr>
<td>SafetyNet</td>
<td>(Old terminology) See “Mobitex” or “AlarmNet-M”.</td>
</tr>
<tr>
<td>Signal Strength</td>
<td>How strong a radio transmission has been heard by the network.</td>
</tr>
<tr>
<td>Single-Site Supervision</td>
<td>An AlarmNet-A radio that has only one network tower responsible for supervising it. With the exception of subscribers using UL Line Security or a listed Fire service, single-site supervision provides an ample level of supervision, and has less complicated installation requirements.</td>
</tr>
<tr>
<td>Still Installed</td>
<td>A cancellation option. Use if the transmitter <em>cannot be removed</em> from service, but it needs to be cancelled anyway. The subscriber may no longer be able to transmit messages to the Central Station. The account will no longer be invoiced. The account number <em>cannot</em> be re-used.</td>
</tr>
<tr>
<td>Subscriber Communications Agreement</td>
<td>The subscriber contract. It is an agreement between AlarmNet, Ademco, and the subscriber (end-user) using the network. It specifies the conditions and responsibilities that govern the use of AlarmNet service.</td>
</tr>
<tr>
<td>Subscriber ID</td>
<td>A four-digit number (0002 to 9994) representing a subscriber’s unique identification to your Central Station within the network in which you participate.</td>
</tr>
<tr>
<td>Supervision</td>
<td>The networks monitor each and every transmitter that has been assigned supervision. Each transmitter checks in, or is polled, during an interval specified by the installer or Central Station. If it fails to respond within its specified interval, the network will send a “Communications Failure” (Comm Fail) message to the Central Station receiver.</td>
</tr>
<tr>
<td>TAC</td>
<td>The AlarmNet Technical Assistance Center (tech support).</td>
</tr>
<tr>
<td>Timeout Window</td>
<td>The amount of time within which a transmitter must send at least one signal in order to prevent a “communications failure” from being reported. (i.e. the supervision interval for the transmitter.)</td>
</tr>
<tr>
<td>Tower</td>
<td>A radio transceiver that is a network component capable of transmitting and receiving radio signals from subscriber radios. Radio towers are responsible for routing or delivery of messages and/or supervision of radio subscribers.</td>
</tr>
<tr>
<td>Transceiver</td>
<td>Radio equipment that is capable of transmitting and receiving radio signals.</td>
</tr>
<tr>
<td>Two-Way</td>
<td>An AlarmNet-A radio that is only capable of transmitting <em>and</em> receiving signals from the network (two-way transmission). These radios are polled by the networks and can be supervised at very short intervals (down to 5 minutes).</td>
</tr>
<tr>
<td><strong>Term</strong></td>
<td><strong>Definition</strong></td>
</tr>
<tr>
<td>------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>UL Grade AA</td>
<td>(Old terminology – see “UL Line Security”).</td>
</tr>
<tr>
<td>Virtual Private Networking</td>
<td>An AlarmNet Central Station configuration where one physical line card may be used to emulate several lines. This setup allows for flexible routing an easy administration of accounts.</td>
</tr>
<tr>
<td>VPN</td>
<td>See “Virtual Private Networking”.</td>
</tr>
<tr>
<td>Weekly Status Report</td>
<td>A report sent out each Tuesday that shows recent changes to the status of subscribers, such as new activations, deactivations, and changes to supervision status.</td>
</tr>
<tr>
<td>Weekly Supervision</td>
<td>An AlarmNet-C service providing weekly supervision for a subscriber.</td>
</tr>
<tr>
<td>Zone Mode</td>
<td>Installation of an AlarmNet radio so that it is triggered by the alarm control by application/removal of voltage, or by dry contact. This mode allows the radio to transmit only alarms or restores for a limited number of conditions. See also ECP Mode.</td>
</tr>
</tbody>
</table>
This section is intended to answer some commonly asked questions about AlarmNet and to clarify the procedures used by AlarmNet and your network in recognizing an account and accommodating it into the system.

**Q. What actually happens when a new radio account is installed?**

**A.** For AlarmNet-A subscribers:

1. Once installed, the radio sends a diagnostic “check-in” signal to the network. One-Way radios transmit this message once every hour for 24 or 48-hour supervision (or every 15 minutes for 6 hour supervision).
2. If the network hears these signals for two or more days in the same week, the account is considered to be “active” and is placed in a mode of operation known as the Diagnostic Mode.
3. While in Diagnostic Mode, each such account is evaluated in terms of the strength and consistency of its diagnostic signals.
4. Until either a Subscriber Communications Agreement or an AlarmNet-A Request for Service form is received by AlarmNet for the account, the radio can not be supervised. If the radio is a Two-Way, the installer also needs to call the AlarmNet TAC to have the radio supervised. Otherwise, the account will remain unsupervised by the network.

A. For AlarmNet-M, AlarmNet-C and AlarmNet-i subscribers:

1. At installation time the transmitter must be “registered” on the network by the installer. This is accomplished by using the 7720P programmer or by pressing the test button three times in succession. Please refer to the instructions included with the transmitter for specific details.
2. Once properly installed each transmitter begins to report routine status messages to the network. Depending on the type of service desired and programmed, a transmitter may send signals on a 24 hours basis, every 6 hours, or every 5 minutes. At this time, the account is activated and will be supervised and invoiced at the appropriate rate.

**Q. Can unsupervised AlarmNet-A accounts send alarms?**

**A.** Yes. All alarm transmissions heard by the network are reported to the Central Station.

**Q. Will I be billed for such unsupervised accounts?**

**A.** Yes. For a period of 60 days, AlarmNet will bill any account at the basic rate. After 60 days, any account for which a Subscriber Communications Agreement or an AlarmNet-A Request for Service form has not been received will be subject to an additional surcharge.

**Q. How long can such an account remain unsupervised?**

**A.** There is no time limit governing an unsupervised account. As stated above, the network will relay its alarm transmissions but will not supervise and will not be able to report Comm Fails for the account. Furthermore, a surcharge may be incurred after 60 days if AlarmNet did not receive a Subscriber Communications Agreement or an AlarmNet-A Request for Service form. It is in everyone’s interests to have the account properly supervised by the network as quickly as possible.

**Q. When do my accounts become supervised by the network?**

**A.** For AlarmNet-A subscribers, once AlarmNet receives either the subscriber contract or a Request for Service for an account, the accumulated diagnostic data will be used to determine whether the radio meets the network's performance standards. If so, the account is will be assigned to one or two network towers for supervision.
A. For AlarmNet-M, AlarmNet-C, and AlarmNet-i subscribers, once the transmitter is registered and becomes active the account will be supervised by the network based on how it was programmed. If, for some reason, the transmitter fails to report during its specified time interval, a communications failure message will be reported to the Central Station by the network.

Q. Do I need to send in a subscriber contract in order for my accounts to be supervised?

A. For AlarmNet-A subscribers, either a signed Subscriber Communications Agreement or an AlarmNet-A Request for Service form must be received by AlarmNet in order for the supervision process to begin.

A. For AlarmNet-M, AlarmNet-C, and AlarmNet-i subscribers, although a signed Subscriber Communications Agreement should be obtained from the subscriber, the Subscriber Communications Agreement should be kept on file at the Central Station and does not need to be sent to AlarmNet.

Q. If I only test the radio will I be billed for it?

A. For AlarmNet-A subscribers unless the transmissions from the radio occur over two or more days in the same week, they will not cause the account to become billable. However, even if a radio were to become unintentionally billable during a week of repeated testing, it will automatically be “Deactivated” two weeks later if it stopped being heard by the network.

A. For AlarmNet-M, AlarmNet-C, and AlarmNet-i subscribers a transmitter signal may be tested by using Shift-T from the 7720P programmer, or by pressing the test button once. This action alone will not register an account. Only if the transmitter is registered using the 7720P programmer, or by pressing the test button three times in succession, will it be considered active and billable. Please note that the transmitter is not capable of transmitting messages through the network until it is registered in this manner.

Q. Where can I get information about my accounts?

A. There are three reports that are sent on a regular basis:

- The Weekly Status Report - Shows recent changes to the status of subscribers, such as new activations, deactivations, and supervision changes.

- The Monthly Central Station Report - Shows technical information for all account numbers, active, deactivated, and available for use.

- The Monthly Invoice and Detail - Show the total amount of your monthly services, and the breakdown of charges for active subscribers.

Q. Is there a limit to the quantity of account numbers that I can request at one time?

A. The AlarmNet networks are amply equipped to handle account numbers for your present and future needs. However, please be reasonable in your requests for account numbers. If you accumulate large blocks of unused numbers, it causes unnecessary tracking by the network and imposes a needless overhead on record keeping for the Central Station as well. The Monthly Central Station Report lists all subscriber accounts assigned to your Central Station. From it you can determine all of your available account numbers.

Q. What should I do if I have a defective transmitter that needs to be replaced?

A. It is important to realize that AlarmNet-M, AlarmNet-C, or AlarmNet-i transmitters cannot simply be swapped with another unit. If one device is replaced with another, a network alarm will be sent to the Central Station and the second transmitter will not function. If a transmitter is defective and needs to be swapped with a replacement unit, the following procedure must be followed:

1. The individual servicing the system must contact the AlarmNet TAC. After properly identifying him/herself with a password, the AlarmNet technician will provide the serviceman with a four-digit temporary PIN number. This PIN number is used to authorize the equipment exchange to the network and is useful only for 24 hours.
2. The serviceman may then proceed to register the transmitter to the network, using the 7720P programming tool. Since the network recognizes that a new transmitter is being used with an existing account, it will display the message “Account Exists”. The serviceman will answer “Y” to this prompt and the 7720P will ask for the PIN number.

3. The serviceman will then enter the PIN number to authorize the registration of the new transmitter using the old subscriber account number.

4. The network will automatically deactivate the old transmitter, activate the new transmitter, and exempt the account from any deactivation fee.

Q. I want to add AlarmNet service to an existing dialer account. Can I use the same account number?
A. Yes, as long as you have requested that account number from AlarmNet in advance.

Q. How are ICC charges counted?
A. Inter-City Communications (ICC) charges are billed a flat rate per message for all messages sent by an AlarmNet-A radio outside of its network and received by the Central Station between the first and last day of prior month’s billing period.

Q. How are AM charges counted?
A. Additional Message (AM) charges are billed a flat rate per message for messages sent by an AlarmNet-C radio and received by the Central Station between the first and last day of prior month’s billing period. The total messages that are charged are based upon the total of all messages sent by eligible radios (those installed after May 1, 2001) less the total allowance of included messages for those radios (i.e. 5 included messages for those programmed with Monthly Supervision, 10 for those with Daily Supervision, and an additional 25 for any installed during the same billing period). The aggregate difference between the total messages and the total allowance is what appears on the invoice.

On the Message Detail report, each radio will show a charge based on its own messages and allowance, but the total will show the actual invoice charge based on the average for all eligible radios.

Q. How can I limit the number of messages I am incurring with ICC and AM charges?
A. A radio installation may be configured for backup reporting rather than redundant (dual) reporting. In this mode, the radio will only send signals if the control’s dialer fails to get through. To do this you may need a telephone line fault monitor. Also certain Ademco controls may be configured to use a Dynamic Signaling features in the panel to reduce unnecessary alarms. In addition, be sure to program the radio so that it does NOT send Open/Close signals or Daily Tests, as these incur additional charges.
Alerts

AlarmNet Alerts are important bulletins that are issued on an “as needed” basis. Specifically, the Alerts provide information relating to your Central Station and the installation, operation, and maintenance of subscriber accounts or equipment. We strongly recommend that you read them and keep them for future reference. In addition, you should be sure and forward copies of Alerts to other individuals in your own company if the information contained in them is pertinent to their responsibilities.

Alerts are not sent directly to your participating dealers. We strongly encourage you to duplicate and distribute to your dealers those Alerts that pertain to subscriber accounts and other matters of dealer interest. Copies of past issues of Alerts may be requested at no charge from AlarmNet.