

C.O.P.S. Monitoring

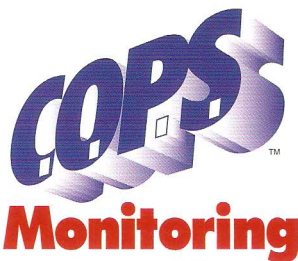
Your alarm dealer is a specialist in the installation and maintenance of your security system. That's why he employs another specialist, **C.O.P.S. Monitoring**, to handle the complex, demanding job of monitoring your premises around the clock. With one of the largest and most advanced central stations in the industry, **C.O.P.S. Monitoring**:

- Has served the industry since 1978
- Monitors nearly 800,000 alarm subscribers nationwide
- Operates five redundant mainframe computers, two power generators, and multiple telephone paths into the national telecommunications grid to ensure you continuous protection
- Conducts the industry's most comprehensive dispatcher recruitment and training program
- Uses a gradation training program to ensure consistent management of all alarms
- Is a UL listed central station for protective signaling services
- Is FM approved
- Is IQ certified to help reduce false alarms
- Is fully insured
- Has one of the fastest audited response times in the industry
- Works closely with your alarm dealer, providing comprehensive dealer support and report services including:
 - ❖ **Secure, encrypted internet access services that allow you to view alarm history, your account setup, & check system results**
 - ❖ **System testing supervision**
 - ❖ **System open/close (arm/disarm) tracking**
 - ❖ **VoiceCom two-way voice monitoring**
 - ❖ **Text message notification capabilities (cell phones, e-mail addresses)**
 - ❖ **Electronic alarm activity reports (e-mail)**
 - ❖ **False alarm reduction programs**
 - ❖ **COP-A-Trak GPS monitoring services**
 - ❖ **Internet-based alarm reporting**
 - ❖ **Cellular & radio back up monitoring capabilities**
 - ❖ **TeleMax 24/7 emergency service & message center**

The name **C.O.P.S.** was chosen in honor of the *Constable On Patrol*, a well respected and ever present neighborhood figure back at the turn of the century. With **C.O.P.S. Monitoring**, you are assured of that same old-fashioned service and protection combined with today's state-of-the-art technology. And we have five central station facilities in New Jersey, Florida, Arizona, Tennessee, and Texas.

How Monitoring Works*

1. A detection device such as a magnetic door contact, motion detector, glass break detector, or smoke/heat detector is violated and activates the alarm.
2. The security system sends a signal to **C.O.P.S. Monitoring**.
3. The computer network at **C.O.P.S. Monitoring** Central Station identifies the system and routes the alarm to a **C.O.P.S.** dispatcher. The dispatcher's computer displays your protected location and phone number, the alarm zone that has been violated, phone numbers of local authorities, any special instructions and the phone numbers of others to contact.
4. Our dispatcher will call you at the number you designate, ask if you need emergency assistance, and then ask for a pass code. If there is no answer or if an incorrect pass code is provided, we will dispatch the local authorities.
5. The dispatcher calls your pre-arranged responding party list.
6. The dispatcher then reports the results of:
 - (a) calling your home, or business
 - (b) calling your "responding parties to notify" list and,
 - (c) notifying your alarm company.
7. The **C.O.P.S.** computer maintains a record of all alarm report activities.



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License Numbers: California: ACO-6132; Commonwealth of Virginia: 11-1941; Florida: EF-20000481; Maryland: 107-840; Tennessee: 00000632/00001626; Texas (Burglary): B11561/B17961; Texas (Fire): ACR-2215

* These procedures may change depending on signal type, or based on jurisdictional requirements.