

NEW ALARM SYSTEM PROVIDER

INFORMATION, PROCESS & OPTIONS

THE NEW PROVIDER: **THE MONITORING CENTER**

THE MONITORING CENTER (TMC) IS HEADQUARTERED IN OAKVILLE, CANADA, SW OF TORONTO, BUT HAS A LOCAL OFFICE AND SERVICE CENTER IN WELLINGTON.

REASONS FOR CHOOSING TMC

- **BETTER MONITORING COST**
- **BETTER ANCILLARY EQUIPMENT COST**
- **TMC OWNS THEIR MONITORING STATION**
- **LOCAL OFFICE IN WELLINGTON (vs. MIAMI)**
- **EXCELLENT REFERENCES**
- **IF ISSUES OCCUR, CALL ONLY 1 COMPANY, TMC**
- **AT VILLAGGIO'S OPTION, EXTEND THE NEW 5 YEAR CONTRACT FOR AN ADDITIONAL 5 YEARS AT THE SAME PRICE**

REQUIREMENTS FOR CHANGEOVER **TO TMC MONITORING**

- **BACKGROUND:**
 - **WHEN AN ALARM IS TRIPPED, THE ALARM PANEL SENDS A SIGNAL TO A MONITORING STATION USING AN INTERNAL DIALER EITHER THROUGH:**
 - **YOUR LOCAL PHONE CONNECTION (ATT OR COMCAST)**
 - **AN OPTIONAL HOMEOWNER-PAID CELLULAR RADIO, AKA GSM, FOR WHICH THERE IS AN ADDITIONAL MONITORING FEE PAID DIRECTLY TO THE PROVIDER BY THE HOME OWNER**

THE CHANGEOVER

- **REQUIRES CHANGING THE NUMBER THAT IS CURRENTLY DIALED TO SPECIALIZED HOME ELECTRONICS' (S.H.E.) MONITORING FACILITY TO TMC'S MONITORING CENTER**
 - **THIS ACTION IS DONE VIA THE ALARM KEYPAD BY A TMC TECHNICIAN**
 - **IF A CELLULAR (GSM) RADIO IS CURRENTLY IN USE, TMC WILL ATTEMPT TO CONVERT THE UNIT OR REPLACE IT AS NEEDED**
 - **FOR GSM-BASED SYSTEMS, PROGRAMMING CHANGES NEED TO BE MADE TO THE ALARM PANEL AS WELL**

THE CHANGEOVER (Cont'd)

- **THE CONVERSION REQUIRES ACCESS TO RESIDENTS' HOMES IN ORDER TO IMPLEMENT THE CHANGE(S). APPOINTMENTS NEED TO BE MADE WITH TMC. DETAILS WERE PROVIDED IN THE EMAIL YOU RECEIVED. SEASONAL RESIDENTS WILL BE GIVEN PREFERENCE IN APPOINTMENTS.**
- **TMC WILL PERFORM A FULL SYSTEM TEST TO ENSURE OPERABILITY**
- **RESIDENTS WILL HAVE TO PROVIDE TMC CONTACT INFORMATION IN THE EVENT OF AN ALARM**

THE CHANGEOVER (Cont'd)

- **ONCE THE CHANGE IS MADE, ALARM ALERTS WILL NO LONGER BE TRANSMITTED TO S.H.E.'S MONITORING FACILITY BUT TO TMC'S**
 - **BETWEEN THE TIME ANY HOME IS CONVERTED AND THE COMMENCEMENT OF THE TMC CONTRACT, THERE IS NO ADDITIONAL COST TO THE HOA FOR THIS SERVICE**
- **RESIDENTS SHOULD HAVE RECEIVED INFORMATION FROM TMC TO MAKE APPOINTMENTS FOR CONVERSION**

OPTIONS FOR CONSIDERATION

- 1. ADDING A MONITORED SMOKE DETECTOR**
 - MAY BE DISCOUNTED (\$60 REDUCED TO \$40)***
- 2. REPLACING THE PHONE CONNECTION WITH A CELLULAR RADIO (GSM RADIO) CONNECTION**
- 3. ADDING AN EMERGENCY FOB**
 - REQUIRES THE ADDITION OF A WIRELESS RECEIVER, WHICH MAY BE DISCOUNTED (\$120 REDUCED TO \$100) AND THE FOB (\$30 REDUCED TO \$20)***

***IF 40 NEW HOMES ORDER ONE WITHIN 60 DAYS (START DATE TBD AFTER CONVERSIONS ARE COMPLETED). DETAILS TO BE SUPPLIED AT A LATER DATE.**

ADDING A MONITORED SMOKE DETECTOR

- **IF THE ONLY SMOKE DETECTORS IN YOUR HOME ARE THOSE SUPPLIED BY THE DEVELOPER, WHICH ARE NOT CONNECTED TO THE ALARM PANEL, NO ALERT IS SENT TO THE MONITORING FACILITY INDICATING THERE IS SMOKE IN YOUR HOME**
- **CONSIDER ADDING A MONITORED SMOKE DETECTOR THAT CONNECTS TO THE ALARM PANEL. WHY?**

ADDING A MONITORED SMOKE DETECTOR **(Cont'd)**

- 1. THE BUILDER-INSTALLED SMOKE DETECTORS ONLY PRODUCE A SIREN WHEN ACTIVATED AND DO NOT SEND AN ALARM SIGNAL TO THE MONITORING FACILITY**
- 2. IF YOU ARE NOT HOME, NO ONE ELSE WILL KNOW AND SIGNIFICANT DAMAGE CAN BE DONE TO YOUR HOME. THIS IS PARTICULARLY IMPORTANT FOR SEASONAL RESIDENTS.**

ADDING A MONITORED SMOKE DETECTOR (Cont'd)

- 3. ONLY ONE MONITORED SMOKE DETECTOR NEEDS TO BE ADDED TO ALERT THE MONITORING FACILITY IF THERE IS SMOKE IN THE HOME. (MORE CAN BE ADDED IF DESIRED.)**
- 4. AT A COST (\$60 REGULAR OR \$40 DISCOUNTED) FOR THE SMOKE DETECTOR , AN INSURANCE DISCOUNT FOR A MONITORED SMOKE DETECTOR IS GENERALLY AVAILABLE AND WILL PROVIDE PAYBACK FOR THE COST OVER TIME**
- 5. THERE IS NO CHARGE FOR MONITORING THE ADDITIONAL DETECTOR(S)**

ADDING A MONITORED SMOKE DETECTOR (Cont'd)

- 6. IF YOU ALREADY HAVE ONE MONITORED SMOKE DETECTOR THAT WAS INSTALLED BY S.H.E., IT NEEDS TO BE REPLACED EVERY 10 YEARS JUST LIKE ALL OTHER SMOKE DETECTORS. IN THIS CASE YOU ARE NOT ADDING, JUST REPLACING IF OVER 10 YEARS OLD.**
- 7. THE ORIGINAL BUILDER-INSTALLED SMOKE DETECTORS NEED TO BE MAINTAINED PER SAFETY CODE. THE MONITORED NEW SMOKE DETECTOR DOES NOT REPLACE THE BUILDER-INSTALLED UNITS.**

REPLACING THE PHONE CONNECTION **WITH A CELLULAR RADIO (GSM** **RADIO) CONNECTION**

BACKGROUND:

- **ALARM SYSTEMS ARE EITHER MONITORED BY A LAND LINE PHONE OR BY A CELLULAR* CONNECTION THAT IS BUILT-IN OR CONNECTED TO THE ALARM SYSTEM**

*** THE CELLULAR CONNECTION HAS NOTHING TO DO WITH YOUR CELL PHONE AND IS ONLY USED TO CONNECT TO THE MONITORING FACILITY**

REPLACING THE PHONE CONNECTION **WITH A CELLULAR RADIO (GSM** **RADIO) CONNECTION (Cont'd)**

- 1. A PHONE LINE CONNECTION (ATT OR COMCAST) IS EASILY DEFEATED BY CUTTING WIRES EXTERNAL TO THE HOME. IF THIS IS DONE, NO ALERTS CAN BE SENT TO THE MONITORING FACILITY.**
- 2. A GSM RADIO WILL REMAIN ACTIVE IN THE EVENT OF ELECTRICITY FAILURE BECAUSE IT WILL GET ITS POWER FROM THE ALARM SYSTEM BATTERY BACKUP, WHICH IS BETTER THAN COMCAST'S PHONE BATTERY BACKUP.**

REPLACING THE PHONE CONNECTION **WITH A CELLULAR RADIO (GSM** **RADIO) CONNECTION (Cont'd)**

- 3. IF THE ONLY REASON YOU HAVE A PHONE LINE CONNECTION IS FOR THE ALARM SYSTEM, THE GSM CONNECTION IS MUCH LESS EXPENSIVE EVEN AFTER PAYING FOR THE GSM RADIO (\$130) AND THE ADDITIONAL MONTHLY MONITORING FEE (\$7). BOTH COSTS ARE DIRECT BILLED AND ARE THE RESPONSIBILITY OF THE HOMEOWNER.**
- 4. NOT COUNTING THE INSTALLATION COST, DROPPING COMCAST PHONE WOULD PRODUCE SAVINGS OF APPROXIMATELY \$240/YEAR**

REPLACING THE PHONE CONNECTION **WITH A CELLULAR RADIO (GSM** **RADIO) CONNECTION (Cont'd)**

- 5. WITH A PHONE CONNECTION, THE PANEL WILL BEEP IF THE PHONE LINE CONNECTION FAILS, REGARDLESS OF TIME OF DAY. THIS IS LESS LIKELY WITH A GSM CONNECTION.**

ADDING AN EMERGENCY FOB)

- **AS MOST HAVE SEEN ON TV COMMERCIALS, IT MAY BE DESIRABLE TO HAVE AN EMERGENCY FOB TO CONTACT FIRST RESPONDERS TO YOUR SITUATION**
- **THIS WILL REQUIRE THE PURCHASE OF A FOB (\$30 REGULAR OR \$20 DISCOUNTED) AND A WIRELESS RECEIVER (\$120 REGULAR OR \$100 DISCOUNTED) THAT CONNECTS TO THE ALARM SYSTEM TO RECEIVE A FOB ALERT.**
- **THIS METHOD IS LESS EXPENSIVE THAN COMMERCIAL ALTERNATIVES. THERE ARE NO ADDITIONAL MONITORING FEES FOR THIS SERVICE**
- **THE FOB ALSO MAKES IT EASIER TO ACTIVATE AND TURN THE ALARM ON/OFF**

CONVERSION AND NEW EQUIPMENT **CONSIDERATIONS**

- **THE PRIME FOCUS OF THE CONVERSION PROCESS IS TO HAVE ALL HOMES CONVERTED NO LATER THAN 8/31. ANY HOME THAT IS NOT CONVERTED BY THIS DATE WILL NO LONGER HAVE ALARM MONITORING UNTIL IT IS CONNECTED TO TMC MONITORING.**
- **TO EXPEDITE THE PROCESS, SEASONAL RESIDENTS WILL BE GIVEN FIRST PRIORITY ON APPOINTMENT DATES**

CONVERSION AND NEW EQUIPMENT **CONSIDERATIONS**

- **CONVERSION OF EXISTING GSM RADIOS WILL BE DONE AS THEY ARE ENCOUNTERED.**
- **ADDING ANY ADDITIONAL EQUIPMENT, SUCH AS MONITORED SMOKE DETECTORS, NEW GSM RADIOS OR ANY OTHER EQUIPMENT THAT A HOMEOWNER DESIRES TO ADD TO THEIR ALARM SYSTEM, WILL TAKE PLACE AFTER THE BULK OF ALL HOMES ARE CONVERTED.**

SUMMARY

- **THE COST OF ALARM/MONITORING SERVICES AND THE COST OF ANCILLARY EQUIPMENT IS LESS THAN THE CURRENT PROVIDER**
 - **THE GSM MONITORING COST FOR RESIDENTS IS 30% LESS THAN WITH S.H.E.**
- **THE NEW CONTRACT PROVIDES FOR A 5 YEAR EXTENSION AT THE SAME PRICE**

SUMMARY

(Cont'd)

- **TMC'S OWNERSHIP OF THE MONITORING FACILITY ENSURES CONTINUITY OF SERVICE**
- **SCHEDULING SERVICE SHOULD BE FASTER DUE TO TMC'S LOCAL LOCATION**