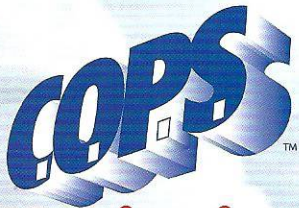


Highly-trained
professionals
in command of
state-of-the-art
technology



Monitoring
Your Hometown Central Station

COPS Monitoring

Your alarm dealer is a specialist in the installation and maintenance of your security system.

That's why he employs another specialist, COPS Monitoring, to handle the complex, demanding job of monitoring your premises around the clock. With the largest and most advanced network of central stations in the industry, COPS Monitoring:

- Has served the industry since 1978
- Monitors millions of alarm subscribers nationwide
- Has a network of UL listed central station monitoring facilities
- Operates multiple redundant FlexPod mainframe computer arrays on VMWare, multiple backup power generators, and redundant communication paths to the national telecommunications grid to ensure you continuous protection
- Conducts the industry's most comprehensive dispatcher recruitment and training program
- Uses an exclusive gradation training program to ensure consistent management of all alarms
- Is a UL listed central station for protective signaling services, FM approved, and TMA Five Diamond certified
- Is IQ certified to help reduce false alarms
- Is SOC 2 Type 2 & HIPAA Certified
- Is fully insured
- Has one of the fastest audited alarm response times in the industry (nearly 6 million priority alarms annually)
- Works closely with your alarm dealer, providing comprehensive dealer support and report services including:



- ★ Secure, encrypted mobile and 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, email addresses)
- ★ Electronic alarm activity reports (email)
- ★ MYALARM.CHAT and SMS Notifications
- ★ False alarm reduction programs
- ★ Personal Emergency Response Systems (PERS) & Mobile Personal Emergency Response Systems (MPERS)
- ★ Internet-based alarm reporting
- ★ Cellular & radio back up monitoring capabilities
- ★ TeleMax 24/7 emergency service & message center

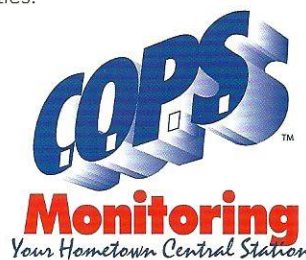
The name COPS was chosen in honor of the Constable On Patrol, a well-respected and ever present neighborhood figure back at the turn of the 20th century. With COPS Monitoring, you are assured of that same old-fashioned service and protection supported by today's state-of-the-art technology.

How Monitoring Works*

1. A detection device such as a magnetic door contact, motion detector, glass break detector, smoke/heat detector, or manual device is triggered and activates your alarm.
2. The security system sends a signal to COPS Monitoring.
3. COPS Monitoring's proprietary monitoring system identifies your system and immediately routes your alarm to a dispatcher at one of our networked monitoring locations. The dispatcher's computer automatically displays your protected location, phone number(s), the type and location of alarm that has been activated, phone numbers of local authorities, any special instructions, and the phone numbers of others to contact.
4. Depending on the type of alarm, our dispatcher will call you at the number you designate, ask if you need emergency assistance, and then ask for your passcode (a verbal code used to identify yourself). If there is no answer or if an incorrect passcode is provided, we will dispatch the local authorities.
5. After notifying the authorities, our dispatcher will call your predefined responding party list to report the alarm and the results of:
 - (a) calling your home, or business
 - (b) calling your "responding parties to notify" list and/or,
 - (c) notifying your alarm company.
6. The COPS Monitoring computers maintain a record of all alarm report activities.

* These procedures may change depending on alarm/signal type or jurisdictional requirements.

License Numbers: California: ACO-6132; Commonwealth of Virginia: 11-1941; Florida: EF20000481; Maryland: 21PLU-SS1051; Tennessee: 632; Texas (Burglary): B11561/B17961; Texas (Fire): ACR-2215
Additional licenses at <https://copsmonitoring.com/licenses>



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