

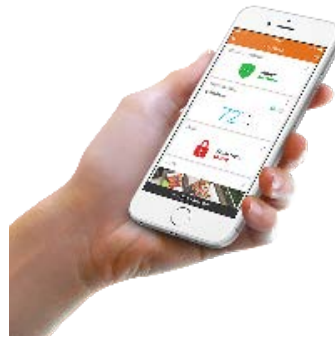
A publication for the valued customers of all our outstanding brands.

Alarming News



Get Amazing Benefits from an Upgraded System

If your security system is operating on a traditional phone line or outdated cellular technologies, upgrade now and take advantage of the latest security and automation features.



In addition to increased reliability, cellular-based systems offer the cost savings and convenience of controlling thermostats, lighting, locks, garage doors, and small appliances from your smartphone or other web-enabled devices. Wireless systems can also be easily expanded to integrate additional sensors, video surveillance, and whatever revolutionary component the industry thinks up next.

Remote Control

The user-friendly Alarm.com app puts the power of your system in the palm of your hand. With any web-enabled device you can:

- Arm and disarm the system
- Receive remote alarm notifications via email or text
- Receive video segments if alarms are triggered
- View live video feeds
- View recent system and sensor activity
- Create customized sensor notifications
- Receive alerts if the power goes out, when it's restored, or other important system events
- See when the system was armed/disarmed and by whom

Video Surveillance

Get the latest in video surveillance to better protect your home, business, family and property. Interior and exterior cameras allow you to view live feeds, record and store footage, and automatically see real-time segments if alarms are triggered. Integrating video is more affordable than ever thanks to an array of camera options and advances in technology.

For those customers who could benefit from an upgraded system, we offer several equipment options and price points. Contact your local branch to discuss upgrade options or to schedule a time when we can assess your system and provide a free, no-obligation quote.

PRESIDENT'S MESSAGE

New Technology Helps Reduce False Dispatches



This month we rolled out our new chat feature to all security alarm customers. We have been investing in this technology and beta testing it for the last 12 months.

The beta group included about 10,000 customers, and this feature proved to reduce the number of false dispatches. A false dispatch is when we send the police, a guard, the fire department, or an ambulance when they aren't actually needed.

The problem with a false dispatch is eventually some jurisdictions or first responders could stop responding to alarms, similar to the story of the boy who cried wolf. We have gone to great lengths to work with the different jurisdictions to reduce false dispatches so they will continue to have the utmost confidence when they receive a dispatch from our company.

I hope each of you will embrace this new chat technology and help us reduce false dispatches. Doing so will ultimately save you money. Many cities, counties, and guard services charge fees and fines when they are falsely dispatched. We believe the average false dispatch costs between \$50 and \$100 per incident.

Another way you can help reduce false dispatches is by testing your system monthly to make sure everything is working properly. If anything is ever amiss, please call and schedule one of our expert technicians to inspect, repair, or upgrade your system.

We will continue to make meaningful investments in technology to ensure you have the latest and best products and services protecting your home and business.

Eric Garner, President

Introducing an Exciting New Chat Feature for Enhanced Alarm Monitoring

We are pleased to announce a new feature called AG Alarm Chat which allows you and your emergency contacts to automatically be put into a text chat during the event of an alarm.

This great feature allows you and your emergency contacts to discuss what is going on in real time. You can disarm the alarm or dispatch the authorities right from the chat! This is just another way we provide peace of mind with our award-winning monitoring.

Benefits include reducing false alarms, more convenient communication with your emergency contacts and our monitoring center, and faster response time to alarm events.

Now, when you are in an important meeting, or unable to answer a call, AG Alarm Chat



makes your existing system even more convenient. It's as easy as typing a text.

This service is absolutely free and was automatically added to our residential security and non-fire commercial accounts on September 4.

To learn more about the service visit www.mountainalarm.com/alarm-chat/ or www.kencosecurity.com/alarm-chat/. Or please call us at 1-888-349-3455 if you have any questions or wish to opt out the service.



Our new Kenco building in Billings is now open at 3477 Mountain Pass Road. It's an amazing facility. See for yourself...



Mountain Alarm Adds ESI as Second Merger in Jackson

Coming on the heels of the Watchguard Security merger in Jackson, Wyoming, the Mountain Alarm family continues to grow as we recently merged with ESI, another local security company.



ESI's long-time owners decided to retire and the timing worked perfectly with an additional opportunity for us to serve the Jackson community. We are honored that they have entrusted us to protect these valued customers.

We have invested in bringing in additional highly trained technicians as well as seasoned leadership to increase our service presence and capabilities in the market. Our goal continues to be providing our customers with outstanding service in a timely manner.

While ESI's contact numbers for sales, service, and central station remain active, we have moved the operation to our consolidated Jackson office at 1560 Martin Lane.

October is Fire Prevention Month



What better time than Fire Prevention Month to salute our amazing Fire team for all they do to keep our commercial customers safe. From fire alarms to mass notification systems and test and inspections, we do it all.

In addition to our comprehensive commercial fire-protection capabilities, we offer smoke/heat/freeze and CO detectors that can be easily integrated into your smart home security system.

It's also a great time to remind you to change the batteries in your smoke detectors!

Call 1-888-349-3455 for customer service, and remember to test your system monthly!

