

SMART SECURITY RE-IMAGINED.

ALERT 360 JANUARY 2024



Service Partner Update

Dear Alarm Connections Partner,

We are touching base with you regarding an important update. As you may already know, in December 2023, Alert 360 acquired all the Alarm Connections accounts. We are excited about this acquisition and its opportunities for you and our business.

We work with over 300 subcontractor partners today and value our partnerships and relationships. **We would love to have you join our team and continue working with you on a go-forward basis.** To facilitate this process, our team members will contact you to discuss the sign-up process and how you can enter into a new subcontractor agreement directly with Alert 360.

In the meantime, we wanted to provide you with some important information to help answer any questions you or our customers may have. Please find attached some frequently asked questions that we believe will be helpful.

Thank you for your continued support, and we look forward to working with you in the future.

If you have any additional or more immediate questions, please reach out to us at Partner.Support@alert360.com or 866-222-0032. Otherwise, a member of our team will be reaching out to set up a call.

Sincerely,

Richard Ginsburg, CEO



ALARM CONNECTIONS ACCOUNT ACQUISITION BY ALERT 360

FREQUENTLY ASKED QUESTIONS / 2024

KEY QUESTIONS

What is Alert 360?

Alert 360 started as a small security company in Tulsa, Oklahoma, in 1973. Over the past 50 years, we have expanded our operations and have become the 4th largest residential security provider in the United States. We are proud to say that we serve nearly 400,000 customers in 27 different states! Our remarkable growth results from our unwavering focus on providing high-quality home and business security solutions, smart automation, video monitoring, and alarm monitoring services. Our top priority is the security of our customers. We have earned a reputation for having some of the highest customer retention rates in the security industry and over 20,000 positive customer reviews by concentrating solely on these services.

Does Alert 360 offer 24/7 Customer Support?

YES! One benefit of running a central monitoring station is the support we can provide customers. Our customer support operations are available 24/7 – 888-642-4567.

However, please refrain from directing customers to this number during the 90-day transition period while Alert 360 works on importing the customer data into their systems.

Does Alert 360 have any certifications or accreditations?

YES! An exceptional customer experience is important to us, and we value operational excellence. Here are a few we are proud of:

- A+ Better Business Bureau Accreditation & exceptional customer Net Promoter Score ratings.
- **UL Certified Monitoring Station:** Underwriters Laboratories' certification signifies that the provider's services and facilities have been evaluated thoroughly. Such certification validates that the provider has met the stringent standards of Underwriters Laboratories and is, therefore, equipped to deliver services that meet the highest industry standards.
- **5 Diamond Certified Monitoring Center:** A Five Diamond Central Station is a monitoring company with an exceptionally high degree of unwavering commitment to quality operator training. The Five Diamond designation is awarded to monitoring centers that surpass all the requirements of the 'five points of excellence' and consistently exceed the standards The

Monitoring Association (TMA) sets. In the United States, there are over 2,700 monitoring stations, but only a select few - fewer than 130 - have achieved the Five Diamond designation and are thus distinguished for their exceptional service.

Does Alert 360 do bulk purchases and ongoing purchases from other alarm industry companies?

YES! We have a fair and equitable bulk purchase and dealer program in several markets. Feel free to reach out to our team to discuss possible options or for more info visit www.alert360dealer.com.

Dealer Program: 888.848.8851

Portfolio Acquisitions: 888.885.8656

So, Alert 360 has its own central station. What does that mean for the accounts I am servicing?

We are evaluating a timeline to transfer accounts to our monitoring center. This will happen over time, and we will contact you to ensure your team understands any processes needed to support field service activities!

As a service provider, does the way I get paid or submit invoices change?

Yes. Once you are set up as a service provider, we have our own partner portal where you can review your open work orders/service tickets and submit completed ones for payment. We are currently working on a refresh of this portal, but it should be live and ready to use once we transition service from Alarm Connections.

Will there be opportunities for us to get more work?

Yes – we have plenty of markets that could use your support, and we would happily offer you additional service work if/when it comes up.

How do I become an Alert 360 subcontractor?

It's easy! All we need is the following:

- A signed subcontractor agreement.
- Your W9 form.
- A copy of your burglar and fire alarm licenses.
- Completed Background Check
- Certificate of Insurance listing your (i) General liability and Errors & Omissions coverage (with Alert 360 as the additional insured) and (ii) workers compensation.

What are the best Alert360 Contacts?

Partners: 866-222-0032

Partner Support:

Legal:

Licensing:

Customers: 888-642-4567

Partner.Support@alert360.com

legal@alert360.com

licensing@alert360.com

ALARM CONNECTIONS ACCOUNT ACQUISITION BY ALERT 360 FREQUENTLY ASKED QUESTIONS / 2024

Will Alert 360 be communicating to customers as Alert 360?

Yes, Alert 360 will be informing the customers of who we are, and invoicing customers in the name of Alert 360.

So, what does this mean for you?

Your need to field calls from customers will reduce overtime and time that would otherwise be spent reviewing the various monthly reports can now be spent on customer service.

Simply put: Our team will be handling it all for you! When receiving a customer service request, Alert 360 will send your team a Service Ticket for the service to be performed, and upon completion of service, you will be paid for your hard work!

If a customer asks about being required to do anything to update their account.

The answer is no. All billing information, contracts, etc. have been transferred as part of the acquisition.

After a short transition, no later than March 31, 2024, if they use the Alarm Connections customer website for payments, they will be automatically redirected to our customer website & customer portal.

What if a customer asks if their account has been sold?

The answer is YES! We believe in full transparency with our customers – and will inform them that their account has been transferred to Alert 360.

What if a customer asks if they will receive a new yard sign and window decals?

Please email Partner Support at Partner.Support@alert360.com and we will get a sign mailed to the customer immediately. Customers can also make these requests through their customer portal at any time!

What if a customer asks if their mobile apps have changed?

The answer is no. There is no need for them to download or change apps. They can continue to control your smart home with your existing app and mobile device. They may notice a change in name inside your app, but the app functionality and settings will not change.

What if a customer asks if we have the same contact information for help and service?

One benefit of running our own central monitoring station is the support we can provide customers. Our customer support operations are available 24/7 – 888-642-4567.

We will redirect phone numbers they are familiar with, so should they continue to call the old Alarm Connection numbers, our team will still be able to support them!

However, please refrain from directing customers to this number during the 90-day transition period while Alert 360 works on importing the customer data into their systems.

What if a customer asks if their description of service will change on their credit card or bank statement?

Yes. They will now see Alert 360 on their credit card or bank statement.

What if a customer asks if their access code or other functions of their current security system will change?

The answer is no. There are no changes to their codes or system. Everything remains the same.