

Monitoring Service Agreement

Subscriber's Nar	ne <u>Webb Coun</u>	nty Courthouse	 Commissione 	rsMonit	oring Ac∞unt #_				
	000 Houston St				City Laredo				
State TX Zip 78040 Customer No./Sequence Premise Phone # (956) 523-5052 Fax # ()						Cross Street			
Township	- V 5					ng Address			
Account Type:	X Fire	Burglary	_ Medical	_ Elevator	_ National	Account _	Critical Condition		
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	Name			Phone #		Pass/Abort Cod	e (10 character Limit)		

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Monitoring Service Agreement

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State TX Zip		sustomer No./Seg	The second secon			Cros	s Street		
Premise Phone # Township	(930)	023-3032 TAX	" ()			- Mailing Ad			
Account Type:	_ Fire	X Burglary	_ Medical	_ Eleva	ator	-		Critical Condition	
A CARROLL CONTRACTOR				200 29 29			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
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LOCAL EMERGE	NCY DISPATO	H NUMBERS (M	ust be 24-HR)						
Fire Dept. (Local)		()	() . Para			al)	() .		
Police Dept. (Loca	al)	()		Other:			()		
Communicator (di	ialer) type	DSC Power 83	32 Model # _	pc5010	Intrus	sion Panel Mode	l #	Format	
Reporting: _ 3 >	<1 _ 3 x 1 EX	T _ 4 x 2 _	BFSK _ Conta	ct ID _ Per	Point			Time	
Zone	Automatic	Test Timer Interva	al (Daily, Weekly, N	onthly or No	ne)				
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Westminster, MA 01441 U.S.A.

SUBSCRIBER'S NAME:

The Subscriber's legal name. If a business, this would be the name as indicated on the business license. Also include name of the building or premise if the Subscriber is a commercial property manager.

MONITORING ACCOUNT

The account number (location address code) given to you by the Monitoring Center.

UL ACCOUNT:

Is the fire or burglar alarm listed with Underwriters Laboratories?

ADDRESS:

This must be the street address of the monitored premises, along with any additional address information such as Suite or Building #. Post office boxes cannot be allowed for obvious reasons. If a separate address or P.O. Box is used for billing purposes, please provide where indicated.

CITY:

City, Township, etc. where the Subscriber is located.

STATE:

State in which Subscriber is located.

ZIP:

Zip code in which Subscriber is located

CUSTOMER NUMBER/SEQUENCE:

The eight digit number assigned to this customer in the SimplexGrinnell billing system, along with the four digit Sequence Number which identifies the monitoring unit created for this account.

PREMISE TELEPHONE

Subscriber's phone number. Used to verify alarm signals and to contact subscribers in the event of alarm malfunction.

PREMISE FAX

Subscriber's fax number, if appropriate

CROSS STREET:

Authority having jurisdiction often asks for the nearest cross street in order to expedite dispatching of emergency response personnel.

TOWNSHIP:

Many jurisdictions require the township as well as the city name prior to dispatching the authorities.

MAILING ADDRESS:

Subscriber's mailing address if it is different from the premise address.

ACCOUNT TYPE:

- _ Fire _ Burglary _ Medical _ Elevator _ National Account
- Critical Condition

CONTACT / CALL LIST (RESPONSIBLE PARTIES):

Premises # will be called prior to contact list.

NAME

Responsible parties' names in the order in which they are to be called. Names listed should be persons who can shut off the alarm system and if necessary respond to the premises when notified of an alarm activation by the Monitoring Center.

PHONE

Phone number at which the responsible party can be contacted by the Monitoring Center. This is presumed to be a residence phone number unless otherwise noted.

PASS CODE / ABORT CODE (10 CHARACTER LIMIT):

This can be a number, word, or combination of letters and numbers. It is a secret code selected by the Subscriber to confirm that the user is authorized to access account information, place the system on test and verify false alarms. All security alarm monitoring accounts <u>must</u> have a Pass Code; Pass Codes on fire alarm monitoring accounts are recommended but not required. On fire alarm accounts, the monitoring account number will function as the Pass Code if one is not selected by the Subscriber.

LOCAL EMERGENCY DISPATCH NUMBERS:

List telephone number, including area code, of correct local emergency dispatch authority/agency (Police, Fire Department, 911, etc.) Be sure to verify that the Subscriber is located within the jurisdiction of the agency given. The number should be the 24-hour emergency dispatch number, not the administrative office.

COMMUNICATOR:

Manufacturer's name and type of dialer (DACT) used.

MODEL#

Model number of dialer (DACT) used.

INTRUSION PANEL MODEL

Example: 3001, 3007, etc.

FORMAT REPORTING:

Check appropriate box or write in specific type of communications format to be used by the dialer (DACT).

Monitoring Service Agreement Instructions and Explanation List

TIME ZONE:

EST, CST, MST, PST.

AUTOMATIC TEST TIMER INTERVAL:

The interval between Automatic Timer tests, i.e. 24 hours (Daily), Weekly, Monthly or None.

ACTIVITY REPORTS:

Computer generated reports of all account activity, including Open/Close signals if applicable, which are to be sent periodically to the customer. Specify whether reports are to be sent monthly or weekly.

NUMBER OF PARTITIONS:

A "partition" is a group of devices or points that are monitored in the central station and assigned an account number that makes it unique. Typically this "partition" is a building on a multi-building campus setting.

CODE TRANSMITTED:

Codes transmitted by the alarm system dialer to the Monitoring Center, i.e. 1, 2, 3, 31, 32, etc., depending on the electronic communications format used. It is necessary to list all code information to be used by the dialer.

PROTECTED AREA:

Description of area the alarm zone would cover, i.e. Front Door, Warehouse, etc. on a security alarm. Please note that although you may have the resolution code list, be sure to always include the description of that zone in order to assure accuracy.

AUD / SIL:

Check appropriate box.

AUD=Audible Alarm; SIL=Silent Alarm

TERMS OF THIS AGREEMENT:

Terms of customer payment.

METHOD OF CUSTOMER PAYMENT:

Credit card information.

SPECIAL INSTRUCTIONS (IF REQUIRED):

Please note as specifically as possible any special instructions on how alarm activations are to be handled by the Monitoring Center if they differ in any way from normal dispatch and notification procedures. Example: "Call customer premise first to verify before dispatching on alarms received during normal business hours."

OPENING AND CLOSING SIGNALS:

On security alarm systems only, dialers can be programmed to send a signal to the Monitoring Center each time the system is disarmed (opening signal) or armed (closing signal).

OPEN / CLOSE - LOG ONLY:

All opening and closing signals received by the Monitoring Center are logged in the account's activity history, but no action is taken by an operator.

OPEN / CLOSE - SUPERVISED:

The monitoring center will call on any opening or closing signals which are received outside of the scheduled "window" for the account.

WINDOW:

If the Subscriber's business will be reporting Open/Close signals from a security alarm system which are to be supervised by the monitoring center, the default time set for the 'window' is 60 minutes. The window works as follows: If a business is scheduled to open at 0800 and has a 60 minute window, the business will receive a call from the monitoring center for an Early Open if the system is disarmed prior to 0700. If the business does not open by 0900, the Monitoring Center will call on a No Open received. If the business is scheduled to close at 1700, but remains open (alarm system is not armed) past 1800, the Monitoring Center will call on the No Close Received.

DISPATCH PERMIT

Required by some authorities prior to dispatch.

STATE LICENSE

Include SimplexGrinnell State License # on this form, if applicable. Some states require this number to be printed on all correspondence. Check state and local jurisdiction laws or codes as they pertain to your area.

DISTRICT#

This would normally be the district office listing number.

COMPLETED BY:

Name of person completing form.

DATE:

Date form was completed and signed

MAINTENANCE AGREEMENT COVERAGE CODE:

Insert technical support response code for contract response services.

ANNUAL MONITORING FEE:

Write in the dollar amount to be billed to the customer on an annual basis.

SUBSCRIBER / AUTHORIZED SIGNATURE:

This acknowledges Subscriber's agreement to pay the Annual Monitoring Fee, as well as Subscriber's agreement to be bound by the Terms and Conditions set forth by SimplexGrinnell on the reverse side of the Monitoring Service Agreement form.

TERMS AND CONDITIONS

- Marver of Warranty, Excalpatory Clause. Subscriber understands that SamplexGranaell offers sex-ral levels of protection services and that the level described has been chosen by Subscriber after consistering and bulanting turnous levels of protection afforded and their related sosts. IT IS UNDERSTOOD AND AGREED THAT SIMPLEXGRINNELL IS PROVIDING A SERVICE DESIGNATE TO PEDLICE THE RISK OF LOSS, THAT SIMPLEYGRINNELL IS NOT UNIVERSAME. THAT INSURANCE, IF ANY, SHALL BE OFFINNED BY SUBSCRIBER COVERING PERSONAL INJURY, DICLIDING DEATH AND REAL OR PERSONAL PROPERTY LOSS OR DIAMIDE, THE PAMINETS HEREL DEAD OF PERSONAL PROPERTY LOSS OR DIAMIDE, THE PAMINETS HEREL DEAD DESCRIBED HEREIN AND ARE UNRELATED TO THE VALLE OF ANY OF SUBSCRIBER'S PROPERTY, OP THE PROPERTY OF OTHERS LOCATED AS SUBSCRIBER'S INDUSTRIBUTED AND ALLE OF ANY OF SUBSCRIBER'S INDUSTRIBUTED AND ALLE OF MAY OF SUBSCRIBER'S INDUSTRIBUTED AND ALLE OF ANY OF SUBSCRIBER'S INDUSTRIBUTED AND ALLE OF ANY OF SUBSCRIBER'S INDUSTRIBUTED AND ALLE OF ANY OF SUBSCRIBER'S LOCATION. THE VALUE OF WHICH HE SANOWN ONLY SUBSCRIBER'S INDUSTRIBUTED AND ALLE OF ANY OF SUBSCRIBER'S INDUSTRIBUTED AND ALLE OF ANY OF SUBSCRIBER'S INDUSTRIBUTED AND ALLE OF ANY OF SUBSCRIBER, THAT SIMPLENGRINNELL IS NOT LIABLE FOR LOSSES CAUSED BY THE MALEINACTION, OR NOW, ALCOHOLO OF THE SYSTELL OF PROPERTY OF DEAD AND ALLE OF ANY OF SUBSCRIBERS AND ALLE OF ANY OF THE SYSTELL OF THE SYSTELL OF ANY OF THE SYSTELL OF ANY OF THE SYSTELL OF THE SYSTELL OF ANY OF THE SYSTELL OF T

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- to follow all instructions and procedures which may be prescribed for the operation of the Scaten, the readering of services and the previous of security for the premiser (2). Specifies chall per all followes such to an exclusive enough it other intermediation leasing, and service characts of telephone lines connecting Subscriber's promises to Simplex/Griminell. Subscriber acknowledges that dams signals from Subscriber's promises to Simplex/Griminell are transmitted over Subscriber's telephone service and that in the event the telephone service and their interruption will not be known to Simplex/Griminell subscriber's ularm system will not be received by Simplex/Griminell during may such interruption in telephone service and the interruption will not be known to Simplex/Griminell solvership determined by Simplex/Griminell to be filter and or excessive in number, Subscriber shall be subject to the additional costs and fees incurred by Simplex/Griminell in receiving indicate responding to the excessive signals.

 Authorized Pensonal & Emergence Information
- Authorized Personnel & Emergency Information. Subscriber agrees to furnal, forthwith a written list of the names, addresses and telephone numbers of all persons authorized to enter or remain on Subscriber's premises and or that should be notified in the event of an alarm. Subscriber agreed to provide all changes revisions and medifications to the above to Simple-Original in writing an attacky manner. Subscriber shall farinsh to Simple-Commell certain energency information and shall keep it current by providing. Simple-Commell viations, changes in writing providing the required altrials ing automation in a timely manner.
- assignment by Subscriber. Subscriber acknowledges that the sale or transfer of Subscriber's premises shall not relieve Subscriber of duties and obligations under this successed the subscriber of duties and obligations under this
- - assume all responsibility for any false alarms or signals given by the protective equipment. Subscriber will indemnify, pr. and defend Simple-Criminell and its authorized contractors and held each of them harmless from and against any responsibility or limiting for payment of unsecrated fines, penalties or other costs. Subscriber shall comply with all laws and regulations relating to the equipment and its use and shall promptly pay when due all sales, use, property, excise and other trees and all because and registration fees now or hereafter improved by any government body or areas, spon the contracted of the energy of the performing the services and may terminate the services with natice to Subscriber.