



Multifamily Division

Dear Homeowner:

Welcome to Protection1!

Enclosed in this packet, you will find the information necessary to properly use and sign up for your alarm system. Please take the time to review the enclosed literature.

To Activate the Monitoring Service:

1. Complete the Resident Alarm Services Agreement Form (enclosed) and fax to your National Account Coordinator at (813) 265-2694.
2. Before you fax the form, insure you have completed the following:

Section I:

- Name of Development where you currently reside
- Your complete name and address
- Most cities/counties have alarm ordinances in place. As the alarm user, it is your responsibility to verify with your local police department of any alarm permit requirements, permit fees, and false alarm fines that may be imposed. If the ordinance in your city or county requires permit numbers for dispatching purposes, please check with our Customer Service Department to see if this information is required on our agreement form.

Section II:

- Please choose a 4-digit number that you (and any members of your household) can remember as your Personal Identification Number (PIN) to identify yourself to Protection1.

Section III:

- Sign and date form as acceptance of monitoring service.

Section IV:

- You can refuse monitoring service by signing this section

Once we receive your fax, please allow 24-48 hours for your information to be entered into the system. You may contact our Customer Service Department after that time to verify that you are being monitored.

If you do not have access to a fax machine, you may mail the top copy (Protection1 copy) to the address listed on the form. Please allow 7 to 10 business days for us to process your paperwork.

Smart Phone Set Up: AFTER REGISTRATION IS COMPLETED

Toll Free: 1-866-792-2422

Test your Alarm:

Once you have confirmed that you are being monitored, contact our Customer Service Department and test your alarm system to insure it is working correctly. **It may be necessary to set an appointment for our service technician to come out and activate the alarm panel if we do not receive signals.** You may incur service charges if the service visit is not covered under the warranty. Check with your HOA or management company to verify what is warranty/non-warranty service.

Monitoring Center:

Protection1 provides monitoring services for the intrusion alarm system installed in your home.

Upon receipt of an alarm signal, our monitoring center will attempt to notify you of the alarm via a Voice Response System and a Certified Operator. Under certain conditions, if there is no answer at your home we will attempt to notify the proper authorities.

If you should set your alarm system off by accident, it is best to wait for the Protection1 Operator to call you. Please do not call the central station during an alarm condition.

Your Personal Identification Number (PIN) is required to cancel any alarm.

Customer Service/Repair/Information:

Customer Service will answer questions regarding the use of your alarm system and take service request calls for technical problems. Our staff is here to assist you 24/7. **Please be sure to identify yourself as a homeowner and give the operator the name of the development where you reside to insure prompt attention.** You will also be required to give your Personal Identification Number (PIN) to request service.

Please be aware that some service calls may not be covered under the warranty and will be billable. For additional information on warranty or non-warranty service you must check with your HOA or management company.

Customer Service Telephone Numbers:

Toll Free: 1-800-635-1635

Fax: 1-800-356-5285

Smart Phone Set Up: AFTER REGISTRATION IS COMPLETED

Toll Free: 1-866-792-2422

Protection1 has a goal to provide the most carefree environment possible for you, our resident. Please don't hesitate to contact us if you have questions or need assistance in completing the Agreement Form.