

**Greeting/**

Thank you for calling Monitronics Security

Para opciones en español, marque el signo de numero ahora

Thank you for calling Monitronics Security (ESP)

This call may be monitored or recorded for quality assurance

Please choose from the following 4 options

**4OPT/**

To cancel a false alarm, Press one

If you are moving or if you want to become a Monitronics customer, Press two

To make a payment or for questions about your account, Press three

For technical support, Press four

To repeat this menu, Press nine

We were unable to recognize your selection

You have selected an invalid option

Due to unexpected circumstances, we are unable to take your call at this time Thank you

**Please Hold/**

\_1/ Thank you. Please hold for the next available representative.

\_2/ Your call is very important to us. Currently all of our representatives are assisting other customers. Please hold and the next available representative will assist you.

\_3/ We apologize for the delay. Please hold and a representative will be with you shortly

**MOVES/SALES (sales hours)/**

I'm sorry this department is currently closed

We apologize... (ESP)

Please call us back between eight AM and eight PM Central Standard Time Monday through Friday, and nine AM until seven PM on Saturday. Thank you.

**CARE/**

For billing questions, Press one

To make a payment using our automated system, Press two

To speak with a representative for any other reason, Press three

To repeat this menu, Press nine

**TECHNICAL SUPPORT/**

I'm sorry, our technical support department is currently closed

We apologize... (ESP)

Please call us back between six AM and ten PM Central Standard Time. Thank you.