

GRAHAM ALARM MONITORING LIMITED

INFORMATION & DEALER MANUAL

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INTRODUCTION

Welcome to Graham Alarm Monitoring Limited. This dealer manual was put together to let you know what you can expect, as a dealer from Graham Alarm and also what is expected of you.

Graham Alarm was established in 1987 as an entirely 3rd party off-board monitoring station. We have always strived to build our dealer base by offering a very personal, small family-type service. Many larger companies forget that “service first” attitude on their way to becoming the biggest in the industry - we don’t want to be the biggest, we just want to provide the best service we possibly can and charge a fair rate for doing so.

Any alterations to the information found in this manual should be discussed with Paul Graham so that problems won’t arise in the future. You, the dealer, and we, the station, should never assume the other knows what we are thinking. We should always have a strong line of communication. Graham Alarm was built on the “our station is your station” way of thinking. We will strive to provide you with the services you require to help you best serve your customers’ monitoring needs. This attitude should also be considered to work both ways. You, the dealer, should strive to keep as much unnecessary traffic off the receiver lines as possible, provide your customers with your own 24 hour service line and only request report printouts if your customer requires them. Any savings you can provide to the station will only benefit you in the long run - by way of making it financially feasible for the station to put on more operators, more phone lines etc.

HOW TO REACH US

Our mailing address is:

Graham Alarm Monitoring Ltd.
P.O. Box 1282, Station B
Mississauga, Ontario
L4Y 3W5

Telephone: Local 905-897-8822
 Toll Free (North American) 1-800-387-5956

Fax: Local 905-897-3542
 Toll Free (North American) 1-800-593-6633

Web Site: www.grahamalarmmonitoring.com

E-Mail paulg@grahamalarm.com

SIGNING UP WITH GRAHAM ALARM

You will be required to complete a credit application that must be returned by fax or mail to us. Please read the reverse side of the application prior to signing it.

WHEN MONITORING SERVICE BEGINS

Invoicing of a new system will begin on the day you send the first test signal. If you do not want to be invoiced as of that day, you must request that the account number be deleted from the data base. Invoicing will then begin when you submit the paper work for the account. We must set up the account number first before you send test signals.

NOTE - You can only cancel an account number over the phone that has not had any data entry information entered for that account.

RECEIVER LINE LETTERS

<u>Line Letter</u>	<u>Receiver Type</u>
A, C, L	Osborne-Hoffman Quick-Alert II
D	Europlex DVAC
F, K	Surgard
I	ITI
T, J	Surgard DVAC
Q, H	Ademco receiver with radio backup
S	Sub accounts (within the Sims II software only)

NOTE- One example of a sub account is “an individual condo unit within a high-rise building”. The building would be the main account number and each individual unit would be an account number followed by an S.

You will be charged for each individual S account if:

- 1) the sub account(s) has a different dispatch address than the main account
- or
- 2) the sub account(s) has a different list of keyholders than

the main account

RATE SHEET (CALL FOR PRICING)

DIGITAL

<u>Accounts</u>	<u>Rate</u>	<u>800 Surcharges</u>	
1 - 20	\$X	<u>CANADA</u>	
21 - 35	\$X	Daily Test	\$X
36 - 49	\$X	Open/Close	\$X
50 & up	\$X		
		<u>U.S.</u>	
		Daily Test	\$X
		Open/Close	\$X

There is a monthly sur-charge of \$X for open/close on any residential system on a local line

These rates include the following services:

- * passive or active open/close
- * standard or extended format
- * all signals accepted (including auto test)
- * wide area local calling on foreign exchange lines & North American wide 800 lines
- * computerized activity print-outs (upon request)
- * print-outs of open/close, alarms, all activity and more (upon request)
- * accounts placed on line, by telephone, same day
- * we notify you next day of unusual activity (upon request)
- * we identify ourselves with your company name when calling your customers

FOR CONTINENTAL USA RATES CALL FOR DETAILS

DVAC

\$X (per month per account) without open/close

\$X (per month per account) with open/close

(Bell line charges are an additional monthly fee plus a 1 time \$X install fee)

NOTE- ALWAYS CALL FOR A QUOTE ON THE BELL LINE MILEAGE CHARGES BEFORE QUOTING YOUR CUSTOMER

CALLING IN DATA ENTRY INFORMATION

We will gladly take any information you would like to provide over the telephone. That information will go into a temporary file until your paper work arrives by fax, mail or delivery. Every piece of data entry on your accounts must be provided, in writing, from you. The information is only kept in the temporary file for 14 days. At that time it will be faxed back to you for updating.

CHANGES TO EXISTING DATA ENTRY INFORMATION

We will gladly take any information you would like to provide over the telephone. That information will go into a temporary file until your paper work arrives by fax, mail or delivery. Every piece of data entry on your accounts must be provided, in writing, from you. Your customer should never call in changes to their data base. They should only make changes through you, the dealer.

CANCELLATION OF AN ACCOUNT

ALL cancellations must be provided from you in writing (provide system # as well as account name). Cancels will be processed on the day we receive them.

DVAC cancels will be processed 14 days after we receive them from you. Bell Canada requires 14 days to cancel a DVAC line.

When you cancel an account with Graham Alarm, you must also disconnect the dialer or unprogram it at the customer's end. You cannot just cancel the account from our data base. If the customer still sends signals after you have cancelled, Graham Alarm can begin invoicing you again for that customer. (Over time we would have an awful lot of ghost accounts sending signals into the station. We pay our software support for each account number we use in our data base.)

TRANSFER OF AN ACCOUNT NUMBER

You cannot transfer a premise from one account number to another. You must submit the on-line form for data entry with the new account number on it, then send in writing a cancellation for the old account number.

ALL FAXES SHOULD COME ON AN ON-LINE FORM OR ON YOUR LETTERHEAD.

DISPATCHING PROCEDURES (STANDARD)

Please call for details

NOTE- Any variations to these procedures must be discussed with Graham Alarm Monitoring and provided in writing by the dealer before implementation.

DVAC MONITORING

Graham Alarm's rates are slightly higher for DVAC than digital monitoring because we are restricted to the number of systems we can put on each DVAC line.

Before you quote on a DVAC line for a customer, it is always best to call us first to find out the cost. We may not have a circuit in the city you are quoting on and that could end up costing you more than you quote the customer.

Bell Canada requires 2 weeks to install a new line and they also require 2 weeks to cancel one.

REPORTS

Daily activity reports are available to any dealer. These reports are generated each morning (7 days per week) between 0700 hours (7am) and 1000 hours (10am). They are faxed to the dealer showing the alarm activity of the past 24 hours. If you require these reports, please fax us a note stating so. These reports are also available on a weekly or monthly basis and can be faxed or mailed to the dealer.

Weekly, bi-monthly or monthly open & close printouts are available for your customers. These are faxed or mailed to you, the dealer. If you require us to fax or mail them to your customer, there is a charge (See Rate Sheet). Please state the particulars on the on-line form you provide for data entry (if it goes direct to the customer, provide who it goes to, mailing address or fax number).

YOUR CUSTOMERS SHOULD KNOW

Your commercial customers and their employees should know what a late to close or a no-close is. Many times we call a premise that the dealer has set up for scheduled close times and the employee who answers the phone does not understand why we are calling them and asking for their passcode.

Your customers should have a 24 hour service line to contact you at your office. Graham Alarm should

only receive calls from customers regarding testing of system or false alarm reporting. This will cut down on operator time on the phone and again benefit you, the dealer, in the long run.

Your customers should not try to make changes to their data base information with Graham Alarm directly. This should only be done through you, the dealer. This way your records are kept up to date and there will be less room for error.

PASSCODES

Make sure your customer knows what we mean when we ask for a password or passcode. Your customer's personal passcode should consist of maximum 10 digits (alpha or numeric). Never use 0000 as a passcode as our software has already used it internally.

STANDARDIZE YOUR SET UP WITH THE STATION

Always try to use a standard set of reporting codes when programming your panels.

Examples:

1?-Fire/Smoke Detectors	6?-Close
2?-Panic/Hold-up/Duress	7?-Trouble
3?-Burglary	8?-Restore of Trouble
4?-Medical	9?-Restore
5?-Open	C?-Abort/Cancel

When installing a new system, always call to set up the account number before testing. Once programmed, send just one signal and call back to make sure the programming was done correctly. We have had panels send signals under another account number causing a lot of unnecessary work for the operators.

Always provide area codes in front of phone numbers on your on-line forms

Always print or type out your on-line forms. Many times we have had to 2nd request information that was not legible.

Always call the station before you touch a system, even if you don't think you are going to trip the system. Also call when you are finished. If you put a system on test and do not call back to take it off test, it will remain on test until 12 midnight, then it will automatically be removed from test status.

If a system sends test signals, please note this on your on-line form (including if it is daily, weekly or monthly reporting).

Inform Graham Alarm (on your on-line form) of what alarm format your panel is transmitting in. (Eg- 4+2, Contact ID, Sia, etc.)

It is highly recommended that dealers have a personal passcode for any and all testing of systems and information discussions with Graham Alarm.

GENERAL DISPATCHING NOTES

- A keyholder is defined as ALL phone numbers pertaining to a name on the call list.
- Unanswered phones will ring a maximum of 5 rings
- When answering machine/voice mail answers we will state name of alarm company, phone number, date and time. Inform your clients that they must be prepared to fully identify themselves even if they are returning a phone message left by the station. When messages are returned from the client, Graham Alarm Monitoring (GAM) operators must enter the information into the account's message box (especially if that person is attending to the premise) so that the next person who calls in can be informed as to what has happened since the alarm went off.
- If we reach a keyholder either on premise or not, we will state "This is (your alarm company name) calling, we have received an alarm signal(s) from (*name of premise*) on zone (*description*)(s) "OR" no other zones have tripped. **Do we continue with the dispatch?** (The customer must realize that answering yes to this question may involve a dispatch fee).
- A burglary alarm signal received with an abort or open signal will be LOGGED.
- A burglary alarm signal received within three (3) minutes after a close signal will be LOGGED.
- An alarm signal received within 12 hours of a previous one on the same zone, will generate a call to premise and keyholders only - NO DISPATCH.
- An alarm signal received from a system or zone that is on test will generate a call to the premise and keyholders only, informing the keyholder what zone was received and that a test status is in place on that particular zone or entire system.
- Do not transmit restoral signals for burglary alarms (unless special circumstances).
- Use abort signals as much as possible, but if you require us to call the premise on burglary alarms then DO NOT transmit an abort code.

INVOICING & CREDITS

Invoices are issued on the 1st of each month. Included with each invoice is a one line listing of all your accounts (in our data base). This list is for you to verify we are billing you for the correct number of accounts. Discrepancies regarding your invoicing must be brought to our attention within 60 days for a credit to be considered.

An invoice or credit will be issued on the 16th of each month. This invoice will be for any new accounts you put on line during the first 15 days of the month. You will be invoiced the entire month rate for each of these. If there are cancels you will be credited the entire month rate. Any accounts you put on line from the 16th of the month or later, will not be invoiced for the remainder of that month, nor will they be credited for the remainder of that month.

You will be invoiced from the date you test a new system. If you do not require that system to be in service from the date you test it, you must call back and request that account number be cancelled. You can only cancel an account number over the phone that has not had any data entry information entered for that account.

YEARLY INVOICING

We are also able to offer our dealers yearly invoicing, per customer, on the customer's anniversary date.

ALL INVOICES ARE DUE UPON RECEIPT

NOTE- When submitting payments, pay by invoice, please. Paying an even amount "on account" only causes unnecessary work for our accounting department and makes it more difficult to reconcile your account in the future.

TORONTO POLICE INVOICING

Invoicing for Toronto Police calls will be issued weekly. Included will be a history printout for each dispatch on your invoice. Discrepancies regarding these calls must be appealed within 60 days or Toronto Police will not accept them from us.

DISCREPANCIES OR APPEALS

If you, the dealer, ever have any questions or discrepancies with your invoicing or police calls, you must always notify us, in writing, within 60 days of receiving the invoice. This way we can look into the situation without having to go too far back into the past. Also, Toronto Police will only allow appeals within a certain time frame.

SIGNAL TRAFFIC

Graham Alarm strives to keep the signal traffic low on all receiver lines so that an emergency signal can reach us as quickly as possible and be dealt with just as quick. To keep our lines as available as possible we find it necessary to inform dealers that:

Graham Alarm has the right to invoice a dealer for any panel that goes into “run-away” mode and is not dealt with, by the dealer, in a timely manner.

Graham Alarm has the right to invoice a dealer for a panel that transmits more than the normal amount of alarm signals required, to indicate the communication is satisfactory.

These invoices will be based on a per signal received basis.

STATION/OPERATOR TRAFFIC

We would like your customers to understand that their monitoring station is here to monitor emergency situations first and foremost. We seem to have the same customers continuously showing up night after night as “late to close” signals. We call these customers 2, 3 or 4 times per night and they always ask for another 15 minutes but end up on site for hours. These customers take up over 80 % of the operators’ time between the hours of 1700 and 0300 Monday through Friday.

Graham Alarm has the right to invoice any dealer for any customer that has more than 5 late to close signals in any one month period.

REGISTRATIONS & FINES (police/fire/medics)

It is the responsibility of each dealer to:

- 1- know the police/fire/medics procedure (including the costs) in any and all areas that you will be installing a system that will require Graham Alarm to dispatch an authority.
- 2- provide to Graham Alarm a list (complete with name, address, city, postal, phone number) on your company letterhead along with a cheque (payable to Graham Alarm) for all premises to be registered (this is for police/fire/medics that require the monitoring station to submit on behalf of the installing companies only).
- 3- keep track of the anniversary dates of those premises that must be renewed annually and submit those as in point #2.

NOTE-IF GRAHAM ALARM RECEIVES AN INVOICE FROM A POLICE/FIRE/MEDIC AGENCY FOR DISPATCHING TO ONE OF YOUR CUSTOMERS IT WILL BE YOUR RESPONSIBILITY TO REIMBURSE GRAHAM ALARM

PRIVATE GUARD RESPONSE

It is the responsibility of the dealer to set up an account with a private guard response company(s) for the purpose of responding to premises that the dealer does not want the police dispatched to by Graham Alarm. The dealer should then put the private guard response company on the on-line form as the 1st keyholder, as well as their phone number (with area code).

LOCAL POLICE/FIRE/MEDIC NUMBERS

It is the responsibility of the dealer to provide to Graham Alarm the local dispatching phone numbers (complete with area code) for police, fire or medics in any and all areas that the dealer will be installing a system that will require Graham Alarm to dispatch an authority.

NOTE-DO NOT PROVIDE 911 AT ANY TIME, THAT WILL ONLY GET US OUR LOCAL AUTHORITIES AND WE CANNOT USE 911 TO DISPATCH IN OUR LOCAL AREA.

GENERAL INFORMATION

When you call into the station we answer the phone with “ALARMS ??” (the ?? being our operator number). When we call your customer we identify ourselves with your company name. We also identify ourselves with your company name when calling any authority or person(s) on your keyholder list.

PAYMENT METHODS

Graham Alarm Monitoring Limited offers many convenient ways for dealers and customers to make payment for monitoring services.

Monthly PAPP (pre-authorized payment plan)

Graham Alarm Monitoring requires a void cheque as well as a signed agreement, whereby the dealer or customer allows Graham Alarm to electronically withdraw funds from their bank account on a monthly basis. This transaction takes place on the 20th day of each month (In the event of a holiday or weekend, it is the next business day).

Credit Card Payment

Graham Alarm Monitoring accepts Visa, MasterCard and American Express.

Invoicing

Graham Alarm Monitoring invoices dealers on a monthly or yearly basis. We also provide a service whereby we will invoice a dealer's customers (this service must be monthly PAPP or yearly invoicing). See Dealer Packages.

