



## False Alarm Protection Guarantee

Security Networks stands by its products and services. The Security Networks False Alarm Protection Guarantee is included as part of your monitoring service. It is our way of demonstrating our commitment to you our valued customer. Many municipalities charge homeowners and business owners for false alarms. Most security companies take **NO** responsibility and require the customer to bear all costs associated with a false alarm. With the Security Networks False Alarm Protection Guarantee you are protected against false alarm fines that result from equipment malfunction. It's what you would expect from Security Networks; providing additional peace of mind for your home and business!

### HERE'S HOW IT WORKS

- If you have a false alarm that is caused by faulty equipment, we will reimburse you for any false alarm fines that may be imposed by local municipalities, subject to the conditions set forth below.
- Within 60 days of paying the false alarm fine, send us a receipt of your payment and we will credit your monitoring account for that same amount. It's that easy!

**If you have any questions or need to file for a reimbursement credit call  
800.784.2043**

**Save this important document for your records.**

Tips on how you can prevent false alarms!

- Test your system regularly.
- Familiarize yourself with how to operate your system and its features.
- Make sure everyone that has a key to your home knows how to cancel an accidental alarm.
- Keep your owner's manual handy in case you need to review it.
- If your system does not seem to be working properly call Security Networks immediately.

**Once again we thank you for your business. We know you have many options for your security services and we look forward to earning your business every day.**

False Alarm Protection Guarantee Conditions: Security Networks will reimburse you under the program if you have remained current on your monthly payments and are performing under the terms and conditions of your monitoring/service agreement. There is a limit of two reimbursements in any consecutive twelve month period and a maximum of \$50.00 per reimbursement. This program covers false alarms due to equipment malfunction only. Acts of God, including electrical storms, abuse, misuse and false alarms caused by user error are not covered under this program. This program may be changed, modified or discontinued at the sole discretion of Security Networks.

Security Networks holds licenses in various states as required by law, including, but not limited to  
Alabama 07-915 • Arkansas E 2007 0020 • Delaware 06-161 & 06-53  
Florida EF0000123 • Georgia LVA 205687 • Illinois 127.001367  
Maryland 107-1351 • Nevada 235506 • North Carolina 15537-SP-LV, 1769-CSA  
Oklahoma 1062, 7578 • Virginia 11-5166 • Washington 602 574 935 • Washington DC 65098XXXX-67000

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