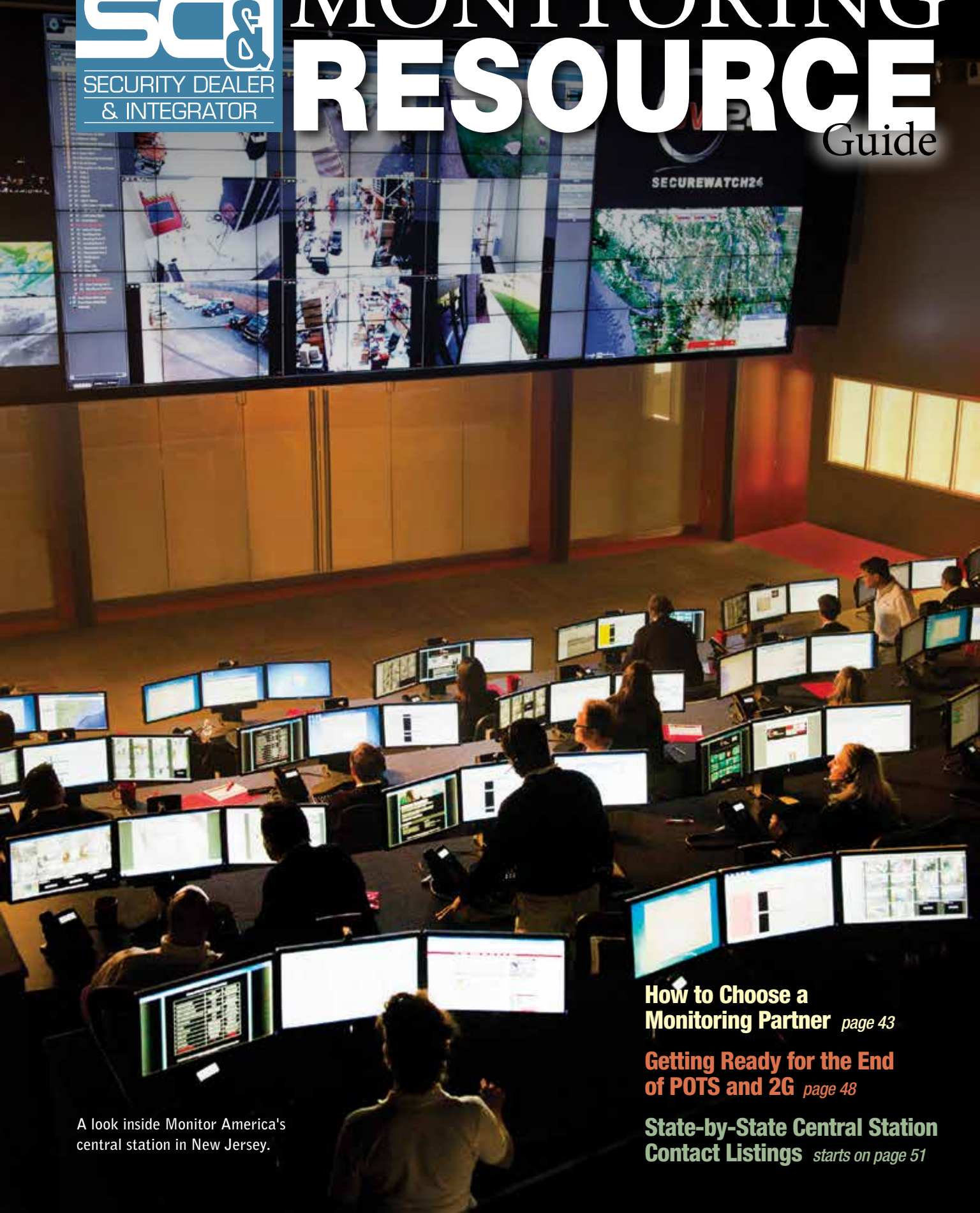




CENTRAL STATION & WEB-BASED MONITORING RESOURCE Guide



A look inside Monitor America's central station in New Jersey.

How to Choose a Monitoring Partner *page 43*

Getting Ready for the End of POTS and 2G *page 48*

State-by-State Central Station Contact Listings *starts on page 51*



MONITORING *every* SITUATION

Nationwide, 24/7

At Security Central, we are confident that our ability to support your evolving needs can contribute to the success of your business. For more than 30 years, we've built our reputation as a leader in our industry by listening to our dealers and their customers. Those qualities have helped us grow into one of America's largest nationwide central stations while remaining family-owned and independent. Simply put, we care about being the very best for you. Get more information on what Security Central can offer your business.

You can depend on Security Central to protect your customers
— and your reputation.

- ◆ Wholesale monitoring
- ◆ All major wireless, IP and dialer formats
- ◆ PERS and two-way voice
- ◆ Video monitoring
- ◆ Answering services
- ◆ Billing and collections
- ◆ Training classes
- ◆ Technical support
- ◆ Literature available

For more information, go to www.Security-Central.com or call (800) 438-4171.



SECURITY
CENTRAL

Quality Care. Quality Protection.



SECURITY CENTRAL IS A FAMILY-OWNED BUSINESS.
Courtney Brown and Ellen Brown Meihaus.

Request information: www.securityinfowatch.com/10214977



How to Choose a Monitoring Partner

When making the important choice of a third-party central station provider, be sure it offers more than just alarm service

Signing a third-party central station provider agreement is like signing a contract for a car — one you likely will drive for decades. A trade-in is rarely possible. Security dealers need to be aware that it is quite difficult — even painful — to change monitoring center services; thus, it is paramount to get it right the first time.

Most dealers are good at connecting with their local community, identifying potential customers, and servicing or updating boxes and panels. However, especially at the small-to-midsized level, providing 24x7 phone response, billing, advanced training and other services is usually outside the alarm company's scope of competence. The answer, typically, is to sign an agreement with a third-party central station provider.

"It is a different kind of 'purchase,'" explains Daniel Oppenheim, vice president of Affiliated Monitoring, Union City, NJ. "The day you pick your monitoring center is the day it all begins — not the end of the purchase." He notes that it is important for any monitoring station to offer the tools to provide a local dealer with a full suite of interactive apps and services so the local dealer can focus on servicing customers.

What to Look for in a Partner

On top of a technology vision, a good central station monitoring partner has to provide training, both on sales and service, says Jay Stuck, vice president of operations and CMO for New Jersey-based Monitor America LLC. "As we get into new technologies, you need a partner who will help you

sell — who will help raise your RPU (revenue per user)," he says.

"Look for a company with experience, the proper credentials, and proven reputation for reliability," advises Jim McMullen, President and COO of COPS Monitoring. The Williamstown, NJ-based firm operates central stations in New Jersey, Arizona, Florida, Maryland, Tennessee and Texas. He says dealers should look at a central station's disaster recovery plan and response times when local conditions — for example, a blizzard or hurricane — affects their central station.

"Dealers often need to find third-party central stations that do more than just monitoring," McMullen adds. "We offer services to answer a dealer's phone in their name to make sure that their customers get the personal attention and expertise when

CENTRAL STATION & WEB-BASED MONITORING

Affiliated Monitoring is one of the largest monitoring services in the country and deals with everything from locally focused alarm dealers to national PERS and mass-market partners. Its 82,000-square foot facility includes a large monitoring center (below) and a server room (right).



the dealer is unavailable, perform subscriber billing on behalf of the dealer, collect payments if they need us to and more.”

Oppenheim says a third-party central station provider should be there to relieve the burdens of billing, overnight answering and other nitty-gritty activities that free the local dealer to focus on their own core competencies. “We know there are a lot of things only our dealers can do — build relationships, understand their local market, have a customer-service and install team,” Oppenheim says. “We tailor our services to the dealer.”

Other dealers need help giving their company and marketing materials a professional look. COPS, for example, will help dealers with marketing support, such as brand development, website creation, and business card and other marketing materials through exclusive relationships. “We can also help a dealer by giving them buying power and discounted equipment purchases,” McMullen says.

“Many dealers look for a central station that can also give them the tools and value-added

services that can help give them a competitive edge,” McMullen continues. “They need fast and convenient access to their account base and a robust set of online tools to help them serve their customers,” he says, noting COPS Monitoring’s MPower dealer access system, which gives dealers information they need to serve their customers properly. Dealers can enter and edit their own accounts, run a variety of reports to help manage their business and to help identify false alarms, and they can even watch in real time as the signals are received at the central station.

Third party monitoring centers must also be able to handle all current digital dial-up formats and a wide variety of POTS-alternative transmission formats such as TCP/IP, cellular and radio. “As we move forward, central stations must be able to adopt and seamlessly integrate technology into their monitoring platform,” McMullen says. “The challenge with this is that it is tough to predict not only what technology will be developed, but also which ones will be reliable and widely accepted by dealers and consumers,” he adds.

An additional benefit some central stations provide is an annual conference. Affiliated’s next conference is Dec. 5, and will focus on video. Beyond technology, these events help individual dealers build relationships with one another with networking and learning opportunities from others in their same situation.

Staying on Top of Cutting-Edge Technologies

Security is going from looking for a guy with a mask and crowbar to services that let

parents monitor kids at home, unlock doors and check their back yards from a distance. "Over the next three to five years, the prospects for the innovative dealer are very attractive," Stuck says. "The new technology will resonate with a new type of customer. From the dealer's standpoint, this is attractive — it is all about RMR."

Dealers will have to know how to place the proper number of cameras in the right locations. Police and first responders are reluctant to respond to alarms that are not verified — and video verification is a deal-maker for fast, verified response. "We have seen the future and it is video — video verification of alarms, video guard tours and video concierge services," Stuck says.

On top of that, video can follow a restaurant manager who leaves the café at 2 a.m. with the day's receipts as she goes safely to the bank and leaves in her car. Those services have value to customers, and they all add to RMR.

"When it comes to new products and services on the market, we feel our role is to support all of the leading new tested and reliable technologies, and then help our dealers understand what's available and how to adopt them," McMullen says. They do that by inviting the different panel manufacturers and service providers to host training and seminars at each of their central stations.

Affiliated Monitoring, with an 82,000-square foot facility, is one of the largest monitoring services in the country and deals with everything from locally focused alarm dealers to national PERS and mass-market partners.

Monitor America has just ramped up, yet it has already achieved the Central Station Alarm Association (CSAA) Five Diamond certification for its 25,000 square-foot facility. "Your central station partner needs to have a vision for the future," Stuck says. Monitor America offers cloud-based services, enterprise-level and residential services ranging from hosted video and access control, virtual security tours, video concierge services, video escorting, video monitoring and video verification of alarms, in addition to real-time event reporting and PERS monitoring. A highlight of the facility is a 40 x 11-foot video wall where alarm events and video clips can be viewed for analysis.

The Benefits of Training

Training offered by the monitoring center partner should be essential to an alarm dealer. "A good central station partner can help a dealer sell the technology in his local market, provide the IP and IT assistance for installing the equipment, and verification of alarms," Stuck says. "Like it or not, we are going to be forced to learn to sell, install and monitor new technologies like video."

QUICK RESPONSE



Your trusted partner
in security.

ACCESS CONTROL



MONITORING SOLUTIONS

SIGN UP TODAY
FOR THE NEW:



QUICK RESPONSE has been providing dependable, cutting-edge access control technology and monitoring services to alarm dealers for over 44 years.

We provide comprehensive dealer internet access with 24-hour assistance, custom financing, marketing support and more.

Contact us **TODAY** to start securing your future!

800-462-5353
info@quickresponse.net
quickresponse.net

Request information: www.securityinfowatch.com/10746329

CENTRAL STATION & WEB-BASED MONITORING

On top of learning to install and trouble shoot new technology like IP video, dealers are going to have to learn to sell the technology. "You need someone to take you by the hand and train you on selling and installing," Stuck says.

Be sure to stick your head into a classroom where you, or your people, will undergo training. Look at the kinds of technology that are used. Is the training center a plain 12-by-15 foot room with a few desks? Or, is there state-of-the-art technology available for the learning process?

Show me the Money

The bottom line is that it is becoming cost-prohibitive for any but the largest dealers or franchises to run and upgrade a central station. When a dealer sells a customer, the decision must be made to either retain ownership of the customer and buy service from a third party, or sell the contract outright. Selling at a decent multiple makes sense for many dealers; however, retaining the account can be even more attractive. For example, a simple alarm contract may bring in \$39 a month. A central station will do the monitoring for



"Central stations must be able to adopt and seamlessly integrate technology into their monitoring platform," says COPS Monitoring president & CEO Jim McMullen.

\$3 to \$5 a month, allowing the dealer to pocket \$35.

The scales tip even more in favor of the third-party relationship when the dealer begins to sell new technology with lifestyle and convenience packages at a premium. The dealer can boost that RMR to \$49 or \$59 and only pay out a small additional fraction to the third-party provider.

Additionally, some dealers need capital to help grow their business. "That is why we have a wide variety of traditional account funding and flexible loan programs that offer not only financing dealer programs but also purchasing dealer programs," McMullen says.

Of course, the third-party central station profits by providing the ancillary high technology that dealers will need down the road to continue to compete.

Making the Choice: Final Considerations

The list of services and features that a dealer should expect when choosing a third-party central station provider is long and goes far beyond price. "I believe the number-one suggestion would be to visit the alarm center," Oppenheim says. "Never select a partner without visiting their facility."

Oppenheim insists on a visit that goes beyond the marketing and salespeople and includes folks like the shift supervisor who is in charge of the actual operation of the center. His second key checkpoint would be to get an understanding of the full suite of services that the center offers. "It is difficult for any monitoring center to stay up to date (on technology)," he says

A lot of companies make the mistake of selecting a provider without analyzing the company's ability to support their own growth over the coming decade. "Be sure your partner will be able to grow with your business," Oppenheim says. Affiliated boasts 10 full-time, in-house developers who add functionality and platform integration to keep their suite of services current.

Look for a stable and broad-based management team. It would be a pity if the key person — the one who most impressed you with a particular central station — were to leave six months after the papers are signed.

Monitoring America
alarm co-op

This is **YOUR**
Central Station

Our Services are Unique

Monitoring America is not for sale
and will never be sold !!!

We are a "Not for Profit" business.
Service, not Profit is our Primary Goal

Work with a **Partner**
not a Competitor

Call today and take advantage of our
FREE Monitoring
800-879-1438

www.monitoirngamerica.com
info@monitoringamerica.com

Request information: www.securityinfowatch.com/10490593

“Our credentials such as our UL listing, FM approval, IQ certification, CSAA Five Diamond certification, and involvement in CSAA, ESA, NFPA, SIA and SIAC means that dealers can trust that we can monitor their accounts properly,” McMullen says. This allows the dealer to focus on account growth and servicing their current customer base.”

Ensure your monitoring partner has the appropriate certifications. There are plenty of choices for third-party central station provider available to the 11,000 dealers nationwide; yet only about 10 percent of the pool — about 200 central stations — have the UL seal. The other 1,700 or so do not. UL approval is a special cachet that separates the top dogs from the rest of the pack. The central station’s policies and procedures must meet UL standards, be verified and tested. The facility must be fully redundant.

Given the technology and certifications look good, the next step is to look at the monitoring center. See what the actual on-site setup is for

redundancy and disaster recovery. Additionally, Oppenheim advises a look at the breadth and depth of management talent.

In the end, making a good choice for a central monitoring partner is important to growing your business. Think about the improved sales pitch — despite storm or power outages, the alarm station will always be watching your customer’s business, and that business will always be protected. It’s a win-win for dealer and customer. ■



Curt Harler is a technology writer and regular contributor to S&E magazine. Reach him at curt@curtharler.com.

RESOURCES Request more info about the companies in this article

Affiliated Monitoring:

www.securityinfowatch.com/10212717

COPS Monitoring:

www.securityinfowatch.com/10552071

Monitor America:

www.securityinfowatch.com/11071672

Fast. Free. Always Available.

Acadian's Dealer app:

- Performs account functions:
 - place accounts in/out of test
 - view zones, notes, and history
 - add and view contacts
- Instant access— any time, any where

Learn More: 1.888.558.9911

To download search for "Acadian Mobile" in the app store on your phone or tablet.

To activate your app, email AMStechsupport@Acadian.com.



Apps to protect you and your family.

- Acadian I.C.E.
- Acadian Family Medical Manager



Access Control | Guard Reduction | Video Surveillance | Video Patrols | Security & Fire Monitoring | Voice Down Services

AcadianMonitoringServices.com

Request information: www.securityinfowatch.com/10212592

www.SecurityInfoWatch.com | SD&I | October 2013

Getting Ready for the End of POTS and 2G

Don't get caught off-guard...use this transition as a business opportunity

In late 2012, AT&T petitioned the Federal Communications Commission to begin a process that would enable the telecommunications industry to transition away from traditional, landline telephone service to new services based on IP technology. Instead of continuing to invest in plain-old-telephone-service — or POTS as it is often referred to — the company says that it wants to spend \$14 billion over the next three years to expand wireless and broadband networks.

This news didn't come as a great shock to many in the alarm industry. According to Bob McVeigh, vice president and general manager of Conn.-based Security Solutions who also serves as chairman of the Electronic Security Association's Industry Affairs Committee, this transition away from copper-line phone networks is going to impact dealers differently depending on their individual business models.

For example, McVeigh says companies whose business models primarily revolve around a product line that uses cellular or some other type of communications technology are going to be well-positioned and the least impacted by this migration. "Some companies are already making the shift — they are smart enough to know that this is a serious problem and they are turning the ship to move towards an alternative product," he explains.

McVeigh believes that the most of the bumps in the road for dealers in making the switch will come in the form of training customers. "The cellular providers have done a fantastic job of training us so that we couldn't imagine carrying a cell phone for more than two years (at a time)," McVeigh says. "For us, for some reason, 20 years for an alarm panel has become com-

monplace, and it is just ridiculous to think that a technology will last that long. We, as a community, need to train our customers that things are different now and they need to migrate."

Overall, the sentiment from security dealers and integrators is that the sunset of 2G and the demise of POTS is actually an opportunity to go back to customers and talk about new interactive services. According to the recent 2013 ESA MegaTrends Survey, some 95 percent of respondents are currently involved in alternative alarm signal transmission, meaning cellular and other forms of wireless and radio-based communications. "What has really changed today is the advent of the communications channel," said Patrick Egan, president of Select Security, as he spoke to his peers at the 2013 ESA Leadership Summit. "We are in a world that's rapidly changing."

Opportunities Arise

Michael Pope, president of Safety Technologies Inc., says that with phone lines going away, there is going to be attrition; however, his company started to talk to customers about interactive services when they wanted to initially contact them about POTS going away.

Pope says integrators and dealers should not wait for their customers' contracts to expire to have the conversation on interactive services. "Of those companies who called to cancel their service because they were canceling a phone line, some 75 percent were converted to interactive services," he says. "It is just so much easier to sell them on interactive services than have a conversation simply about POTS going away. POTS or GSM going away doesn't mean that much to them, but interactive services does."



Nationwide Monitoring

ONLY
\$ **2.50**
per month

AWARD WINNING
TECH SUPPORT
& Customer Service

CALL US...

NEW

TO LEARN MORE

FREE TEXT MESSAGING OF ALARM, TROUBLE OPENINGS AND CLOSING SIGNALS TO THE PRIMARY KEYHOLDERS. Our swift response to all signals along with great customer service is provided to you for only \$2.50 per account as we complete our 40th year July 6th. Our new building housing our larger central station will also be occupied by that date.

We invite you to grow your business with these great features with us - all for only \$2.50 per account. CALL US!... AND REMEMBER THE FIRST FEW MONTHS ARE ON US!

*CSAA Five Diamond Central Station
Commitment to highest standards*

Fast & Accurate Response Times

*Free Texting of All Signals
including Open & Close*

*Free Virtual Operator - Place your
accounts on Test via Smartphone App*

Free Dealer Access to Account Data

Unbeatable Customer Service

*Emergency Reports Every 24 hours
via Email-FREE*

No Setup Fees, Minimums or Hidden Charges

1-800-318-9486

visit our website to learn more

www.allamericanmonitoring.com

www.securitysales.com/freeinfo13204

Lic # EF0000096



Certified
Central
Station



While some see the positive side of enticing the customer with new services as a lead-in to a talk about the end of 2G and POTS, that doesn't mean that there isn't concern or that there isn't a lack of work to be done to reach the many thousands of current industry subscribers and get them to execute a changeover. "POTS is going away, and I have a problem," admits Mike Miller, vice president of Moon Security. Miller, a past president of ESA, says some one-third of his customers are 2G and his salespeople are currently contacting those subscribers to get them to transition to other technologies.

Mike Miller, VP of Moon Security and a past president of ESA, says some one-third of his customers are 2G and his salespeople are currently contacting those subscribers to get them to transition to other technologies. "We are being proactive in our customer touches," he says.

"At the same time, we will get them to upgrade their control panels," he says. "Some of the subscribers will be able to use their same control panels and just switch out the communications module; others will have to get new control panels. We are being proactive in our customer touches. Also, if someone calls to cancel, we are working on a program to give them a \$50 per year technology credit for up to five years so that they can use it to add interactive services rather than just lose them altogether as a customer."

Miller says that first and foremost, attrition is what the company worries most about with the end of 2G and POTS. "But overall it's a good opportunity to see our existing customers, sell add-ons and upgrades, update contracts and make good customer touches," he adds.

Bob Ryan, senior vice president of Sales & Marketing for ASG Security, says as far as the demise of 2G, the company has been focusing on its new systems installations. "Every new system we install can communicate at least with 3G," he says. "But in essence, this is all about buying more time, isn't it? We always have to change with new communications technology, like the demise of POTS. So now, our path to get

out of POTS is selling enhanced services and 100 percent wireless. But instead of the end of POTS, we are talking about the enhanced services, so you don't have to have the discussion on the end of POTS. It's a Trojan horse. When we upgrade customers, we are making a stickier customer."

Laying the Groundwork for Change

McVeigh worries that many of the smaller companies, which make up the vast majority of alarm dealers, could be caught off guard. "They may have 500 to 1,000 accounts out there that they are using to build their nest egg for their future, but the communication providers are coming by and pulling the rug out from under them," he says. "They may or may not realize what is happening. That's the hard part."

Some of these small companies are in areas where the technology curve has not caught up. Sam Fiske, general manager and chief operating officer of Smoky Mountain Systems, for example, says that in his N.C. rural service area "the technology is behind and it's an even greater continuing challenge with POTS lines going away."

Maria Malice, vice president of COPS Monitoring in Arizona, says the biggest dilemma is to get their installing dealers on track with their customers. The third party monitoring provider is already set up to receive any 3G and beyond radio signals. "The other issue is dealers moving their customers from POTS to VoIP lines," she says. "Some of their subscriber panels aren't communicating any more. They might have to change out their panels for this as well."

Chet Donati, president of DMC Security, admits that it is a difficult endeavor to change over customers, but they are on top of ever-morphing communications technologies and have been doing a lot more cellular signaling. "When a customer calls for an upgrade, they are pretty understanding about changing out the lines," he says. "But theoretically, a lot of us will get caught with our pants down." ■



Joel Griffin is editor of SecurityInfoWatch.com. This article originally appeared on SecurityInfoWatch, and it was co-authored by former SDEI editor in chief Deborah O'Mara.

State-by-State Central Station Contact Listings

ALABAMA

ESC Central, Inc.

3050 Guess Park Drive, Birmingham, AL 35215

(800) 268-3453; Fax: (205) 520-5057

www.esccentral.com

Kathy Melvin: kmelvin@esccentral.com

Services: Two-way audio verification; mobile services; activity notification; video transmission; dealer services and training; alternate signal transmissions.

ARIZONA

API Alarm Monitoring Inc.

14437 N. 73rd St., Scottsdale, AZ 85260

(800) 897-1039

Fax: (866) 615-4304

www.apialarm.com

Aaron Garr: response@apialarm.com

Services: Intrusion: hold-up/panic duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; CCTV Installation and Monitoring; GPS Device Monitoring; Industrial Process Supervision; Guard Tour Systems; Elevator Monitoring; Call Center (non-emergency); Dealer Programs.

AZ Security Control, a division of ASI Communications

1042 E. Guadalupe Rd., Tempe, AZ 85283

(800) 525-4829; Fax: (480) 829-9290

www.azsecurity.com

Todd Novicky: Tnovicky@azsecurity.com

Services: Intrusion: hold-up/panic duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; PERS; Access Control: local system, remote monitoring; GPS Device Monitoring; Home Automation; Energy Management; Elevator Monitoring; Cloud/Web Hosting; Call Center (non-emergency).

ARKANSAS

Design Communications Inc.

2820 Cantrell Rd., Little Rock, AR 72202

(800) 223-7727; Fax: (501) 664-0345

www.designcommunications.com

info@designcommunications.com

Services: Internet alarm monitoring, AlarmNet central station, ITI monitoring capabilities, DMP monitoring capabilities; toll-free receiver lines; customized report codes and instructions; redundant power and automation system; data archiving and retrieval system; remote dealer access.

CALIFORNIA



Alarm Watch

2301 Aviation Dr. Atwater, CA 95301

(800) 927-6623; Fax: (209) 722-1107

www.alarmwatch.com

Matt Hoffman: Matth@alarmwatch.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication, carbon monoxide monitoring; PERS; CCTV Monitoring: mobile/streaming video, managed video; Communication Technologies: long-range radio; VoIP; cellular; remote video; email/Web-based notification; Supervision: audio/video verification; Guard tour systems: virtual

and remoter tours; Energy management; Elevator Monitoring; Financing services; Call center (non-emergency); UL listings.

American Two-Way

7345 Varna Ave., North Hollywood, CA 91605

(800) 821-8200; Fax: (818) 756-0618

www.atwcentral.com

Steve Pastor: Steve@atwcentral.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; mobile/steaming video, managed video; GPS Device Monitoring; Communication Technologies: long-range radio; VoIP; cellular, remote video, email/Web-based notification; Supervision: audio/video verification; Energy Management; Elevator Monitoring; Financing Services; Call Center (non-emergency); Dealer Programs (medical); UL listings.

CODE-3 Alarm Monitoring, a service of 911 Inc.

2801 San Pablo Avenue, Berkeley, CA 94702-2238

(510) 548-8400; Fax: (510) 548-8500

www.code3alarm.com

sales@code3alarm.com

Services: optional two-way voice alert; fire/sprinkler alarm monitoring; elevator emergency telephone monitoring; two-step verification and notification procedure.

General Monitoring Services Inc.

1127 Loma Ave., Long Beach, CA 90804

(800) 839-7212; Fax: (800) 836-9272

www.gmscentral.com

Jeffrey Mook: jmook@gmscentral.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communications, carbon monoxide monitoring; PERS; Access Control; CCTV Monitoring: mobile/streaming video; GPS Device Monitoring; Communication Technologies: long-range radio, VoIP, cellular, remote video, email/Web-based notification; Supervision, audio/video verification; Guard Tour Systems: virtual/remote guard tours; Home Automation; Energy Management; Elevator Monitoring; Cloud/Web hosting; Industrial Process Supervision; Call Center (non-emergency); Dealer programs; UL listings, FM-approved.



Grand Central Station (GCS) Monitoring

23194 Kidder St., Hayward, CA 94545

(800) 458-4519; Fax: (800) 257-9148

www.gcsmonitoring.com

Ben Martinez: Bmartinez@gcsmonitoring.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communications, carbon monoxide monitoring; PERS; CCTV Monitoring: mobile/streaming video, managed video; GPS Device Monitoring; Communication Technologies: long-range radio, VoIP, cellular, remote video, email/Web-based notification; Supervision, audio/video verification; Guard Tour Systems: virtual/remote guard tours; Elevator Monitoring; Industrial Process Supervision; Financing Services; UL listings.

RFI Communications & Security

360 Turtle Creek Ct., San Jose, CA 95125

(408) 298-5400; Fax: (408) 882-4305

www.rfi.com

Mark Simpson: Msimpson@rfi.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification and emergency communication

State-by-State Central Station Contact Listings

systems, carbon monoxide monitoring; Access Control: local system, remote monitoring; CCTV Installation and Monitoring: mobile/streaming video; GPS Device Monitoring; Communication Technologies: long-range radio, cellular monitoring, remote video, e-mail/paging notification; Supervision; Guard Tour Systems: virtual/remote guard tours; Elevator Monitoring; Industrial Process Supervision; Internet/Web Hosting: Web-based services; Call Center (non-emergency); Dealer Programs; UL listings.

The Command Center Inc.

1705 Rimpau Ave., Suite 101, Corona, CA 92881
(800) 660-0273; Fax: (951) 739-6319

www.thecommandcenter.net

Morgan Hertel: Mhertel@thecommandcenter.net

Services: Intrusion: hold up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; Access Control: managed access; CCTV Monitoring; Communication Technologies: long-range radio, cellular, VOIP, remote video, email/Web-based notification; Supervision: audio; Energy Management; Elevator Monitoring; Dealer Programs; UL listings.



Total Monitoring Services (TMS)

2440 Glendale Ln., Sacramento, CA 95825
(916) 480-4828; Fax: (888) 610-4399

www.tmscentral.org

Kevin Fairbanks: KFairbanks@tmscentral.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; PERS; CCTV Installation and Monitoring; Guard Tour Systems; Elevator Monitoring, Call Center (non-emergency).

Your Monitoring Center Inc., a Crime Alert Company

690 Lenfest Rd., San Jose, CA 95123
(800) 367-1094; Fax: (408) 729-1197

www.crimealert.com

David L. James: DavidJ@crimealert.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication; PERS; carbon monoxide monitoring; Access Control: local system, remote monitoring; CCTV Installation and Monitoring; Guard Tour Systems; Home Automation; Energy Management; Elevator Monitoring; Cloud/Web Hosting; Financing Services; Call Center (non-emergency); Dealer Programs.

FLORIDA



All American Monitoring

1375 North East Ave., Sarasota, FL 34237
(800) 318.9486; Fax: (941) 366-8032

www.allamericanmonitoring.com

Services: Intrusion: hold up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; PERS; Communication Technologies: long-range radio, cellular, remote video, email/Web-based notification; Supervision: audio/video verification; Dealer Programs; UL listings.

Central Alarm Control Inc.

13973 S.W. 140 St., Miami, FL 33186
(800) 288-6522; Fax: (305) 378-4563

www.centralalarmcontrol.com

dealer@centralalarmcontrol.com; customer@centralalarmcontrol.com

Services: Intrusion: hold up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communications, carbon monoxide monitoring; PERS; mobile/streaming video; Communication Technologies: long-range radio, cellular, remote video, email/Web-based notification; Supervision: audio/video verification; Guard Tour Systems: virtual guard tours; Elevator Monitoring; Call Center (non emergency); Dealer Programs; UL listings.

Criticom Monitoring Services (CMS)

P.O. Box 521769, Longwood, FL 32752
(877) 705-7705; Fax: (800) 818-1973

www.cmsn.com

Heather Hall: Heatherhall@cmsn.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS, prescription monitoring; CCTV Monitoring: mobile/streaming video; GPS Device Monitoring; Communication Technologies: long-range radio, VolP, cellular, remote video, email/Web-based notification; Supervision; Guard Tour Systems: virtual/remote guard tours; Home Automation; Energy Management; Elevator Monitoring; Industrial Process Supervision; Web-based services; Financing Services; Call Center (non-emergency); Dealer Programs; UL listings.

Digicom Inc.

P.O. Box 17172, Tampa, FL 33682-7172
(813) 935-1867; Fax: (813) 931-4745

www.digicom.us

Susan Edmondson: Sedmondson@digicom.us

Services: Intrusion: hold up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communications, carbon monoxide monitoring; Access Control: managed access; CCTV Monitoring: managed video; Communication Technologies: cellular, remote video, email/Web-based notification; Supervision: audio, video verification; Energy Management; Elevator Monitoring; Dealer Programs; UL listings.

Marlin Central Monitoring

3600 Commerce Boulevard, Kissimmee, FL 34741
(866) 400-2130; Fax: (866) 383-0334

www.marlincentral.com

Nick Perry: Nperry@marlincentral.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, evacuation systems, carbon monoxide monitoring; PERS; Access Control: remote monitoring; CCTV Installation and Monitoring; GPS Device Monitoring; Industrial Process Supervision; Guard Tour Systems; Energy Management; Elevator Monitoring; Financing Services; Call Center (non-emergency); Dealer Programs.

Monitoring Partners

1025 N.W. 17th Ave., Suite A-1, Delray Beach, FL 33445
(877) 929-2200; Fax: (561) 921-0379

www.monitoringpartners.com

Jay Kessel: jkessel@monitoringpartners.com

Services: Cellular; digital transmission; Internet (IP) transmission; long-range radio; remote video; Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification and emergency communication systems, carbon monoxide monitoring; Access Control: local system, remote monitoring; CCTV Installation and Monitoring; Energy Management; Elevator Monitoring.



SentryNet

517 N. Baylen St., Pensacola, FL 32501
(800) 932-3304; Fax: (850) 434-0034

www.sentrynet.com

Peggy Page: peggy@sentrynet.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe & vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification & emergency communications, carbon monoxide monitoring; PERS; Access Control: managed access; CCTV Monitoring: mobile/streaming video, managed video; Communication Technologies: long-range radio, VolP, cellular, remote video, email/Web-based notification; Supervision: audio/video verification; Guard Tour Systems: virtual/remote guard tours, proximity guard tours; Elevator Monitoring; Financing services; Call Center (non-emergency); Dealer Programs; UL listings; FM-approved.

GEORGIA

Anchor Alarm Center Inc.

P.O. Box 59, Suwanee, GA 30024
(678) 482-7211; Fax: (678) 482-0611
www.anchoralarmcenter.com
info@anchoralarmcenter.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS, prescription monitoring, local patient monitoring; Access Control: local system, remote monitoring; CCTV Installation and Monitoring; GPS Device Monitoring; Industrial Process Supervision; Guard Tour Systems; Home Automation; Energy Management; Elevator Monitoring; Cloud/Web Hosting; Financing Services; Call Center (non-emergency).



Cen-Signal

2033 Hamilton Rd., Columbus, GA 31904
(800) 554-1101; Fax: (706) 596-8552
www.cen-signal.com

Angie Anderson: Alanderson@censignal.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, evacuation systems, carbon monoxide monitoring; Medical: local patient monitoring; Access Control: remote monitoring; Communication Technologies: VoIP, cellular monitoring, e-mail/paging notification; Supervision; Home Automation; Energy Management System Monitoring; Elevator Monitoring; Industrial Process Supervision; UL-listings.

HAWAII



Alert Alarm Hawaii

2668 Waiwai Loop, Honolulu, HI 96819
(808) 528-6434; Fax: (808) 528-6444
www.alertalarmhawaii.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault systems; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring, mass notification & emergency communications; PERS; Access Control: managed access; CCTV monitoring: mobile/streaming video and managed video; GPS Device Monitoring; Communication Technologies: long-range radio, cellular, VoIP, remote video, email/Web-based notification; Supervision: audio/video verification; Home Automation; Cloud/Web Hosting; UL listings.

IDAHO



Alarmco Inc.

1675 N Mitchell St., Boise, ID 83704
(208) 376-9731
www.alarmcoinc.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; CCTV: mobile/streaming video; managed video; Communication Technologies: long-range radio, VoIP, cellular monitoring, remote video, email/Web-based notification; Home Automation; Energy Management; Cloud/Web hosting; UL listings.

ILLINOIS



Alarm Detection Systems (ADS) Inc.

1111 Church Rd., Aurora, IL 60505
(630) 844-6302
www.adsalarm.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency

communication systems, carbon monoxide monitoring; Access Control: managed access; CCTV: mobile/streaming video; managed video; Communications Technologies: Long-range radio; cellular; UL listings.



Barcom Electronics Inc.

923 North Belt West, Swansea, IL 62226
(800) 642-5413
www.barcomsecurity.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; UL Listings.



EMERgency 24

999 E. Touhy Ave., Ste. 500, Des Plaines, IL 60018
(773) 725-0222; Fax: (773) 286-1992
www.emergency24.com

Kevin McCarthy: Kevin@emergency24.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; Communication Technologies: long-range radio, VoIP, cellular monitoring, remote video, email/Web-based notification; Supervision; Guard Tour Systems: virtual/remote guard tours; Home Automation; Energy Management; Elevator Monitoring; Cloud/Web hosting; Financing Services; UL listings.

LOUISIANA



Acadian Monitoring Services, LLC

P.O. Box 93088, Lafayette, LA 70509
(888) 558-9911; Fax: (800) 353-0192

www.acadian.com

Jason Caldwell: onwatch@acadian.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault systems; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring, mass notification & emergency communications; PERS; Access Control: managed access; CCTV monitoring: mobile/streaming video and managed video; GPS Device Monitoring; Communication Technologies: long-range radio, cellular, VoIP, remote video, email/Web-based notification; Supervision: audio/video verification; Guard Tour Systems: virtual and proximity; Home Automation; Elevator Monitoring; Industrial Process Supervision; Cloud/Web Hosting; Financing services; Dealer Programs; UL listings.

The Security Center Inc.

147 Carondelet St., New Orleans, LA 70130
(504) 522-1254; Fax: (504) 522-9667
www.securitycenter.com

Rebecca Omeara: rebeccaomeara@aol.com

Services: Intrusion: hold-up/panic/duress, perimeter, fire, sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; Medical; Access Control: local system, remote monitoring; CCTV Installation and Monitoring; GPS Device Monitoring; Elevator Monitoring; Financing Services; Call Center (non-emergency); Dealer Programs.

MARYLAND



ASG Security

12301 Kiln Ct. Suite A, Beltsville, MD 20705
(866) 705-4274
www.asgsecurity.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault systems; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring, mass notification &

Central Station *Profile*

COPS Monitoring
P.O. Box 836
Williamstown, NJ 08094

Central Station Locations:

Williamstown, NJ
Boca Raton, FL
Scottsdale, AZ
Nashville, TN
Lewisville, TX
Hunt Valley, MD

Phone Number:

800.367.2677

Fax Number:

856.629.4043

Internet Address:

www.copsmonitoring.com

Areas Served:

U.S., Canada, Caribbean

**Number of Years in the
Central Station Business:**

35 years

Number of Accounts:

Approaching 1 million

Listings:

UL, FM, IQ,
CSAA 5 Diamond (AZ/TN)

Number of Employees:

Approximately 350

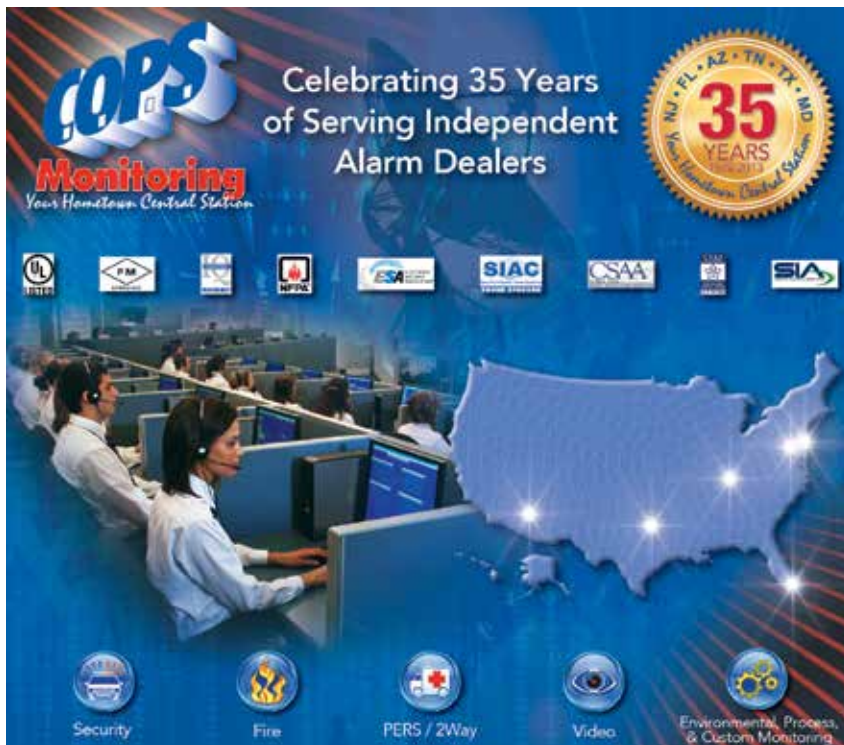
**Operator's Average
Years of Experience:**

3.6 years

COPS Monitoring

800.367.2677

www.copsmonitoring.com



Dealer Services/Support:

- Dedicated account executives
- 24/7 dealer support & data entry
- Dealer technical support
- MPower dealer access available in desktop, tablet, and smartphone versions
- MPower desktop, tablet, and smartphone subscriber access private labeled with dealer's brand
- TeleMax dealer messaging center for emergency & after hours calls
- Video verification & monitoring services
- Subscriber billing
- Traditional account funding and flexible loan programs created through affinity programs with leading providers

- Expanded end user lifestyle services
- Enhanced quarterly newsletter
- Dealer training & seminars at our 6 locations
- Discounted PERS equipment purchase offered through new affinity program

New Services Planned for 2014:

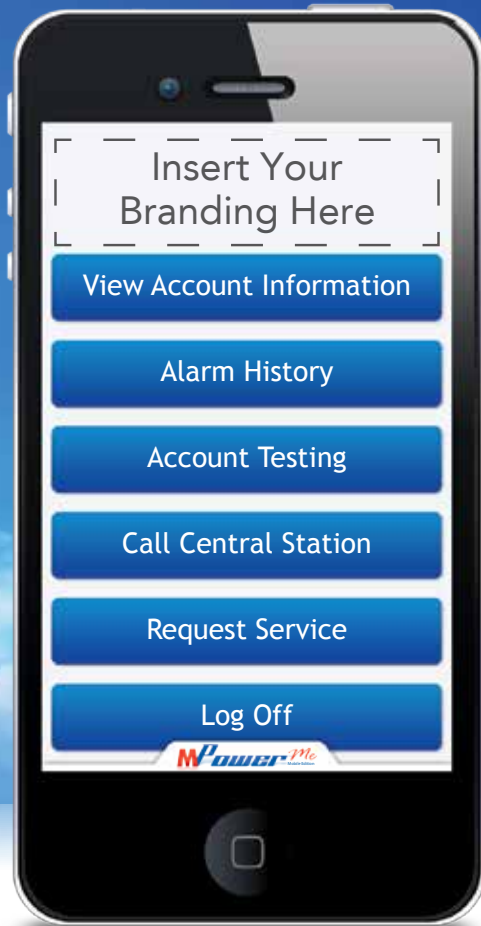
- Further MPower enhancements for dealers and subscribers
- Expanded support for end user lifestyle services
- Additional POTS alternatives
- Enhanced TeleMax service offerings
- Managed Access

Newest Services Offered:

- DoD / SCIF monitoring from our 6th central station in MD
- Expanded POTS alternatives (IP, cell, radio)
- Additional video verification capabilities



Satisfy your customers' *appetite.*



Introducing your company's smartphone access.

Offer your customers **MPower.Me** access with your company brand and give them the peace of mind that could improve customer satisfaction, reduce attrition, and increase referral sales.

Get your own private label computer, tablet, and smartphone subscriber access only at COPS Monitoring. Read more at copsmonitoring.com/appetite.

Providing nationwide wholesale alarm monitoring and dealer services from
New Jersey | Florida | Arizona | Tennessee | Texas | Maryland

800.367.2677 | Fax: 856.629.4043 | info@copsmonitoring.com | copsmonitoring.com

CA: ACO6132 • DE: 05-85 • FL: EF20000481 • IL: 127-001299 • MD: 107-840 • TN: 632/1626 • TX Burg: B11561/17961 • TX Fire: ACR-2215 • VA: 11-1941

COPS
Monitoring
Your Hometown Central Station



Request information: www.securityinfowatch.com/10552071

State-by-State Central Station Contact Listings

emergency communications; PERS; Access Control: managed access; CCTV monitoring; mobile/streaming video and managed video; GPS Device Monitoring; Communication Technologies: long-range radio, cellular, VoIP, remote video, email/Web-based notification; Supervision: audio/video verification; Home Automation; Cloud/Web Hosting; UL listings.



Dynamark Monitoring

525 Northern Ave., PO Box 2070, Hagerstown MD 21742
(855) 875-SAFE; Fax: (240) 500-1711
www.dynamarkmonitoring.com

Keith Godsey: kgodsey@dynamarkmonitoring.com

Services: Intrusion: hold-up/panic/duress; perimeter; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring, mass notification & emergency communications; PERS; Access Control: managed access; CCTV monitoring: mobile/streaming video and managed video; GPS Device Monitoring; Communication Technologies: long-range radio, cellular, VoIP, remote video, email/Web-based notification; Supervision: audio/video verification; Home Automation; Dealer Programs; UL listings; FM-Approved.

MASSACHUSETTS

Alarm Central

680 Hancock St., Quincy, MA 2170
(800) 982-2010
www.alarcentral.com

Kerry-Anne McStravick: Sales@alarmcentral.com

Services: 18-year training program; Burglar: hold-up/panic/duress; Smart-Link radio; PERS; sprinkler monitoring; daily reports by email or fax; climate-controlled computer room with fire suppression.

MICHIGAN

Command Alarm Monitoring

2681 Industrial Row Drive, Troy, MI 48084
(855) 226-7233
www.command-alarm-monitoring.com
info@commandalarmmonitoring.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; Access Control: local system, remote monitoring; CCTV Installation and Monitoring.; GPS Device Monitoring; Industrial Process Supervision; Guard Tour Systems; Home Automation; Energy Management; Elevator Monitoring; Cloud/Web Hosting; Financing Services; Call Center (non-emergency); Dealer Programs.



Engineered Protection Systems Inc.

750 Front Avenue NW, Grand Rapids, MI 49504
(800) 966-9199
www.epssecurity.com

info@epssecurity.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, evacuation systems, carbon monoxide monitoring; PERS; Access Control: local system, remote monitoring; CCTV and Monitoring; GPS Device Monitoring; Industrial Process Supervision; Guard Tour Systems; Home Automation; Energy Management; UL listings.

Midstate Security Command Center

5975 Crossroads Commerce Parkway, S.W., Wyoming, Michigan 49519
(800) 955-1317
www.midstatesecurity.com

Jeffrey S. Smith: Jsmith@midstatesecurity.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, evacuation systems, carbon monoxide monitoring; PERS; Access

Control: local system, remote monitoring; CCTV and Monitoring; GPS Device Monitoring; Industrial Process Supervision; Guard Tour Systems; Home Automation; Energy Management; Elevator Monitoring; Call Center (non-emergency); Dealer Programs.

MINNESOTA



Cooperative Response Center Inc.

2000 8th Street NW, Austin, MN 55912
(800) 892-1578; Fax: 507-437-2031
www.crc.coop

info@crc.coop

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, evacuation systems, carbon monoxide monitoring; PERS; Video verification; UL listings.



Custom Alarm

1661 Greenview Dr SW, Rochester, MN 55902
(507) 288-5522
www.custom-alarm.com

info@custom-alarm.com

Services: Intrusion: hold up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; Communication Technologies: VoIP, cellular; UL Listings.



WH International Response Center

6800 Electric Drive, Rockford, MN 55373
(763) 477-3144; Fax: (763) 477-3153
www.whirc.com

Wendy Youngren: wyoungren@whirc.com

Services: Intrusion: hold up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication, carbon monoxide monitoring; PERS; CCTV Monitoring: mobile/streaming video; Communication Technologies: VoIP, cellular, remote video, email/Web-based notification; Supervision: audio, video verification; Home Automation; Energy Management; Elevator Monitoring; Industrial Process Supervision; Financing Services; Call Center (non emergency) ; UL listings.

MISSOURI



Alarm Central LLC

5510 E. 31st St., Kansas City, MO 64128
(877) 532-1500; Fax: (877) 648-4747
www.alarcentral.net

Jeremy Wyble: Jeremy@alarcentral.net

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, emergency communication and mass notification systems; PERS, carbon monoxide monitoring; Guard Tour Systems; Energy Management; Elevator Monitoring; Cloud/Web Hosting; Financing Services; Call Center (non-emergency); Dealer Programs.



Alarm Control Center, a subsidiary of Atlas Security Service Inc.

1309 E. Republic Rd., Ste. B, Springfield, MO 65804
(877) 331-2996

www.alarcontrolcenter.com

Services: Cellular; digital transmission; Internet (IP) ; Burglar: intrusion, hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; Access Control; CCTV Installation and Monitoring; Industrial Process Supervision; Elevator Monitoring.



CenterPoint Technologies

2001 S. Hanley, Ste. 530, St. Louis, MO 63144
(314) 644-5255; Fax: (314) 644-0020
www.centerpointtech.com

MJ Vance: mjvance@centerpointtech.com

Services: Intrusion: hold-up/panic/duress, outside perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, evacuation systems, carbon monoxide monitoring; Medical: prescription monitoring, local patient monitoring; GPS Device Monitoring; Communication Technologies: long-range radio, cellular monitoring, remote video, email/paging notification; Supervision; Guard Tour Systems: proximity guard tours; Home Automation; Energy Management; Elevator Monitoring; Industrial Process Supervision; Call Center (non-emergency); UL listings.

Central Dispatch Inc.

104 E. 11th St., Rolla, MO 65401
(800) 392-1310; Fax: (573) 364-2473
www.centraldispatchinc.com

Clay Austin; Robin Housden: cse@fidnet.com

Services: Digital monitoring (all popular formats) ; channel (Southern Bell WatchAlert) ; long range 900mHz radio (AlarmNet A,C & M) ; AES radio; listen-in monitoring; remote video monitoring; remote dealer access; remote test access; monthly newsletter alarming events; digital transmission.

NEBRASKA



Security Equipment Inc.

13505 C St. Omaha, NE 68144
(800) 279-3667; Fax: (402) 333-7616
www.sei-security.com

sei@sei-security.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault systems; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring; PERS; Access Control: managed access; CCTV monitoring: mobile/streaming video and managed video; Home Automation; UL listings.

NEVADA



Alarmco Inc.

2007 Las Vegas Blvd. South, Las Vegas, NV 89104
(702) 382-5000
www.alarmco.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; CCTV: mobile/streaming video; managed video; Access Control; Home Automation; Guard Tour Systems: virtual and proximity; Cloud/Web hosting; UL listings.

NEW JERSEY



Affiliated Monitoring LLC

2 Stahuber Ave., Union, NJ 07083
(800) 434-4000; Fax: (800) 32-FAX-US
www.affiliated.com

Mike Zydor: sales@affiliated.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault systems; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring, mass notification & emergency communications; PERS; Access Control: managed access; CCTV monitoring: mobile/streaming video and managed video; GPS Device Monitoring; Communication Technologies: long-range radio, cellular, VoIP, remote video, email/Web-based notification; Supervision: audio/video verification; Guard Tour Systems: virtual and proximity; Home Automation; Elevator Monitoring; Industrial Process Supervision; Cloud/Web Hosting; Financing services; Dealer Programs; UL listings.

Amcest Corporation

1017 Walnut St., Roselle, NJ 7203
(800) 631-7370; Fax: (908) 241-7586
www.amcest.com

Fred Rosenfeld: sales@amcest.com

Services: Intrusion: hold-up/panic/duress, outside perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS, prescription monitoring, local patient monitoring; Access Control: remote monitoring; CCTV Installation and Monitoring; Guard Tour Systems; Home Automation; Energy Management; Elevator Monitoring; Industrial Process Supervision; Cloud/Web Hosting; Financing Services; Call Center (non-emergency); Dealer Programs.



Atlantic Coast Alarm

5100 Harding Hwy Suite 203, Mays Landing, NJ 08330
800-728-4928
www.atlanticcoastalarm.com

centraloffice1@atlanticcoastalarm.com

Services: Intrusion: hold-up/panic/duress, outside perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS, prescription monitoring, local patient monitoring; Access Control: remote monitoring; CCTV Installation and Monitoring; Home Automation; Energy Management; Cloud/Web Hosting; Call Center (non-emergency); UL listings.



COPS Monitoring

P.O. Box 836, Williamstown, NJ 08094
(800) 367-2677; Fax: (856) 629-4043
www.copsmonitoring.com

info@

copsmonitoring.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault systems; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring, mass notification & emergency communications; PERS; Access Control: managed access; CCTV: mobile/streaming video; GPS Device Monitoring; Communication Technologies: long-range radio, cellular, VoIP, remote video, email/Web-based notification; Supervision: video verification; Guard Tour Systems: virtual; Home Automation; Elevator Monitoring; Industrial Process Supervision; Cloud/Web Hosting; Financing services; Dealer Programs; UL listings; FM-Approved.



Monitor America

70 Moonachie Ave., Moonachie, NJ 07074
(877) 971-6771; Fax: (201) 806-8887

www.monitor-america.com

Steve Ipson: steve.ipsen@monitor-america.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault systems; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring, mass notification & emergency communications; PERS; Access Control: managed access; CCTV: mobile/streaming video; GPS Device Monitoring; Communication Technologies: long-range radio, cellular, VoIP, remote video, email/Web-based notification; Supervision: video verification; Guard Tour Systems: virtual/proximity; Home Automation; Elevator Monitoring; Industrial Process Supervision; Cloud/Web Hosting; Dealer Programs; UL listings.

Securall Monitoring Corp.

206 Washington Drive, Brick, NJ 08724
(732) 892-0700; Fax: (732) 892-7916
www.securall.com

info@securall.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification and emergency communication systems, carbon monoxide monitoring; Access Control: remote monitoring; Industrial Process Supervision; Guard Tour Systems; Energy Management; Elevator Monitoring; Cloud/Web Hosting.

Central Station *Profile*

Monitor America
70 Moonachie Ave.
Moonachie, NJ 07074

Phone Number:
877.971.6771

Fax Number:
201.806.8887

Website:
www.monitor-america.com

Sales Contact:
Steve Ipson
steve.ipsen@monitor-america.com

Areas Served:
Nationwide

UL Listings: Yes

Number of Branches: 2

Number of Employees: 25

Monitor America

877.971.6771

www.monitor-america.com



Dealer Services/Support:

- Burglary
- Fire
- Two-way voice
- Video alarm verification
- Video guard tour
- Video concierge
- DVR health check
- Video investigations
- Hosted video
- Managed access control
- PERS
- License plate recognition
- Alarm.com

- AlarmNet
- Permit management
- Videofied

Newest Services Offered:

- Major emphasis on video-based services

New Services Planned for 2014:

- To be driven by the needs of our dealers and their customers





★ ONE YEAR FREE MONITORING ★



Now... *UL Listed & CSAA Five Diamond Certified*



MONITOR AMERICA is celebrating our UL Listing and CSAA Five Diamond Central Station Certification by offering one year **FREE MONITORING** to the first 100 dealers to bring their existing book of business to **MONITOR AMERICA** in 2013. Help grow your business and increase earnings potential with advanced video monitoring solutions. **MONITOR AMERICA** can help you increase revenue by adding hosted and monitored services:

- Video Verification
- Video Hosting Services
- Video Guard Tours
- Video Escort Services
- Video Concierge Services
- Video Analytics
- Managed Access Control
- Intrusion/Fire Monitoring

CALL NOW!

Steve Ipson

Director of Business Development
Monitor America
Steve.Ipson@Monitor-America.com
1-330-323-9222



Monitor-America.com

© 2013 Monitor America, LLC. All rights reserved. All services provided by MONITOR AMERICA to Dealers and their Subscribers require signed contracts, which may include automatic renewal provisions. A five year dealer contract is required for the one year of free monitoring. MONITOR AMERICA may revise or revoke this offer at any time. 09-05-2013

Request information: www.securityinfowatch.com/11071672

State-by-State Central Station Contact Listings

NEW YORK

CMS Monitoring

2211 Route 112, Medford, NY 11763
(888) 289-2800; Fax: (800) 665-5651
www.cmsmonitoring.com
cms@cmsmonitoring.com

Services: Intrusion: hold up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; PERS; Mobile/streaming video; GPS Device Monitoring; Communication Technologies: long-range radio, cellular, remote video, email/web-based notification; video verification; Guard Tour systems: virtual and proximity; Home Automation; Energy Management; Elevator Monitoring; Call Center (non-emergency); Dealer Programs; UL listings.



Doyle Security Systems, Inc.

792 Calkins Rd., Rochester, NY 14623
(585) 461-6565; Fax: (585) 271-8273
www.godoyle.com

Jim Quirin: Jim.Quirin@godoyle.com

Services: Burglar, intrusion, hold-up/panic/duress, outside perimeter, fire, sprinkler monitoring, smoke and heat detection, medical, two-way alert (PERS), access control, remote monitoring, CCTV installation and monitoring, Carbon Monoxide monitoring, GPS device monitoring, industrial process supervision, elevator monitoring, dealer programs.

Mason Monitoring Inc.

121 East Northport Road, Kings Park, NY 11754
(888) 627-6610; Fax: (888) 627-6696
www.masonmonitoring.com
Mike Cannatella: mike@masonmonitoring.com

Services: Intrusion: hold up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communications, carbon monoxide monitoring; PERS; Access Control: managed access; GPS Device Monitoring; Communication Technologies: long-range radio, cellular, VoIP, remote video, email/Web-based notification; Supervision: audio, video verification; Guard Tour Systems; Energy Management; Elevator Monitoring; Industrial Process Monitoring; Call Center (non emergency).



Metrodial Central Station

25 Bethpage Rd., Hicksville, NY 11801
(866) 900-METRO; Fax: (866) 901-METRO
www.metrodial.com

Andy Lowitt: Andy@metrodial.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; PERS; Access Control: managed access; CCTV Monitoring: mobile/streaming video; GPS Device Monitoring; Communication Technologies: long-range radio, cellular, email/Web-based notification; Supervision: audio verification; Industrial Process Supervision; Energy Management, UL listings.



Nationwide Digital Monitoring

P.O. Box 7297, Freeport, NY 11520
(800) 221-0826; Fax: (516) 223-0767
www.nationwidedigital.com

Wayne M. Wahrsager: wmw@nympc.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems; carbon monoxide monitoring; PERS; Access Control; Remote Monitoring; Industrial Process Supervision; Guard Tour Systems; Energy Management; Elevator Monitoring; Dealer Programs.

Rapid Response Monitoring

Syracuse, NY 13204
(800) 558-7767; Fax: (315) 422-8506
www.rrms.com
Jeffrey Atkins: sales@rrms.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; Access Control; CCTV Monitoring: mobile/streaming video, managed video; GPS Device Monitoring; Communication Technologies: long-range radio, VoIP, cellular, remote video, email/Web-based notification; Supervision: audio/video verification; Guard Tour Systems: virtual/remote guard tours, proximity guard tours; Home Automation; Energy Management; Elevator Monitoring; Industrial Process Supervision; Cloud/Web Hosting; Financing Services; Call Center (non-emergency); UL listings.

Safe Security, a subsidiary of Sentinel Security & Communications

2522 Genesee St., Utica, NY 13502
(315) 737-0040; Fax: (315) 735-7892
www.sentinelsecurity.cc
centralstation@sentinelsecurity.cc

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification and emergency communication systems, carbon monoxide monitoring; PERS; Access Control: local system, remote monitoring; CCTV Installation and Monitoring; Guard Tour Systems; Home Automation; Energy Management; Elevator Monitoring; Cloud/Web Hosting; Financing Services; Call Center (non-emergency); Dealer Programs.



Statewide Central Station/Statewide Monitoring Corp.

2047 Victory Blvd., Staten Island, NY 10314
(718) 494-6414; Fax: (718) 494-8509
www.statewidecs.com

Cathi Luongo: Cathi@statewidecs.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire (FDNY approved): sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; PERS; Access Control: managed access; CCTV Monitoring: mobile/streaming video, managed video; Guard Tour Systems: virtual remote guard tours; Home Automation; Elevator Monitoring; UL listings.

United Central Station

10 Townsend Square, Oyster Bay, NY 11771
(800) 645-6520; Fax: (516) 333-4801
www.unitedcs.org
info@unitedcs.org

Services: Cellular, digital transmission, Internet (IP) transmission; Intrusion; Fire: carbon monoxide monitoring (PERS); Access Control; Industrial Process Supervision; Home Automation; Energy Management; Elevator Monitoring; Dealer Programs.

USA Central Station Alarm Corp.

28 Willett Ave., Port Chester, NY 10573
(800) 422-2300; Fax: (914) 937-7945
www.usacentralstation.com
Bart Didden: Bdidden@usacentralstation.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification and emergency communication systems, carbon monoxide monitoring; PERS; Access Control: remote monitoring; CCTV Installation and Monitoring; GPS Device Monitoring; Industrial Process Supervision; Guard Tour Systems; Home Automation; Energy Management; Elevator Monitoring; Financing Services; Call Center (non-emergency); Dealer Programs.



Vision Monitoring Services

One Commercial Avenue, Garden City, NY 11530
(800) 545-5222; Fax: (516) 294-6488
www.visionmonitoring.com

David Young: dyoung@visionmonitoring.com

Services: Intrusion: hold up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; PERS; CCTV Monitoring: mobile/streaming video, managed video; Communication Technologies: long-range radio, cellular, remote video, email/Web-based notification; Supervision: video verification; Elevator Monitoring; Dealer Programs; UL listings .

NORTH CAROLINA



Security Central, a division of Lake Norman Security Patrol Inc.

316 Security Drive, Statesville, NC 28677

(800) 438-4171; Fax: (704) 838-8050

www.security-central.com

Scott Gower: sgower@security-central.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault systems; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; PERS; CCTV monitoring; Access Control: managed access; Communication Technologies: long-range radio; cellular; VoIP; remote video; email/Web-based notification; Supervision: audio/video verification; Elevator Monitoring; Industrial Process Supervision; Call Center (non-emergency); Dealer programs; UL listings; FM-approved.

OHIO



Diebold Security

5995 Mayfair Road, North Canton, Ohio
(800) 806-6827
www.diebold.com

securityintegrator@diebold.com

Services: Intrusion: Hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; Medical: local patient monitoring; Access Control: local system, remote monitoring; CCTV Installation and Monitoring; Guard Tour Systems; Energy Management; Elevator Monitoring; Cloud/Web Hosting; Call Center (non-emergency); UL listings.



QUICK RESPONSE

Quick Response Monitoring

750 Resource Dr., Cleveland, OH 44131
(800) 551-8000; Fax: (800) 635-9343

www.quickresponse.net

info@quickresponse.net

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault systems; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring, mass notification & emergency communications; PERS; Access Control: managed access; CCTV monitoring: mobile/streaming video and managed video; GPS Device Monitoring; Communication Technologies: long-range radio, cellular, VoIP, remote video, email/Web-based notification; Supervision: audio/video verification; Guard Tour Systems: virtual and proximity; Home Automation; Elevator Monitoring; Industrial Process Supervision; Cloud/Web Hosting; Financing services; Dealer Programs; UL listings; FM-Approved.

Valued Relationships Inc. (VRI)

330 Progress Rd., Dayton, OH 45449
(937) 247-0140; Fax: (800) 692-8189
www.monitoringcare.com

Andy Schoonover: Andy@monitoringcare.com

Services: Fire: smoke and heat detection; PERS, prescription monitoring, local patient monitoring; GPS Device Monitoring; Dealer Programs.

OKLAHOMA

Guardian Security Systems Inc.

2448 E. 81st St., Suite 4100, Tulsa, OK 74137
(888) 491-3174; Fax: (918) 491-3191
www.csg-guardian.com

Jackie Schmidt: Jackieschmidt@csg-guardian.com

Services: Cellular and digital transmission; Internet (IP) transmission; off-site access control administration; remote video; wholesale alarm monitoring for dealers; Intrusion: hold-up/panic duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, medical, carbon monoxide monitoring; Elevator Monitoring.



Monitoring America Alarm Co-Op

3025 South 116th East Ave., Tulsa, OK 74129
(800) 879-1438; Fax: (918) 663-8897
www.monitoringamerica.com
info@monitoringamerica.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; Access Control; Communication Technologies: cellular, email/Web-based notification; Elevator Monitoring; Industrial Process Supervision; Call Center (non-emergency); UL listings.

US Monitoring Inc.

4540 NW 10th, Suite 100, Oklahoma City, OK 73127
(800) 358-2669; Fax: (800) 358-2710
www.usmonitoring.us

Brian Barks: Brian@usmonitoring.us

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; PERS; Access Control: local system, remote monitoring; Guard Tour Systems.

OREGON

Alarm Central Station Inc.

15050 S.W. Koll Pkwy., Ste 1A, Beaverton, OR 97006
(800) 452-3555
www.alceste.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems; PERS, carbon monoxide monitoring; CCTV Monitoring; Guard Tour Systems; Industrial Process Supervision; Home Automation; Energy Management; Elevator Monitoring.



iWatch Communications Inc.

4970 S.W. Griffith Drive, Ste. 100, Beaverton, OR 97005
(888) 646-0326; Fax: (503) 350-1957
www.iwatchcomm.com

Dave Foglio: davef@iwatchcomm.com

Services: Cellular; digital transmission; Internet (IP) transmission; long-range radio; remote video; Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification and emergency communication systems, carbon monoxide monitoring; PERS; Access Control: local system, remote monitoring; CCTV Install/Monitoring; Guard Tour Systems; Elevator Monitoring; Call Center (non-emergency).

Paragon Monitoring Center

217 Main St. SE, Albany, OR 97321
(866) 936-6648; Fax: (877) 849-9068
www.wemonitor.org
Jeff Martin: Jeff@wemonitor.org

Services: Intrusion, hold-up/panic/duress, perimeter, safe/vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication

State-by-State Central Station Contact Listings

systems, carbon monoxide monitoring; PERS; Access Control; CCTV Monitoring: mobile/streaming and managed video; GPS Monitoring; Communication Technologies: VoIP, cellular, remote video, email/Web-based notification; Supervision: audio/video verification; Industrial Process Supervision; virtual/remote guard tour systems; Home Automation; Energy management; Elevator Monitoring; Call Center (non-emergency); UL listings.

PENNSYLVANIA



Guardian Protection Services

174 Thorn Hill Rd., Warrendale, PA, 15086
(724) 741-3601; Fax: (724) 741-3541
www.guardianprotection.com

Mary Lynn Moriarity: mmoriarity@gpsx.net

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; Access Control: local system, remote monitoring; CCTV Installation and Monitoring; Home Automation; Elevator Monitoring; Cloud/Web Hosting, Dealer Programs.



Security Partners, LLC

P.O. Box 1706, Lancaster, PA 17608
(800) 551-7879; Fax: (717) 481-7500
www.securitypartners.com

Andy Stadler: Astadler@securitypartners.com

Services: Cellular; digital; Internet (IP) transmission; long-range radio; remote video; Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; PERS; CCTV Installation and Monitoring; Guard Tour Systems; Elevator Monitoring; Cloud/Web Hosting; Call Center (non-emergency).



The Protection Bureau

197 Phillips Rd., Exton, PA 19341
(877) 458-8221
www.protectionbureau.com

info@protectionbureau.com

Services: Intrusion: hold-up/panic/duress; perimeter; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring, mass notification & emergency communications; PERS; Access Control: managed access; CCTV monitoring: mobile/streaming video and managed video; GPS Monitoring; Supervision: audio/video verification; Guard Tour Systems: virtual/proximity; Home Automation; Elevator Monitoring.

RHODE ISLAND



NEXgeneration Central

400 Reservoir Ave., Suites LL-L,K,GH, Providence, RI 02907
(855) 461-2204; Fax: 855-461-4507
www.nexgenerationcentral.com

info@nexgenerationcentral.com

Services: Intrusion: hold-up/panic/duress; perimeter; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring; PERS; CCTV monitoring: mobile/streaming video and managed video; Supervision: audio/video verification; Guard Tour Systems: virtual and proximity; Dealer Programs; UL listings; FM-Approved.

TENNESSEE



ADS Security

3001 Armory Dr., Ste. 100, Nashville TN 37204
(866) 837-8110; Fax: (615) 383-5973
www.adssecurity.com

customercare@adsalarms.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring; smoke and heat detection; carbon monoxide monitoring; Medical; Access Control: managed access; CCTV Installation and Monitoring: mobile/streaming video; Communication Technologies:

long-range radio; VoIP; cellular monitoring; remote video; email/Web-based notification; Supervision; Home Automation; Elevator Monitoring; Dealer Programs; UL listings.

Z-Tech Central

3550 Covington Pike, Memphis, TN 38128
(877) 377-1765; Fax: (901) 386-5575

www.ztechcentral.com

Ronnie McAfee: Ronnie@ztechcentral.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication, carbon monoxide monitoring; PERS; Access Control: local system, remote monitoring; Industrial Process Supervision; Guard Tour Systems, Elevator Monitoring; Call Center (non-emergency).

TEXAS

Allstate Security Industries, Inc.

3433 Plains Blvd., Amarillo, TX 79102
(806) 354-3200; Fax: (806) 354-3223

www.allstatesecurity.com

Dale Elliott: Dale@allstatesecurity.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring, water detection; Medical: local patient monitoring; Access Control: local system, remote monitoring; CCTV Installation and Monitoring: mobile/streaming video; GPS Device Monitoring; Communication Technologies: long-range radio, VoIP, cellular monitoring, remote video, email/paging notification; Supervision; Guard Tour Systems: virtual/remote guard tours, proximity guard tours; Elevator Monitoring; Industrial Process Supervision; UL listings.

Dispatch Center Ltd.

101 Galleria Fair, San Antonio, TX 78232
(210) 491-3400; Fax: (210) 491-3408

www.dispatchcenter.net

Rodney L. Hooker: Rhooker@dispatchcenter.net

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; Access Control: remote monitoring; CCTV Install/Monitoring: mobile/streaming video; Communication Technologies: long-range radio, VoIP, cellular monitoring, remote video; virtual/remote guard tour systems; Home Automation; Energy mgmt.; Elevator Monitoring; Call Center (non-emergency); UL Listings.



Monitronics Intl.

2350 Valley View Ln., Dallas, TX 75234
(800) 490-0333; Fax: (972) 620-5530

www.monitronics.com

Breanna Otero: botero@monitronics.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; Communication Technologies: cellular, remote video, email/Web-based notification; Supervision: audio verification; Home Automation; Energy Management; Call Center (non-emergency); Dealer Programs; UL listings.



Red Hawk Fire & Security Monitoring

7700 Gulf Freeway, Houston, TX 77017
(877) 744-HAWK; Fax: (800) 205-6266

www.redhawkus.com

Efrain Saenz: Efrain.saenz@redhawkus.com

Services: Intrusion: hold up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communications, carbon monoxide monitoring; Access Control: managed access; CCTV Monitoring: mobile/streaming video, managed video; Communication

Technologies: long-range radio, cellular, VOIP, remote video, email/Web-based notification; Supervision: audio, video verification; Guard Tour Systems; Home Automation; Energy Management; Elevator Monitoring; Industrial Process Monitoring; Cloud/Web Hosting; Financing Services; Call Center (non emergency); UL listings.

Response Center USA

11235 Gordon Rd. Ste. 102, San Antonio, TX 78216

(866) 489-4105

www.rc-usa.com

J.D. Benfer: jdbenfer@rc-usa.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communications; carbon monoxide monitoring; PERS) Access Control: remote monitoring; CCTV Installation and Monitoring: mobile/streaming video; GPS Device Monitoring; Communication Technologies: VoIP, cellular monitoring, remote video, email/Web-based notification; Supervision; Guard Tour Systems: virtual/remote guard tours, proximity guard tours; Energy Management System Monitoring; Elevator Monitoring; Industrial Process Supervision; Dealer Programs; UL listings.

Southwest Dispatch Center

851 International Parkway, Suite 181, Richardson, TX 75081

(800) 683-6773; Fax: (972) 354-7200

www.southwestdispatch.com

Services: Two-way voice alert; Access Control; fire monitoring; medical response; GPS tracking and response; automated response; emergency assistance; roadside assistance; digital and Internet transmission.

Stealth Monitoring Inc.

15182 Marsh Lane, Dallas, TX 75001

(214) 341-0123; Fax: (214) 341-0777

www.stealthmonitoring.com

Norm Charney: Norm@stealthmonitoring.com

Services: CCTV Installation and Monitoring: mobile/streaming video; Communication Technologies: remote video; Guard Tour Systems: virtual/remote guard tours.



Superior Central Station Inc.

604 Ash Ave., McAllen, TX 78501

(800) 873-6005; Fax: (956) 213-1147

www.superiorcentral.com

Alan Yoder: Alan@superiorcentral.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification and emergency communication systems, carbon monoxide monitoring; PERS) ; Access Control: local system, remote monitoring; CCTV Installation and Monitoring; GPS Device Monitoring; Industrial Process Supervision; Guard Tour Systems; Home Automation; Energy Management; Elevator Monitoring; Cloud/Web Hosting; Call Center (non-emergency).



United Central Control Inc.

8415 Datapoint Dr., Ste. 500, San Antonio, TX 78229

(866) 907-4712; Fax: (866) 459-9779

www.teamucc.com

info@teamucc.com

Services: Intrusion: hold-up/panic/duress, perimeter, safe and vault systems; Fire: sprinkler monitoring, smoke and heat detection, carbon monoxide monitoring; PERS; Communication Technologies: long-range radio, VoIP, cellular monitoring, remote video, email/Web-based notification; Supervision; Home Automation; virtual/remote guard tours; Home Automation; Elevator Monitoring; Industrial Process supervision; Cloud/web hosting; Financing services; Call Center (non-emergency); Dealer programs; UL listings.

UTAH



avantguard

AvantGuard Monitoring Centers

4699 Harrison Blvd., Ogden, UT 84403

(801) 781-6101

www.agmonitoring.com

Troy Iverson: tiverson@agmonitoring.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring, mass notification; PERS; Access Control: managed access; CCTV: mobile/streaming video and managed video; GPS Monitoring; Communication Technologies: long-range radio, cellular, VoIP, remote video, email/Web-based notification; Supervision: audio/video verification; Guard Tour Systems: virtual/proximity; Home Automation; Elevator Monitoring; Industrial Process Supervision; Cloud/Web Hosting; Financing services; Dealer Programs; UL listings.

VERMONT

Home Security & Management Co.

57 Central Drive, Stowe, VT 5672

(800) 933-4762; Fax: (800) 837-3653

www.hsmc-ul.com

info@hsmc-ul.com

Services: Intrusion: hold-up/panic/duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, evacuation systems, carbon monoxide monitoring; PERS; Energy Management System Monitoring; Elevator Monitoring; Dealer Programs.

WASHINGTON



Alarm Center, Inc.

P.O. Box 3401, Lacey, WA 98509-3401

(800) 752-2490; Fax: (360) 438-4245

www.alarmcenterinc.com

Services: Cellular/digital/IP/long-range radio transmission; wholesale alarm monitoring; remote video; Intrusion: hold-up/panic duress, perimeter; Fire: sprinkler monitoring, smoke and heat detection, mass notification/emergency communication systems, carbon monoxide monitoring; PERS; CCTV Monitoring; Elevator Monitoring; Industrial Process Supervision; Cloud/Web Hosting; Call Center (non-emergency).

American Digital Monitoring

8525 120th Ave. NE, #222, Kirkland, WA 98033

(800) 825-5911; Fax: (425) 696-0023

www.AmericanDigitalMonitoring.com

Ronald Cats: sales@americandigitalmonitoring.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring; PERS; Access Control: managed access; CCTV monitoring: mobile/streaming, managed video; GPS Monitoring; Communication Technologies: long-range radio, cellular, VoIP, remote video, email/Web-based notification; Supervision: audio/video verification; Guard Tour Systems: virtual/proximity; Home Automation; Elevator Monitoring; Industrial Process Supervision; Cloud/Web Hosting; Financing services; Dealer Programs; UL listings.



Moon Security

515 W. Clark St., Pasco, WA 99302

(800) 722-1070; Fax: (509) 545-4585

www.moonsecurity.com

Services: Intrusion: hold-up/panic/duress; perimeter; safe & vault systems; Fire: sprinkler monitoring, smoke and heat detection; carbon monoxide monitoring, mass notification & emergency communications; PERS; Access Control: managed access; CCTV monitoring: mobile/streaming video and managed video; Guard Tour Systems: virtual and proximity; Home Automation; Dealer Programs; UL listings.

Central Station *Profile*

Affiliated Monitoring
2 Stahuber Ave.
Union, NJ 07083

Phone Number:
800.296.9000

Fax Number:
800.323.2987

Website:
www.affiliated.com

Sales Contact:
sales@affiliated.com

Areas Served:
Nationwide

**Years in Central Station
Business:** 36

UL Listings: Yes

Number of Employees: 200+

**Operator's Avg. Years
Experience:** 5+

Affiliated Monitoring

800.296.9000

www.affiliated.com



Dealer Services/Support:

- Web & Mobile Portal
- Billing Services
- Dealer Help Desk
- Answering Service
- Automatic Alerts
- Remote Phone Access to systems
- Dealer Training
- Marketing Materials
- Affiliated Switchover Team to expertly move accounts quickly and without service interruption

Newest Services Offered:

- Video Monitoring

New Services Planned for 2014:

Affiliated Monitoring offers our partners the most up-to-date security solutions. We are constantly developing new mobile and web applications and creating custom alarm monitoring solutions using cutting edge technology.



FutureProof™ your Business with Affiliated Monitoring

12 Million POTS lines disappear each year. Be prepared!

Account Monitoring Standard Digital + GSM

\$**6.45**
a month

AlarmNet

CONNECT 24

SecureCom
wireless

AlarmPath
WIRELESS

uplink

 TELGUARD

**Call Affiliated Monitoring today
800.296.9000**

Save the Date

**AFFILIATED
MONITORING
SECURITY SUMMIT '13**

EARN MORE MONEY
WITH VIDEO

DECEMBER 5, 2013

 **AFFILIATED
MONITORING**

www.affiliated.com