

STANDARD POLICIES

Once a dealer has completed and returned his Alarm Company Application, he will be issued an ID. The dealer must identify himself with this ID anytime he contacts the Central Station.

TESTING NEW ACCOUNTS

1. Contact the Central Station and identify yourself with your ID and request a new subscriber account number. The operator will issue the account number and verify the receiver phone number for programming.
2. Before testing, you will need to provide the Central Station with the following information.
 - A. Subscriber Name
 - B. Premises Phone Number (unless Cell Primary)
 - C. Panel Being Installed and Format
 - D. One Contact Name and Phone Number
 - E. Password

*NO ACCOUNT will be eligible for full service monitoring until the Alarm Monitoring Servicing Agreement, properly executed, has been received. Originals must be received in our office no later than seven (7) days from the date tested. We will accept the agreements prior to testing for your convenience. Overdue contracts will be charged a fee of \$5.00 per month until received to cover costs of attempting collection.

TESTING EXISTING ACCOUNTS:

Always contact the Central Station when you are working on a customer site so that we can place the account in TEST mode to prevent unnecessary dispatches. As always, you will need to identify yourself with your ID number.

Anytime testing, remember that you want to limit the signal traffic. Testing can be achieved without sending all signals to Central Station.

It is extremely important to contact the Central Station and check the accuracy of your signals. The dialer may appear to be communicating properly but sending the wrong format or account number.

Always let us know when you have completed testing so that the next signals will be handled correctly.

DigiCom, Inc.

Florida's Most Experienced Central Station

CANCELLING ACCOUNTS:

If you need to cancel an account for any reason, DigiCom, Inc. requires our cancellation form be filled out and signed. Communicators must be disabled. We will not process a cancellation if signals continue to be transmitted to the Central Station. If an account reports signals after cancellation, you will be charged normal monitoring fees for the account.

INFORMATION CHANGES:

All changes to contract information must be in writing. We have a fax line available 24 hours a day for this purpose.

Address changes require new Alarm Monitoring Servicing Agreements.