



24 MONTH ALARM MONITORING AGREEMENT

This Alarm Monitoring Agreement ("Agreement") is entered into as of ___/___/___, by and between SIERRA TEL BUSINESS SYSTEMS ("STBS"), located at 49150 Road 426, Oakhurst, California 93644, 559-683-4611, and the following customer, to provide monitoring services at the following customer monitoring location ("Customer"). STBS and Customer are sometimes referred to individually as the "Party" and collectively as the "Parties".

CUSTOMER NAME	
BILLING ADDRESS AND PHONE #	
MONITORING LOCATION ADDRESS ("Monitored Location")	
REGISTRATION # OF ALARM AGENT WHO SOLICITED OR NEGOTIATED AGREEMENT	

1. **GENERAL.** STBS agrees to provide its monitoring services using the security alarm system (the "Alarm System"), which includes the Alarm System Equipment (defined below), at the Monitored Location, as described in this Agreement ("Alarm Monitoring Services"). Customer agrees to pay STBS the amounts summarized below upon and subject to the terms of this Agreement. Customer understands that upon receipt of an alarm signal from the premises, STBS shall, without warranty, make every reasonable effort to do the following:

- a. **Intrusion or Emergency/Panic:** Call according to Alarm Response Contact Sheet attached as Exhibit 1.
- b. **Heat & Smoke (Residential Only):** Call and dispatch the local fire department, then try to contact one of the people listed on the Customer Emergency Contact List listed in Exhibit 1.

It is Customer's responsibility to keep contact names, secret passwords and telephone numbers current and to communicate changes promptly to STBS. Without current contact information STBS's Monitoring Facility will not be able to provide the proper response when an alarm event occurs.

2. **SYSTEM INFORMATION.** The alarm system is comprised of the following equipment ("Alarm System Equipment") and all other equipment listed in Exhibit 2. "Alarm System Equipment" as used in this Agreement does not include any of the related software or peripheral equipment necessary to the operation of the Alarm System. Such peripheral equipment shall be referred to in this Agreement as "Peripheral Equipment". Note that this information may be given to the responding law enforcement agency upon request:

- Honeywell Lynx 5210 Kit
- includes: Key Pad, 3 Door/Window Contacts, 1 Motion Sensor and 1 Key Fob
- Smoke and Heat Detector
- Wi-Fi Communication Module
- 4G Cellular Communication Module

*Additional "Add-On" equipment is listed in Exhibit 2.

3. **ALARM MONITORING SERVICES.**

24-Hour Monthly Monitoring

Advance Protection Logic - Triggers alarm if system is tampered with

Supervision - Automatically tests system functionality on a monthly basis

Total Connect - Remotely control the system with Android, IOS, PC or Mac device

a. **Monitoring.** Upon receipt of a signal from the Alarm System, STBS or its designee communication center shall make every reasonable effort to notify Customer and the appropriate municipal law enforcement or fire department. Customer acknowledges that signals transmitted from the Monitored Location directly to municipal police or fire departments are not monitored by personnel of STBS or STBS's designee communication center and STBS does not assume any responsibility for the manner in which such signals are monitored or the response, if any, to such signals. Customer acknowledges that signals which are transmitted over telephone lines, wire, air waves or other modes of communication pass through communication networks wholly beyond the control of STBS and are not maintained by STBS and, therefore, STBS shall not be responsible for any failure which prevents such signals from reaching the central office monitoring center or damages arising therefrom. Customer agrees to furnish STBS with a written list of names and telephone numbers of those persons Customer wishes to receive notification of alarm signals, and any changes to such list shall be given to STBS in writing. Customer authorizes STBS to access the control panel to input or delete data and programming. If the Alarm System contains listening devices permitting sound monitoring, then upon receipt of an alarm signal STBS or its designee communication center shall monitor sound for so long as STBS or its designee communication center, in its sole discretion, deems appropriate to confirm an alarm condition. If Customer requests STBS to remotely activate or deactivate the Alarm System, change combinations, openings or closings, or re-program system functions, Customer shall pay STBS current billable rates for each such service; these rates are available from the STBS business office. STBS may, without prior notice, suspend or terminate its services, in event of Customer's default in performance of this Agreement or in the event STBS or its designee communication center or communication network is nonoperational or the Alarm System is sending excessive false alarms. Customer authorizes but does not require STBS and its designee communication center to record and maintain audio and video transmissions, data and communications, and Customer acknowledges that STBS shall be the exclusive owner of such property.

b. **Customer's Duty To Supply Electric And Telephone Service:** Customer agrees to furnish, at Customer's expense, all 24 hour a day, 7 days a week uninterrupted 110 Volt AC power, telephone, internet and or cellular connections as deemed necessary by STBS. In the event of a power failure, communications failure, or other interruption at the Monitoring Location, Customer acknowledges that the Alarm System may not work, and STBS assumes no liability for interruption of service.

c. **Remote Testing:** Customer understands that STBS may from time to time perform remote test signaling and programming on the Alarm System. Furthermore, Customer understands that the Alarm System must be connected to Customer's telephone lines in order to perform remote signaling and to transmit alarm signals to Monitoring Facility.

4. **TERM; RENEWAL** The initial term of this Agreement shall be for a period of two (2) years commencing on the Commencement Date (the "Initial Term") and shall automatically renew each month on completion of the two year term under the same terms and conditions (the "Renewal Term"), unless either Party gives written notice to the other by certified mail, return receipt requested, of their intention not to renew the Agreement at least 30 days prior to the expiration of any term.

5. **PRICE AND PAYMENT TERMS.** Customer shall pay to STBS the following amounts monthly, per monitored alarm panel at Customer's location for STBS performance of its Alarm Monitoring Services. STBS may increase the monthly service charge upon prior notice to Customer after the initial term. STBS may terminate this Agreement any time, upon giving Customer 30 day's written notice. In the event Customer shall be unwilling to pay an increased monthly charge, Customer may terminate this agreement upon giving STBS written notice within 15 days from receipt of notice, provided Customer shall not be in default of any terms or conditions of this Agreement. Failure to notify STBS within said 15 days will constitute Customer's consent to the increase and all terms and conditions of this Agreement will remain in full force and effect. In addition the Customer shall pay a one-time administration set up fee on any account to be reactivated from a temporary disconnect.

PRICING CATEGORY	PRICE
Monthly Monitoring Price, Plan Name:	
If this box is checked the Customer is giving authorization to STBS of an additional charge each month of \$5.00 to receive without warranty, an unsupervised, alarm Account History Report of all opening, closing and alarm activity. Customer will complete a Request Alarm History Report.	<input type="checkbox"/> \$5.00
Customer Email Address (required for report):	
Installed – System Monthly Maintenance (not available for customer owned or previously installed equipment)	<input type="checkbox"/> \$5.00
Total	

6. **DISCLOSURES.**

- a. Alarm Company operators are licensed and regulated by the Bureau of Security and Investigative Services, Department of Consumer Affairs, Sacramento, California, 95814.
- b. The following approximate permit fees may be required by the local jurisdictions concerning the monitoring of an existing alarm system:
- (i) Fresno County: \$50; and
 - (ii) Madera County: \$50
- c. You, the Customer, are entitled to a completely filled-in copy of this Agreement, signed by both you and the contractor, before any work may be started.

7. **TESTING, SERVICING AND REPAIR.**

- a. **Testing Of Alarm System & Communications Software:** Alarm System related software and passcodes installed by or for STBS ("Communication Software"), once installed, is in the possession and control of Customer, and it is Customer's sole responsibility to test the operation of the Communication Software and to notify STBS if it is in need of repair. STBS shall not be required to service the Communication Software unless it has received notice from Customer, and upon such notice, STBS shall service the Communication Software to the best of its ability within 36 hours, exclusive of Saturday, Sunday and legal holidays, during the business hours of 8 a.m. and 5 p.m. Any repair or other services provided by STBS to Customer's alarm or security equipment shall be at STBS's option on a per call request by Customer, and Customer shall pay for such labor and material at time such repair or other service is performed. All such repair or other service shall be governed by the terms of this Agreement. In the event Customer complies with the terms of this Agreement and STBS fails to repair the Communication Software, Customer agrees to send notice in writing by certified or registered mail, return receipt requested and Customer shall not be responsible for payments due while the Communication Software remains inoperable. In any lawsuit between the Parties in which the condition or operation of the Communication Software is in issue, the Customer shall be precluded from raising the issue that the Communication Software was not operating unless Customer can produce a post office certified or registered receipt, signed by STBS, evidencing that service was requested by Customer. Only Communication Software shall be serviced by STBS under this Agreement. It shall be Customer's sole responsibility to maintain the Alarm System in working order.
- b. Service includes all parts and labor. STBS shall service upon Customer's request the alarm system installed at the Monitored Location between the hours of 8 a.m. and 5 p.m. Monday through Friday, within a reasonable time after receiving notice from Customer that service is required, exclusive of Saturdays, Sundays and legal holidays. All repairs, replacements or alterations to the Alarm System made by reason of alteration to the Monitored Location, or caused by unauthorized intrusion, lightning or electrical surge, or any means other than normal usage, wear and tear, shall be made at Customer's sole cost. Foil, batteries, contacts, and obsolete components are not included in this Agreement and will be repaired or replaced at Customer's expense. No apparatus or device shall be attached to or connected with the Alarm System without STBS's written consent.
- c. Customer agrees to pay STBS on a per call basis, including all equipment and parts, and STBS current billable rates for each such service; current rates are available from the STBS business office.
- d. Extra Work and Change Orders become part of this Agreement once the order is prepared in writing and signed by the Parties. The order must describe the scope of the extra work or change, the cost to be added or subtracted from payments to be made under this Agreement, and the effect such order will have on the schedule of payments hereunder. Customer may not require STBS to perform extra or change-order work without providing written authorization prior to the commencement of any work covered by the new change order. The extra work order or change of order is not enforceable against Customer unless this written extra work or change order includes: **(i)** the scope of work encompassed by the order; **(ii)** the amount to be added or subtracted from the contract; **(iii)** the effect the order will make in the progress payments or the completion date. Customer's failure to comply with the requirements of this Section 8(d) does not preclude the recovery of compensation for work performed based upon legal or equitable remedies designed to prevent unjust enrichment.

8. **ADDITIONAL EQUIPMENT, SYSTEMS AND SERVICE DISCLAIMER.** Customer acknowledges that a representative of STBS has explained additional equipment, systems and protection that may be available from STBS or other security companies, for additional charges, and Customer has had sufficient opportunity to consider the additional services that may be available, and has decided not to request or contract for such additional equipment, systems or protection from STBS or other security companies. Customer also acknowledges that STBS explained the difference between GSM (Global System for Mobile Communications), 4G Radio, Wi-Fi and VOIP (voice over internet protocol), and standard telephone line service and that STBS recommends use of standard telephone line service and communication since GSM, VOIP and others may be less reliable and not compatible with the alarm system. Customer acknowledges that if GSM, VOIP or others are used, it is at Customer's sole risk.

9. **PERMITS.** STBS has advised Customer of any permits required for the alarm system and monitoring, and Customer acknowledges that it is Customer's responsibility to obtain and maintain all required permits and pay any fines related thereto.

10. **EARLY TERMINATION OR DEFAULT.** The Parties agree that due to the integrated nature of the Monitored Location ascertainment, setup and services to be provided by STBS, the payments to be made by Customer for the Initial Term form an integral part of STBS's

full-cost recovery and anticipated profits; and that in the event of Customer's default it would be impracticable or extremely difficult if not impossible to fix STBS's actual damages. Therefore, in the event Customer defaults in the payment of any charges to be paid to STBS, or this Agreement is terminated before the completion of the Initial Term due to action or default of Customer, the pro-rated balance of all payments, reduced by time already elapsed (thus equaling the current monthly charge times the number of remaining months for the Initial Term), shall immediately become due and payable, and Customer shall be liable and pay STBS for that amount as liquidated damages. After Customer breach or termination, STBS is permitted to immediately terminate all its services under this Agreement and to remotely re-program or delete any programming and Communications Software. In the event of Customer's breach or any termination of this Agreement, any service of process or papers in any action, proceeding or arbitration may be served by first class mail delivered by the U.S. Post Office or overnight carrier to addresses in this agreement.

11. **STBS INSTALLATIONS**

a. If STBS is installing an all-new Alarm System as an amenity for Customer in conjunction with this Agreement, STBS warrants for a period of six (6) months from the Commencement Date that such STBS services were provided in a good and workmanlike manner, and that the new Alarm System Equipment installed by STBS is provided according to the manufacturer's specifications. STBS will repair or replace at the expense of STBS, anytime during that initial six (6) month period from the Commencement Date, any Alarm System Equipment installed by STBS which fails to perform or meet the original manufacturer's specifications during such initial period, at no expense to Customer; excluding only any damage, failure or nonperformance caused after the Commencement Date and not due to STBS or new-equipment failure (for example, Customer breakage or alteration, forces of nature or any other reason not caused by STBS.

b. STBS further agrees that it hereby passes through to Customer, and Customer may exercise directly against the manufacturer or supplier, any product warranties for Alarm System Equipment or any hardware or components thereof obtained by STBS from the supplier or manufacturer; without involvement of or expense to STBS.

12. **LIMITED WARRANTY & DISCLAIMER**

a. **STBS DOES NOT REPRESENT NOR WARRANT THAT THE ALARM SYSTEM MAY NOT BE COMPROMISED OR CIRCUMVENTED, OR THAT THE ALARM SYSTEM WILL PREVENT ANY LOSS BY BURGLARY, HOLDUP, FIRE OR OTHERWISE; OR THAT THE ALARM SYSTEM OR SERVICES WILL IN ALL CASES PROVIDE THE PROTECTION ASPIRED TO. STBS EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

b. For any pre-installed or Customer Alarm System not sold to Customer by STBS, STBS assumes no responsibility or liability of any kind for such Customer's Alarm System.

c. Customer's exclusive remedy for STBS's breach of this contract, or negligence or failure of any degree or kind is the refund of one-half the Customer payments made to STBS under this Agreement.

13. **MAINTENANCE SERVICE OPTION.** If selected by Customer, STBS will provide monthly Alarm System Equipment maintenance at a rate of Five Dollars (\$5.00) per month during the Initial Term of the Agreement. The maintenance service is that STBS agrees to respond to and repair Customer trouble calls for the monitored Alarm System for this flat fee of \$5.00 per month covering repair services and equipment other than caused by Customer gross negligence, intentional misconduct or insured loss. If Customer received six months initial warranty under Section 11.a for a system newly installed by STBS, then no maintenance service charge begins until the seventh month of the Initial Term.

14. **INDEMNITY/WAIVER OF SUBROGATION RIGHTS.** Customer shall indemnify, defend, and hold harmless STBS, and STBS's officers, employees, agents, owners, partners, and subcontractors ("STBS's Agents"), from and against all losses, damages, claims, causes of action and suits brought by third parties asserted against STBS or alleged to have arisen from STBS's conduct, negligence, or failure to perform any obligation under this Agreement. The Parties agree that there are no third party beneficiaries of this Agreement. Customer waives any right of subrogation it may have, or Customer's insurance carrier(s) may have against STBS or STBS's Agents arising out, or relating to the Parties' performance, of this Agreement.

15. **STBS NOT AN INSURER AND LIQUIDATED DAMAGES.** It is understood and agreed by the parties hereto that STBS is not an insurer and that insurance, if any, covering personal and property loss or damage, or personal injury or death, on Customer's premises shall be obtained by the Customer. Company is being paid for the monitoring of an alarm system designed to reduce certain risks of loss and that the amounts being charged by STBS are not sufficient to guarantee that no loss will occur. Company is not assuming responsibility for any losses which may occur even if due to negligent performance of STBS or failure of STBS to perform any obligation under this Agreement. Since it is impractical and extremely difficult to fix actual damages which may arise due to the faulty operation of the alarm system or failure of services provided, if, notwithstanding the above provisions, there should arise any liability on the part of STBS, such liability shall be limited to an amount equal to one-half of the annual service charge provided herein, or \$250.00, whichever is the lesser. This sum shall be complete and exclusive and shall be paid and received as liquidated damages and not as a penalty. STBS does not represent, guaranty or warrant that any Alarm System and services supplied will avert or prevent any occurrence or intrusion or loss and that the alarm system may not be compromised or circumvented, that the system will prevent any loss by burglar, hold-up, fire or otherwise; or that the system will in all cases provide the detection for which it is installed and intended. Customer acknowledges that STBS is not an insurer; that Customer assumes all risk of loss or damage to Customer's premises, to its contents, loss of business or to any personal injury or death. Company expressly disclaims any warranty or merchantability or fitness for any particular use. Customer acknowledges that he/she has read and understands the terms of this agreement which sets forth the obligation and maximum liability of STBS in the event of any loss or damage to Customer.

16. **FALSE ALARMS AND SERVICE CALLS.** STBS shall have no liability for permit fees, false alarms, false alarm fines, law enforcement response, or the refusal of law enforcement to respond. In the event of termination of law enforcement response by law enforcement, this Agreement shall nevertheless remain in full force and Customer shall remain liable for all payments provided for herein. Customer understands that in the case of false alarms that the responding agency may assess a fine or fee to the Customer for the false alarm. If you have a false alarm, please call the alarm monitoring station immediately at 559-683-2119. **Time is of the essence!** The alarm panel will signal the Monitoring Facility immediately when an alarm occurs and they will dispatch the responding agency. (Remember, if you hear it, the Monitoring Facility will have already received a signal) If Customer causes more than one (1) false alarm to be received at the Monitoring Facility per month, Customer agrees to pay to Company an excessive false alarm fee, to be assessed by STBS in its reasonable discretion. In the event of a fine or fee shall be assessed against STBS by any governmental or municipal agency as a result of any false alarm originating from Customer's premises, Customer agrees to immediately reimburse STBS for payment of the said false alarm fine or fee.

17. **HEAT & SMOKE:** STBS makes no representation that installed Heat or Smoke sensors, if any, meets local code requirements or constitutes a fire alarm system as that term is defined by the Authority Having Jurisdiction (the "AHJ") over fire alarm systems located at the Monitored Location.

18. **STBS'S RIGHT TO SUBCONTRACT SPECIAL SERVICES:** Customer authorizes STBS to subcontract any services to be provided by STBS to third parties who may be independent of STBS, and that STBS shall not be liable for any loss or damage sustained by Customer by reason of fire, theft, burglary or any other cause whatsoever caused by the negligence of such third parties, except that STBS shall not obligate Customer to make any payments to such third parties. Customer appoints STBS to act as Customer's agent with respect to such third parties, except that STBS shall not obligate Customer to make any payment to such third parties. Customer acknowledges, that this Agreement, and particularly those paragraphs relating to STBS's disclaimer of warranties, exemption from liability, even for its negligence, limitation of liability and third party indemnification, inure to the benefit of and are applicable to any assignee, subcontractors and communication centers of STBS.

19. **GENERAL**

a. **Entire Agreement.** This Agreement constitutes the full understanding of the Parties with respect to the monitoring and maintenance of the Alarm System by STBS and may not be amended or modified or canceled except by written instrument executed by STBS and Customer. Should there arise any conflict between this Agreement and another document, this Agreement will govern, whether such other document is prior to or subsequent to this Agreement. Should any provision of this Agreement be deemed void, all other provisions will remain in effect.

b. **Governing Law; Consent to Jurisdiction and Venue.** This Agreement and all of the transactions contemplated by it, as well as all matters arising out of or relating to it, including without limitation claims as to its validity, interpretation, construction, performance, and all claims sounding in tort, are governed by and shall be construed in accordance with the domestic laws of the State of California excluding any conflicts-of-laws rule or principle that might refer the governance or the construction of this Agreement to the law of another jurisdiction. Each Party hereby expressly consents to the personal jurisdiction of either the California courts or the United States District Courts located in the State of California and agrees that any action relating to or arising out of this Agreement shall be instituted and prosecuted only in the California courts sitting in (i) Madera County, (ii) the United States District Court for the Eastern District of California, or (iii) San Francisco County. Each Party waives any right to a change of the aforesaid venue and any and all objections to the jurisdiction of the California courts or the federal courts over the Parties.

c. **Assignment:** Customer acknowledges that the sale or transfer of Customer's premises shall not relieve Customer of his, her, or its duties and obligations under this Agreement. Customer shall not be permitted to assign this Agreement without the prior written consent of STBS. STBS shall be permitted to assign this Agreement as deemed necessary or convenient in its sole discretion, and shall be relieved of any obligations herein upon such assignment.

d. **Integration Clause.** This Agreement, together with the exhibits hereto, all of which are incorporated in this Agreement in full by this reference, constitute the entire Agreement between the Parties pertaining to the subject matter hereof, and fully supersede any and all prior and contemporaneous understandings, representations, warranties and agreements, whether written or oral, between the Parties pertaining to the subject matter thereof. There are no oral understandings, statements, or stipulations bearing upon the effect of this Agreement that have not been incorporated in this Agreement; all prior negotiations and representations between the Parties pertaining to the matters in this Agreement are merged herein or replaced hereby.

e. **Interpretation of Agreement.** The Parties acknowledge their respective intention that this Agreement be interpreted as if drafted cooperatively by both of them and that, for purposes of subsequent interpretation, the Agreement shall be treated as if drafted equally by both of them and shall not be interpreted against either one side or the other.

f. **Binding Effect.** The provisions of this Agreement and all documents executed or delivered pursuant to it, shall be binding upon and shall inure to the benefit of the Parties and to their respective predecessors, successors, representatives, heirs, assigns, affiliates, parent companies, subsidiaries, directors, officers, partners, members, shareholders, employees, agents, insurers and attorneys.

g. **Authority to Execute Agreement.** Each Party represents and warrants that it has full power and actual authority to enter into this Agreement and to carry out all actions required of that Party by this Agreement. All persons executing this Agreement in a representative capacity represent and warrant that he or she has the full power and authority to bind his or her respective corporation to this Agreement.



Contractor License: 810990
Bureau of Security &
Investigative Services License
Number: AC0 1491

h. Counterparts; Electronic Delivery. This Agreement may be executed in counterparts with the same force and effect as if executed in one complete document by the Parties. This Agreement may be executed in duplicate originals and each original shall fully bind each party who has executed it. Executed copies and signatures transmitted by electronic means shall be deemed enforceable and binding.

i. Notice. All notices and other communications provided for under this Agreement shall be in writing and shall be delivered by hand or by FedEx, UPS, or other reputable overnight courier service, mailed by certified or registered mail, or sent by electronic communication as follows:

(i) To STBS: Address: PO Box 160, Oakhurst, California 93644 ; Telephone No.: 559-683-7777; E-Mail: info@sierratelsystems.com.

(ii) To Customer: at Address set forth above.

Notices sent by hand or by overnight courier service, or mailed by certified or registered mail, shall be deemed to have been given when received (or refused). Notices and other communications to a Party delivered or furnished by electronic communication by way of the foregoing e-mail addresses shall be deemed received upon the sender's receipt of an acknowledgement from the intended recipient, provided that if such notice or other communication is not sent during the normal business hours of the recipient, such notice or communication shall be deemed to have been sent at the opening of business on the next business day for the recipient.

j. Force Majeure. Except for the payment of fees, neither Party shall be liable under this Agreement because of a failure or delay in performing its obligations hereunder on account of any force majeure event, such as strikes, riots, insurrection, terrorism, fires, natural disasters, acts of God, war, governmental action, or any other cause which is beyond the reasonable control of such Party.

k. Attorney's & Collection Fees: In the event it shall become necessary for STBS to institute collection and/or legal proceedings to collect the costs of installation or the monthly service charge as set forth herein, then and in such proceedings, the Customer shall pay STBS reasonable collection and/or attorney's fees where permitted by law.

IN WITNESS WHEREOF, the Parties or their duly authorized representative each signify their acceptance of this Agreement by execution on the date set forth below:

STBS: SIERRA TEL BUSINESS SYSTEMS

CUSTOMER:

By: _____

By: _____

Print: _____

Print: _____

Title: _____

Title: _____



**EXHIBIT 1
 (ALARM RESPONSE CONTACT SHEET)**

CUSTOMER NAME	
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If Customer chooses Alarm Monitoring Services, Customer understands that upon receipt of an alarm signal from the premise, the Monitoring Facility shall, without warranty, make every reasonable effort to do the following: **(1)** attempt to contact one of the persons on the Customer Emergency Contact List, in the order given and **(2)** contact Law Enforcement and Fire Department as deemed needed.

It is the Customer's responsibility to keep contact names, secret passwords and telephone numbers current and to communicate changes promptly to the Company. Without current contact information the Company Monitoring Facility will not be able to provide the proper response when an alarm event occurs.

1. INTRUSION OR EMERGENCY/PANIC ALARM SIGNALS: Please check only **one** of the following.

Please check here if Customer would prefer STBS Monitoring Facility NOT to call premise, instead call and dispatch the local law enforcement agency and then attempt to contact one of the people listed on the Customer Emergency Contact List.

Please check here if Customer would prefer for STBS Monitoring Facility to contact the premises first, before calling anyone on the Emergency Contact List, including law enforcement. STBS Monitoring Facility will be asking for a secret password from the person that answers the call, if secret password is not correct then, local law enforcement will be dispatched.

Please check here if Customer would prefer STBS Monitoring Facility to try to contact one of the people listed on the Customer Emergency Contact List and follow their instructions. Customer may request for STBS Monitoring Facility to call local law enforcement.

Please check here if Customer will self-monitor the system. STBS Monitoring Facility will not contact the premises, Customer, law enforcement agencies, fire department, or anyone on Customer's Emergency Contact List if this is the only option chosen.

Once someone on the Customer Emergency Contact List is contacted no others will be contacted. If Monitoring Facility is unable to contact a person on the list, it will be noted on Customer account record that no contact was made and local law enforcement will be dispatched. This is not applicable if Customer chooses the self-monitor option.

2. HEAT & SMOKE SIGNALS: Call and dispatch the local fire department, then try to contact one of the people listed on the Customer Emergency Contact List. This is not applicable if Customer chooses the self-monitor option.

3. CUSTOMER EMERGENCY CONTACT LIST: Upon the receipt of an alarm signal from the premise of the Customer, the STBS Monitoring Facility shall, without warranty, make every reasonable effort to contact **ONE** of the persons listed below, in the order given. Each contact name will also be considered authorized as OK to clear false alarms. For your added protection we strongly suggest that each person has a different secret password for identification purposes. **Do not share your secret password with others.** This is not applicable if Customer chooses the self-monitor option.

NAME	TELEPHONE NUMBER	SECRET PASSWORD

Please check here if Customer does not want to be called between the hours of 10 PM and 6 AM when there is a loss of RF Supervision, Wi-Fi and or Cellular signal.

4. OK TO CLEAR FALSE ALARMS: Use this space to list the names of people who will be authorized to call in to the Monitoring Facility to clear any false alarms. Please be sure that they know the procedure for clearing a false alarm. The names listed below will NOT be contacted in the event of an alarm at premise. This is not applicable if Customer chooses the self-monitor option

In the event of a false alarm you must call 559-683-2119 immediately to prevent the local law enforcement from responding to the alarm. Local law enforcement may send you a bill for responding to a false alarm. Provide the Monitoring Facility with the name on the account (home owner's name or business name), identify yourself and give your secret password.

NAME	TELEPHONE NUMBER	SECRET PASSWORD

5. AUTHORIZED TO MAKE CHANGES: To make changes to this contact list, you must contact the Company at 559-641-9295 to request a change to the ALARM RESPONSE CONTACT SHEET form. You will need your account number, your name and your secret password along with the changes to be made.

FOR YOUR SECURITY ONLY THE PEOPLE LISTED BELOW WILL BE AUTHORIZED TO MAKE CHANGES. This is not applicable if Customer chooses the self-monitor option.

NAME	TELEPHONE NUMBER	SECRET PASSWORD

EXHIBIT 2
(System Add-On Equipment and Plan Change)

CUSTOMER NAME	
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Description	Qty.	Price Each	Total
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Plan Change:

Original Plan Name Monthly Rate

New Plan Name New Monthly Rate

Authorized Customer Signature _____

Print Name _____ Date _____

Company Representative Signature _____

Print Name _____ Date _____

Customer Initials: _____
3_26_18_DR