ALARMING NEWS

SPRING 2021

A PUBLICATION FOR ALL OUR VALUED CUSTOMERS

MOUNTAIN ALARM FIRE & SECURITY

COPPER STATE FIRE PROTECTION

Mountain Alarm Remains Best Local Source for Safety & Security Solutions

Over the last several years, many fire and security companies have joined the Mountain Alarm family. During that time, we've encountered some customers who worried that they would lose the local touch they'd come to expect from their trusted providers.

With these mergers, we're always proud to say that we remain locally operated by the same dedicated people you've grown to know and trust. Our teams are made up of people who live, work, raise families, and invest in their communities. We're proud to protect the lives, homes, and businesses of our friends and neighbors.

powered by ALARM.COM

We're grateful to be a company with strong bonds in our local communities. We strive to maintain our distinctly personalized attention to our customers. While maintaining the outstanding service upon which Mountain Alarm was built, we want our customers to know that we're also at the leading edge of the latest fire, security and smart home technology.

Large national companies, cable TV providers, and door-to-door solicitors often try to mislead our customers into believing we don't provide the latest interactive services, wireless security, and home automation with all of the conveniences of smartphone access and control. The truth is NO other local security provider offers the array of products and services we do. Nor can they provide the level of experience and expertise our teams possess.

We never want to lose a customer or potential customer because they're

unaware that we provide the latest technological innovations and capabilities available today. With a Mountain Alarm system, you can arm and disarm your system, view live and recorded video, and control lights, locks, thermostats, garage

doors, and much more from anywhere with your smartphone, tablet or computer.

Contact us today to learn more about interactive systems, featuring:

- **Wireless Security**

- **Smartphone Control**

- **Smartphone Viewable Video Surveillance with Analytics**

- **Home Automation**

- **Access Control**

- **Environmental Protection (fire, flood, temperature, carbon monoxide)**

Whether installing, upgrading, or expanding a fire or security system, we will continue to do so with a local touch and unmatched customer care.

PRESIDENT'S MESSAGE

Telecommunication Updates Require Technology Upgrades

In the coming months, we will be upgrading 3G cellular communicators to LTE communicators. Most of our customers already have LTE communicators, but if you don't, you will be hearing from us.

The AT&T 3G sunset is scheduled for February 22, 2022. Verizon won't be sunsetting their 3G network for a couple more years. Even though the scheduled sunset of 3G towers is still months, and possibly years away, we have already seen some 3G towers taken down in certain areas. We're being proactive to ensure your system is always communicating reliably.

We are also encouraging all of our customers who still use traditional phone lines for their systems to upgrade to the new LTE communicators as well. This is the most secure communication path available. It will also give you the option to remotely arm and disarm your system from your smartphone, along with other interactive features.

As your security company, we take the reliability of your system's communication path very seriously. If you have any questions, please don't hesitate to contact us. If your system needs a technology upgrade, we will also be reaching out to you. As always, thank you for trusting us with all of your life-safety needs.

Sincerely,

Eric Garner, CEO & President

Customer Portal Provides Convenient Account Access–Register Today!

You can easily register as a new user if you haven't previously accessed the customer portal. Just click on Log In on the top of the homepage at www.mountainalarm.com and then New User Registration. You'll be set up in minutes with access to payments and all the other useful features available inside the portal:

- Set up automatic payments
- View your contact information and other information we have on file for your alarm system
- Obtain an insurance certificate for possible discounts on your homeowners insurance
- Access your monitoring agreement and other documentation
- View and pay invoices (including split payments and multi-invoice payments)
- Go green and set up paperless invoicing (including options for emailed invoices–see below)
- Customers with multiple locations and accounts can link them in order to view all data using one login
- Most customers can also view emergency contact lists including contact numbers and view recent alarm history

Set Your Invoice Preferences in the Customer Portal to Receive an Electronic Copy

The customer portal now allows you to set preferences for different types of invoices. In addition, you can set it up to receive PDF copies of your invoices attached to an email. This is not enabled by default to add another layer of security to your account.

To set up invoice preferences:

1) Log into the customer portal.
2) On the main account screen, navigate to the invoices section and click the green button labeled **Go Green/Invoicing Preferences**.
3) On the Invoicing Preferences, select the option to attach invoices to emails.
   (There is a disclaimer on the screen as to why this option is not enabled by default.)

You will then receive the actual invoice with an email. Only customers can make this change via the customer portal. Employees do not have access to modify or update this setting. However, employees can make changes to all other invoice delivery options if requested.

Chat Feature Allows for Faster Response Times in the Event of an Alarm

For all Security customers, Alarm Chat automatically puts you and your emergency contacts into a text chat in the event of an alarm.

Easy as Typing a Text
Calls from our monitoring center don't always look familiar, and you can't always answer. Even when you are in a meeting or only have a moment to respond, you can easily identify the invitation to chat and simultaneously communicate with contacts on your account.

Convenient Communication
With Alarm Chat, you have the ability to communicate with employees, co-workers or family members when an alarm goes off.

Faster Help When You Need It
Because of the way Alarm Chat simplifies the monitoring process, it can reduce the time it takes to manage an alarm event by up to 90 percent.

Calls from an Unknown Number
Statistics say you won't answer calls from unfamiliar numbers. Alarm Chat helps reduce the number of steps it takes to manage an alarm event and improves response rate.

Alarm Chat is automatically added to commercial and residential Security accounts and is completely free. Please call **1-888-349-3455** or email us at service@mountainalarm.com for more information or to opt out of the service.