

GENERAL CONDITIONS

1. **GENERAL PROVISIONS**
- 1.1 Authorized Dealer sells and/or provides to the Customer (hereinafter "the Customer"), which buys and/or obtains from Authorized Dealer, the Equipment and/or the Services described on page 1, in accordance with the general conditions of this contract.
- 1.2 "Connections" means any communication access (including without limitation telephone and Internet access), networks, connections, lines, protocols, modes, technologies or equipment.
"Consumer" has the meaning given to such term in the applicable consumer protection legislation;
"CPI" means the consumer price index for Canada published by Statistics Canada on any given date.
"Equipment" means all the equipment and its components purchased by the Customer from time to time and installed to enable it to receive the Services;
"Interruption" means any defect, malfunction, maintenance, failure or interruption;
"Security system" means the Equipment installed by Authorized Dealer or by others, but in the latter case, approved by ADT, in order to provide Services to the Customer;
"Services" or "Service" means the service(s) provided by Authorized Dealer to the Customer.
- 1.3 This contract is governed by and shall be interpreted in accordance with the applicable laws in force in the province in which the Services are provided.
- 1.4 Authorized Dealer may at any time, upon at least thirty (30) days' advance notice to the Customer, amend any provision herein except as otherwise provided in the contract with regard to customer recourse.
- 1.5 The fact that one of the parties refrains from requiring the other party to perform one or more of its obligations set forth herein at any given time shall not adversely affect the future rights of that party in that respect. Furthermore, the failure of a party to seek recourse in the event of a breach of the terms and conditions set forth herein shall not be interpreted as a waiver of that party's right of recourse in the event of any subsequent failure by the other party.
2. **INSTALLATION AND COMMISSIONING OF THE EQUIPMENT AND THE SECURITY SYSTEM**
- 2.1 In compliance with the conditions herein, Authorized Dealer shall perform or have performed the installation and connection work it deems necessary according to current trade practices, as at the time of the present contract, to enable the Customer to use the Security system and receive the Services. The Equipment shall be installed where reasonably designated by the Customer, provided the chosen location is acceptable to Authorized Dealer, on or near the installation date stipulated herein or on any other date agreed upon by the parties.
- 2.2 The Customer acknowledges that the installation and connection work may require that holes be drilled in various parts of the premises. The Customer shall remove and reinstall, at its own expense, any carpeting in the premises if Authorized Dealer determines that underlays or cables must be installed beneath it.
- 2.3 The Customer shall acknowledge and maintain in good working condition, at its own expense and where designated by Authorized Dealer, as applicable, the Connections necessary for Equipment operation as well as the 110 volt electric power sources required for normal operation of the Security system and dedicated uninterruptible power supply (UPS) devices sufficient for operation during a reasonable amount of time during a power outage, when the Customer material (including without limitation router) requires it.
- 2.4 The Customer understands and accepts at its sole risk and at the exoneration of Authorized Dealer that any interruption of the Connections will prevent alarms from being transmitted to the monitoring station thus preventing Authorized Dealer from delivering the Services.
- 2.5 The Security system shall be commissioned and the Services shall be provided by Authorized Dealer as soon as is reasonable following the expected installation date of the Security system on page 1.
3. **EQUIPMENT OWNERSHIP**
- 3.1 The Authorized Dealer shall remain the owner of the Equipment sold and the right of ownership shall not be transferred upon the formation of the contract but shall take place only upon payment in full by the Customer of all the amounts owed.
4. **CONDITION, USE AND RELOCATION OF THE EQUIPMENT AND THE SECURITY SYSTEM**
- 4.1 The Customer shall use the Security system with care, prudence, and diligence, and only for the purposes for which it is designed. Without restricting the generality of the foregoing, the Customer shall not alter the Security system, tamper with it, or connect it in any way to equipment other than that indicated by Authorized Dealer. Should the Security system break or become defective, only Authorized Dealer or its designated agent is authorized to repair it. Should the Customer fail to perform these obligations, Authorized Dealer shall not be required to guarantee the reliability of Equipment and Services.
- 4.2 The Customer shall notify Authorized Dealer in advance if it plans to move the Security system. The Customer understands that moving the Security system in any way constitutes tampering or alteration in the meaning of this contract.
5. **EQUIPMENT MAINTENANCE: LIMITED WARRANTY**
- 5.1 The Customer shall be responsible for ensuring that the Security system works properly and is properly connected to the monitoring station by performing regular Security system tests at least once (1) a month in the manner recommended by Authorized Dealer.
- 5.2 Subject to Sections 5.3 and 5.4, for all Equipment purchased by the Customer, Authorized Dealer shall provide a twelve (12) months warranty, as the case may be, following the date of Equipment installation, without expense to the Customer, including the replacement or repair of any piece of Equipment, excluding batteries, that proves defective due to the materials used or its installation, unless the Customer has an extended warranty, in which case the warranty shall be in effect for the period indicated therein and shall cover the pieces of Equipment and labor indicated in said extended warranty, excluding batteries, cameras and any automation device.
- 5.3 The warranty shall not apply to any situation ensuing from the obsolescence of any piece of Equipment, any component of the Security system or any communication modes and technologies used for the provision of Services by Authorized Dealer. The warranty shall also not apply to the replacement, at the end of the useful lifetime identified by the manufacturer, of any piece of Equipment of the Security system and, in such a case, the Customer shall be responsible for informing Authorized Dealer of the required replacement of such piece of Equipment of the Security system, a month before the date identified by the manufacturer.
- 5.4 The warranty shall also not apply if the Equipment defect results from: (a) accidents, force majeure, alteration, damage to the Equipment caused by the Customer or misuse of the Equipment; (b) an interruption of the Connections used to provide Services; or (c) a power outage. Any inspection or repair work carried out at the Customer's request for any Equipment malfunction, breakdown, or defect that is not covered by the warranty shall be at the Customer's expense, regardless of whether Authorized Dealer makes any repairs. The Customer shall pay Authorized Dealer, at its prevailing rates (which shall be provided to the Customer upon request) plus taxes, the charges for additional Service such as expenses related to Service changes, the updating of communication modes and technologies belonging to the Customer and service calls.
6. **SERVICES**
- 6.1 If the Customer subscribes to a Service for which Authorized Dealer is required to monitor an alarm signal, Authorized Dealer's sole responsibility, notwithstanding any provision to the contrary, upon receiving that signal, is to undertake to promptly notify the designated contact or department according to the Customer's specifications, that the alarm was triggered on the premises. However, if Authorized Dealer receives by control or a breakdown signal, Authorized Dealer undertakes to notify the Customer's designated contact.
- 6.2 The Customer understands and accepts that the laws, by-laws, decrees or other local policies might limit Authorized Dealer's capability of providing the Services described in this contract and, more particularly but without limitation, the Services described in this section. All entries in Authorized Dealer's logs shall constitute irrefutable proof that the Services recorded therein were rendered by Authorized Dealer at the times indicated in the logs. If the Customer subscribes to a Service that transmits signals by telephone or otherwise, the Customer undertakes to pay Authorized Dealer any increase in costs applicable by suppliers with regard to the facilities necessary for the transmission of those signals under this contract.
- 6.3 Authorized Dealer may, upon thirty (30) days' notice to the Customer, modify its Services from time to time, on condition that the Services provided remain essentially the same.
7. **AUTHORIZED DEALER'S OBLIGATIONS AND LIMITATION OF LIABILITY**
- 7.1 Authorized Dealer shall perform its obligations under this contract with diligence. Authorized Dealer shall not be held liable for any loss, injury, or material damage other than direct damage caused by Authorized Dealer's own act or the act of its representatives. Without limiting the generality of the foregoing, the Customer exonerates Authorized Dealer from any liability resulting from the interruption of the Connections, Security system, bidirectional vocal communications, internet video recordings, interactive services, communication channels or a Service.
- 7.2 In all cases subject to Section 7.1, should Authorized Dealer be found liable, its liability shall be limited to paying the Customer an amount equal to twelve (12) times the total monthly payments charged by Authorized Dealer to the Customer under this contract.
- 7.3 The Customer declares and acknowledges that: (a) Authorized Dealer is not an insurer, and the protection Services it provides the Customer under this contract are consequently limited in scope; (b) the sums payable to Authorized Dealer by the Customer under this contract are in no way related to the value of the premises or goods located therein; (c) Authorized Dealer's Services are to its satisfaction and sufficient for its intended use thereof; and (d) when the Connections used belong to the Customer or are otherwise not provided by Authorized Dealer, the Customer has full responsibility, to the exclusion of Authorized Dealer, of providing, during the contract term, Connections that are up-to-date and compatible to allow Authorized Dealer to provide the Services, Authorized Dealer not being liable, in any way, for the incompatibility of said Connections preventing the provision of the Services by Authorized Dealer.
- 7.4 Authorized Dealer's liability shall start only upon the commissioning of the Security system. If the Customer avails itself of a Service by which a Connection is established with a Police department or any other agency, any such department or agency may invoke the provisions of Section 7 against the Customer's claims for any such department or agency. Authorized Dealer shall not be required in any way to pay fines, expenses, or charges billed to the Customer or to Authorized Dealer for the triggering of false alarms for any reason whatsoever. The Customer shall reimburse Authorized Dealer for all such expenses paid by Authorized Dealer as well as a management fee of \$35 per false alarm billed to Authorized Dealer.
8. **SERVICE CHARGES AND PAYMENTS**
- 8.1 Charges for Services are payable in advance no later than the due date appearing on the invoice sent to the Customer by Authorized Dealer or upon presentation of any form of pre-authorized payment at the Customer's financial institution.
- 8.2 Charges for Services are binding for the initial term of the contract. However, during the initial term for any renewal period, any such amount may be increased annually by a percentage equivalent to that of the increase in the CPI plus an amount not exceeding 5%. Notwithstanding the provisions of this Section, the Customer undertakes to pay Authorized Dealer any amount equivalent to the increase in taxes, government fees, surcharges, or charges for a supervised line or any other communication link used to transmit signals.
- 8.3 Authorized Dealer shall inform the Customer of the amount of the increase in Service charges at least thirty (30) days before the effective date of such increase.
- 8.4 If the Customer's contract is renewed after the initial term, for similar services, then the Loyalty Rebate will be applied to the monthly Service charges during the renewal period.
9. **INTEREST AND COLLECTION CHARGES**
- 9.1 Any delay by the Customer in performing its payment obligations under this contract shall place the Customer in arrears. Without restricting the scope of this provision, any sum unpaid by the Customer as of the due date shall accrue interest starting on that date at a rate of 1.5% per month. Interest is calculated daily and compounded monthly on the last day of each thirty (30) day period following the due date of the outstanding amount.
- 9.2 Any partial payment is applied first to the interest and then to the principal, starting with the most overdue amounts.
10. **TAXES AND PERMITS**
- 10.1 The Customer undertakes to pay (or to reimburse Authorized Dealer for) all present or future municipal, provincial, or federal taxes or duties (including permits) relative to the purchase, installation of the Equipment and Services associated therewith. The Customer shall be responsible for performing the required steps to obtain, register, renew and cancel all permits referred to in the present Section, in accordance with the laws, by-laws, decrees or other local policies in force.
11. **DEFAULT, TERMINATION AND DAMAGES**
- 11.1 The Customer is in default when it fails to make any payment due, fails to perform or violates one of its obligations under this contract, or, when any event commences or arises relative to the Customer's insolvency, bankruptcy, or voluntary assignment of assets to creditors.
- 11.2 In any situation of default by the Customer under the terms herein, Authorized Dealer may demand immediate full or partial payment of the balance of the debt before maturity and/or Authorized Dealer may cease performing its obligations under this contract. To cease to perform its obligation relating to Services and for the contract to be automatically terminated by law, Authorized Dealer shall send a written notice to the Customer and provide him thirty (30) days to remedy the default.
- 11.3 As regards to Services, when the contract is terminated after the cancellation period described in the Statement of Cancellation Rights, but before expiration of the initial term or any renewal period, the Customer agrees to pay Authorized Dealer an amount equal to the sum of all payments for Service charges that would be payable under this contract until expiration of the initial term or any renewal period, as the case may be.
- 11.4 Any payment required under Section 11.3 within the first twelve (12) months of the initial term of the contract shall be made to Authorized Dealer.
12. **TRANSFER**
- 12.1 Except in the manner provided for herein, the Customer may not assign this contract unless it has obtained Authorized Dealer's prior written consent, which Authorized Dealer may not arbitrarily withhold or refuse with no justifiable reason. Authorized Dealer may assign this contract and must notify the Customer thereof within thirty (30) days.
13. **PERSONAL INFORMATION**
- 13.1 The Customer declares that the personal information concerning him contained in the page 1 or otherwise provided to Authorized Dealer is accurate; he acknowledges that he was informed upon providing the information, and consents to such purposes and use of the information, that (i) the information would be used to manage his Customer record (credit, billing, collection, etc.) in furtherance of his request application for a subscription, (ii) the information in his Customer record would be accessible to employees and authorized agents of Authorized Dealer in the discharge of their duties, but only when necessary and in connection with the subject of his record, to business partners of Authorized Dealer within the context of special programs offered in collaboration with Authorized Dealer and to third parties within the context of a sale, transfer or any other form of corporate reorganization of Authorized Dealer and (iii) his Customer record would be kept at the Authorized Dealer's Customer Service Department to which he must send in writing any request for access or rectification. The Customer shall inform Authorized Dealer immediately of any change in the information he has provided.
- 13.2 The Customer authorizes Authorized Dealer to have a third party conduct all standard inquiries into his solvency and credit and, for these purposes, to obtain information concerning him, disclose it to Authorized Dealer, and enter it in his Customer record.
14. **AUTHORIZATION FOR SOLICITATION**
- 14.1 The Customer authorizes Authorized Dealer to include his name, address, and telephone number(s) in a list of customer names used for soliciting of a commercial or philanthropic nature, the Customer having the right to terminate this authorization at any time by means of an oral or written request.

Declined Initials: _____

Schedule 1 / Annexe 1

BUYER'S RIGHT TO CANCEL

You may cancel this Contract from the day you enter into the Contract until 10 days after you receive a copy of the Contract. You do not need a reason to cancel.

If you do not receive the goods or services within 30 days of the date stated in the Contract, you may cancel this Contract within one year of the contract date. You lose that right if you accept delivery after the 30 days. There are other grounds for extended cancellation. For more information, you may contact your provincial/territorial consumer affairs office.

If you cancel this Contract, the seller has 15 days to refund your money and any trade-in, or the cash value of the trade-in. You must then return the goods.

To cancel, you must give notice of cancellation at the address in this Contract. You must give notice of cancellation by a method that will allow you to prove that you gave notice, including registered mail, fax, or by personal delivery.

Ontario residents only:

You may cancel this agreement at any time during the period that ends ten (10) days after the day you receive a written copy of the agreement. You do not need to give the supplier a reason for cancelling during this 10-day period. If the supplier does not make delivery within 30 days after the delivery date specified in this agreement or if the supplier does not begin performance of his, her or its obligations within 30 days after the commencement date specified in this agreement, you may cancel this agreement at any time before delivery or commencement of performance. You lose the right to cancel if, after the 30-day period has expired, you agree to accept delivery or authorize commencement of performance.

If the delivery date or commencement date is not specified in this agreement and the supplier does not deliver or commence performance within 30 days after the date this agreement is entered into, you may cancel this agreement at any time before delivery or commencement of performance. You lose the right to cancel if, after the 30-day period has expired, you agree to accept delivery or authorize commencement of performance. In addition, there are other grounds that allow you to cancel this agreement. You may also have other rights, duties and remedies at law. For more information, you may contact the Ministry of Government and Consumer Services. To cancel this agreement, you must give notice of cancellation to the supplier, at the address set out in the agreement, by any means that allows you to prove the date on which you gave notice. If no address is set out in the agreement, use any address of the supplier that is on record with the Government of Ontario or the Government of Canada or is known by you. If you cancel this agreement, the supplier has fifteen (15) days to refund any payment you have made and return to you all goods delivered under a trade-in arrangement (or refund an amount equal to the trade-in allowance). However, if you cancel this agreement after having solicited the goods or services from the supplier and having requested that delivery be made or performance be commenced within ten (10) days after the date this agreement is entered into, the supplier is entitled to reasonable compensation for the goods and services that you received before the earlier of the 11th day after the date this agreement was entered into and the date on which you gave notice of cancellation to the supplier, except goods that can be repossessed by or returned to the supplier. If the supplier requests in writing repossession of any goods that came into your possession under the agreement, you must return the goods to the supplier's address, or allow one of the following persons to repossess the goods at your address: (i) the supplier or, (ii) a person designated in writing by the supplier. If you cancel this agreement, you must take reasonable care of any goods that came into your possession under the agreement until one of the following happens: (i) the supplier repossesses the goods, (ii) the supplier has been given a reasonable opportunity to repossess the goods and twenty-one (21) days have passed since the agreement was cancelled, (iii) you return the goods or, (iv) the supplier directs you in writing to destroy the goods and you do so in accordance with the supplier's instructions.

Nova Scotia residents only

You may cancel this Contract at any time. You do not need a reason to cancel. To cancel, you must give notice of cancellation to the address above. You must give notice of cancellation by a method that permits you to produce evidence that you cancelled the Contract, including registered mail or personal delivery. On notice of cancellation of the Contract, the seller has 15 days to refund any money that you are owed.

DROIT DE RÉSILIATION DE L'ACHETEUR

Vous pouvez résilier le présent contrat à compter de la date de conclusion du contrat, et ce, pendant une période de 10 jours après la réception d'une copie du contrat. Vous n'avez pas besoin de donner une raison pour résilier le contrat.

Si vous ne recevez pas le bien ou le service au cours des 30 jours qui suivent la date indiquée dans le contrat, vous avez un an, à compter de la date du contrat, pour résilier le contrat. Toutefois, vous perdez ce droit de résiliation si vous acceptez la livraison après la période de 30 jours. Le droit de résiliation peut être prolongé pour d'autres raisons. Pour de plus amples renseignements, communiquez avec votre bureau provincial/territorial de la consommation.

Si vous résiliez le présent contrat, le vendeur doit, dans les 15 jours qui suivent, vous rembourser toute somme que vous lui avez versée et vous remettre tout bien qu'il a pris en échange ou la somme correspondant à la valeur de ce dernier. Vous devez alors retourner le bien acheté.

Pour résilier le présent contrat, il vous suffit de donner un avis de résiliation à l'adresse mentionnée dans ce contrat. L'avis doit être donné par un moyen qui vous permet de prouver que l'avis a réellement été donné, y compris par courrier recommandé, télécopieur ou remise en personne.

Résidents de l'Ontario seulement :

Vous avez le droit de résilier la présente convention en tout temps jusqu'à dix (10) jours après en avoir reçu une copie écrite sans donner de raison au fournisseur. Vous pouvez également résilier la convention en tout temps avant la livraison ou le commencement de l'exécution si le fournisseur n'effectue pas la livraison ou ne commence pas à s'acquitter de ses obligations dans les 30 jours qui suivent la date que la convention précise à cette fin. Toutefois, vous perdez ce droit de résiliation si vous consentez à la livraison ou autorisez le commencement de l'exécution après l'expiration du délai de 30 jours. Vous pouvez résilier la convention qui ne précise pas de date de livraison ou de commencement de l'exécution en tout temps avant l'un ou l'autre de ces événements si le fournisseur n'effectue pas la livraison ou ne commence pas à s'acquitter de ses obligations dans les 30 jours qui suivent la date de la conclusion de la convention. Toutefois, vous perdez ce droit de résiliation si vous consentez à la livraison ou autorisez le commencement de l'exécution après l'expiration du délai de 30 jours. Vous pouvez également résilier la convention pour d'autres motifs et avoir d'autres droits, obligations ou recours en droit. Veuillez communiquer avec le ministère des Services gouvernementaux et des Services aux consommateurs pour de plus amples renseignements. Si vous souhaitez résilier la convention, vous devez en aviser le fournisseur à l'adresse qui y est indiquée par un moyen qui vous permette de prouver la date de remise de l'avis. En l'absence d'une adresse, vous pouvez utiliser celle qui figure dans les dossiers du gouvernement de l'Ontario ou du gouvernement du Canada ou celle que vous connaissez. Si vous résiliez la convention, le fournisseur a quinze (15) jours pour vous rembourser les paiements que vous avez faits et vous retourner toutes les marchandises livrées aux termes d'une convention de reprise (ou vous rembourser une somme égale à la valeur de reprise). Toutefois, si vous résiliez la convention après avoir sollicité les marchandises ou les services du fournisseur et avoir demandé qu'ils soient livrés ou que leur exécution commence dans les dix (10) jours qui suivent la date de conclusion de la convention, le fournisseur a le droit d'être raisonnablement indemnisé à l'égard des marchandises ou des services que vous avez reçus avant le 11^e jour suivant cette date ou, si elle lui est antérieure, avant la date à laquelle vous l'avez avisé de la résiliation, sauf s'il peut reprendre possession des marchandises en question ou qu'elles peuvent lui être retournées. Si le fournisseur demande par écrit de reprendre possession des marchandises dont vous avez pris possession aux termes de la convention, vous devez les lui retourner à son adresse ou permettre à l'une des personnes suivantes d'en reprendre possession à votre adresse : (i) le fournisseur, ou (ii) la personne que le fournisseur a désignée par écrit. Si vous résiliez la convention, vous devez prendre raisonnablement soin des marchandises dont vous avez pris possession aux termes de celle-ci jusqu'à ce que se produise l'un des événements suivants : (i) le fournisseur en reprend possession, (ii) le fournisseur a eu une occasion raisonnable d'en reprendre possession et un délai de vingt et un (21) jours s'est écoulé depuis la résiliation de la convention, (iii) vous les avez retournées, ou (iv) le fournisseur vous donne par écrit ordre de les détruire et vous suivez ses instructions.

Résidents de la Nouvelle-Écosse seulement

Vous pouvez résilier ce contrat à tout moment. Vous n'avez pas besoin de donner une raison pour résilier ce contrat. Pour résilier ce contrat, il vous suffit de donner un avis de résiliation à l'adresse mentionnée ci-dessus. L'avis de résiliation doit être donné par un moyen qui vous permet de prouver qu'il y a bel et bien eu résiliation du contrat, cela inclut par courrier recommandé ou la remise en personne. Sur préavis de résiliation du contrat, le vendeur dispose de 15 jours pour rembourser tout montant qui vous est dû.



MONITORING INFORMATION

CALL LIST – RESPONSIBLE PERSON – CONTACT – USER

The call list contains personal contact information that operators can consult when receiving an alarm signal. The call list contains the premises phone number, the intervention services phone numbers and the names of the contact persons, as well as their PIN and phone numbers.

Call list

All contacts listed in the call list must have a PIN (password or pass card #)1. Authorized Dealer will attempt to reach a contact on the call list. Once a contact is reached, Authorized Dealer does not continue calling the remaining contacts listed. It is the responsibility of the customer to advise Authorized Dealer of changes to the call list.

If no contact can be reached, the monitoring centre will periodically recall the contact list (up to three attempts) until a response is received from a contact. In the case that no contact can be reached, a notice of alarm (letter) is sent to the premises to advise the customer of the incident.

Once a member of the call list has been notified of a signal, no further action will be taken unless there is a specific request from the contact such as technical support or additional response. It will be the customer's responsibility to request service on system-related signals such as low batteries, trouble signals, and communication failures as advised by the monitoring centre.

Responsible person

A responsible person is someone who is authorized to change information in the customer file. More than one person can be designated as a Responsible person. PIN required.

Contact

A contact is a person or a group of persons whose name is written in the account and who can obtain any information concerning the security system, the alarm registry and procedures. A contact can confirm and modify their own contact information, such as their personal phone numbers. They do not have access to other contacts or users information in the account. A contact is a person the monitoring centre calls in the event of an alarm or an incident. A contact is also authorized to cancel a call. PIN required.

User

A user is a person who has access to a customer's system. A user provides a PIN or password for identification and can contact the monitoring centre in the event of a false alarm. A user is usually someone who has access to the protected premises.

ECV (Enhanced Call Verification) field²

This section includes the contact information of the person responsible for the security system or a contact designated by this person. This person (preferably the responsible person) must have the authority to make decisions in case of an alarm and must have access to the protected premises. This information should allow the monitoring centre to reach this person at all times. Adding a cellular phone number is strongly recommended. This person will be the first on the list to be called for a burglary or tamper alarm. The monitoring centre will attempt to reach this person using this contact information before calling the police department to minimize police dispatches in case of an unfounded alarm.

**These persons are authorized to request a service call that could involve charges.*

PIN / Password

This PIN is required for all alarm events with the exception of Fire, Medical and Trouble signals. A PIN is always required when the customer calls the Monitoring centre to report or respond to an event, or to request information. The PIN can be numbers, letters or a combination of numbers and letters. It is used to identify that the person is a contact or a user authorized to communicate with Authorized Dealer. A PIN is not valid to arm/disarm the security system (via a keypad). The PIN is required to book a service call.

STANDARD INTERVENTION PROTOCOLS

Familiarization period

A familiarization period is recommended to allow you to become familiar with the use of your security system and to avoid false alarms.

You agree that during a seven-day familiarization period, or such a period as provided by municipal laws and regulations, following activation of the security system at the monitoring centre, Authorized Dealer will not call the emergency services (police, fire department, ambulance) to respond to alarm events unless you decline the familiarization period by checking and initialing where appropriate on page 1 of this contract.

Standard intervention protocol

An intervention protocol details the sequence of calls that will be placed in the event of an alarm depending on the type of event and the protocol established by Authorized Dealer.

Residential

Event type	First intervention	Second intervention	Third intervention
Fire / CO / Propane / Gas	Premises	Fire department	Call list
Panic	Premises	Police	Call list
Medical	Premises	Ambulance	Call list
Intrusion (Burglary/Tamper)	Premises	Police	Call list
Communication failure Supervised link	Premises	Call list	N/A
Mechanical/environmental supervisory	Premises	Call list	N/A
System trouble	Premises	Call list	N/A

Commercial

Event type	First intervention	Second intervention	Third intervention
Fire / CO / Propane / Gas	Fire department*	Premises	Call list
Hold-up / Panic	Police	Premises**	Call list
Medical	Premises	Ambulance	Call list
Intrusion (Burglary/Tamper)	Premises	Police	Call list
Communication failure Supervised link	Premises	Authorities (Police or Fire*** department)	N/A
Mechanical/environmental supervisory	Premises	Call list	N/A
System trouble	Premises	Call list	N/A

*For fire system only – it is mandatory to dispatch the fire department first. This order cannot be modified.

**Call on premises is done after the safety delay.

***For fire system only.

Please note that for some types of trouble condition of your security system like low battery signal, the monitoring centre will communicate with you between 9h-9 pm. The call can be postponed to the next day.

The monitoring centre responds to a cancelled alarm with an automated call if a valid user code is entered in the moments following a burglary or tamper alarm. This automated call gives you the option to speak to an operator if you are experiencing an emergency.

For more information please contact Authorized Dealer at 1 800 653-9111.

Additional information/comments

This section provides the monitoring centre with information on any special conditions (illness, disability, or other) that may assist the monitoring centre in responding to a signal. This section can also be used to modify the standard intervention protocols, such as: Never contact the police department for intrusion alarms.

¹ Applicable for commercial customer only.

² Applicable for residential customer only.

