

SECURITY BEGINS AT HOME, AND WE URGE YOU TO TEST YOUR ALARM SYSTEM MONTHLY. TESTING YOUR SYSTEM MONTHLY HELPS YOU TO MAKE SURE IT'S COMMUNICATING PROPERLY WITH OUR ALARM RESPONSE CENTER. CLICK ON (SYSTEM TEST) UNDER THE (MY SYSTEM) TAB AT MYMONITRONICS DOT COM, OR YOU CAN ASK YOUR REPRESENTATIVE FOR HELP.

WE UNDERSTAND YOU'RE BUSY, AND WANT TO RESPECT YOUR TIME. IF YOU'D RATHER EMAIL YOUR QUESTIONS TO US, SIMPLY EMAIL (CUSTOMER CARE) AT MONITRONICS DOT COM. IT'S THAT EASY! AGAIN, THAT'S (CUSTOMER CARE) AT MONITRONICS DOT COM.

AN ONLINE ACCOUNT IS THE EASIEST WAY TO MANAGE YOUR SERVICE. YOU CAN UPDATE YOUR EMERGENCY CONTACT LIST, PAY YOUR BILL OR TEST YOUR SYSTEM, ALL BY VISITING (MYMONITRONICS DOT COM).

HOW SMART IS YOUR HOME? ASK ABOUT OUR HOMETOUCH TECHNOLOGY. HOME TOUCH LETS YOU ARM AND DISARM YOUR ALARM REMOTELY, RIGHT FROM YOUR COMPUTER, SMARTPHONE OR TABLET. ASK YOUR REPRESENTATIVE FOR DETAILS.

AUTOPAY IS A GREAT WAY TO SAVE TIME AND MONEY. SIMPLIFY YOUR LIFE BY ENROLLING TODAY. ENROLL ONLINE BY SELECTING THE (AUTO PAY ENROLLMENT) OPTION UNDER THE (MY BILL) TAB AT MYMONITRONICS DOT COM OR ASK YOUR REPRESENTATIVE TO LEARN MORE.

PLEASE STAY ON THE LINE AND WE WILL BE WITH YOU SHORTLY.

IT'S IMPORTANT THAT OUR ALARM RESPONSE CENTER CAN REACH YOUR CONTACTS DURING AN ALARM, SO PLEASE CONFIRM OR UPDATE YOUR EMERGENCY CONTACT LIST WITH YOUR REPRESENTATIVE TODAY.

MOVING SOON? LET MONITRONICS HELP. WE WILL TRANSFER YOUR SERVICE WITHOUT INTERRUPTION \*AND\* SET YOU UP WITH A BRAND-NEW SYSTEM - FOR FREE! YOU CAN FILL OUT OUR MOVE FORM ONLINE TO GET THINGS STARTED. JUST CLICK ON (FREE MOVE PROGRAM) UNDER THE (SUPPORT) TAB AT MY MONITRONICS DOT COM OR ASK YOUR REPRESENTATIVE FOR MORE INFORMATION.

YOUR CALL IS VERY IMPORTANT TO US. ALL OF OUR REPRESENTATIVES ARE CURRENTLY ASSISTING OTHER CUSTOMERS. PLEASE STAY ON THE LINE, OR CONTACT US BY EMAIL AT (CUSTOMER CARE) AT MONITRONICS DOT COM. THANK YOU FOR HOLDING.

DOOR-TO-DOOR SALESPEOPLE OFTEN PRESSURE CUSTOMERS TO SWITCH SECURITY COMPANIES WITH FALSE CLAIMS OR EVEN UPGRADE YOUR SYSTEM WITH THEIR EQUIPMENT AND NOT TELL YOU. THIS COULD INTERFERE WITH THE MONITORING OF YOUR ALARM. PROTECT YOURSELF BY CONTACTING A MONITRONICS REPRESENTATIVE BEFORE MAKING ANY CHANGES TO YOUR SERVICE.

THANKS FOR YOUR PATIENCE. A REPRESENTATIVE WILL BE WITH YOU SHORTLY.

SOME JURISDICTIONS PREVENT US FROM DISPATCHING LOCAL LAW ENFORCEMENT WITHOUT A PERMIT ON FILE. CONTACT YOUR CITY OR COUNTY OFFICIALS FOR INFORMATION, OR ASK YOUR REPRESENTATIVE FOR ASSISTANCE.

FALSE ALARMS ARE A MAJOR CONCERN FOR POLICE DEPARTMENTS ALL OVER THE COUNTRY. YOU CAN MAKE A DIFFERENCE BY KNOWING HOW TO OPERATE YOUR ALARM SYSTEM, AS WELL AS REMEMBERING YOUR VERBAL CODE WORD IF A REPRESENTATIVE CALLS. THIS HELPS TO CANCEL A FALSE ALARM.