

# ALARMING NEWS

SUMMER 2021



A PUBLICATION FOR ALL OUR VALUED CUSTOMERS

## CopperState Awarded New Five-year Contract to Provide Service to Government

A national non-profit governmental purchasing cooperative, 1GPA, recently renewed CopperState Fire Protection's contract for five more years. The contract solidifies CopperState as the go-to provider for all government agencies needing an array of fire-protection solutions.

1GPA allows public government entities to take advantage of these contracts to purchase vital goods and services from local and national vendors. 1GPA's pooled purchasing power means public and private schools, cities, counties, and state entities, as well as colleges, universities, and Native American communities, can save money utilizing trusted companies and best business practices.

The contract represents a mutually beneficial arrangement between these entities and our CopperState brand:

- Provides pre-negotiated pricing
- Customers don't need to waste time and resources to get multiple quotes from a variety of vendors
- Some of these governmental agencies will only work with approved 1GPA-contracted companies



Brad Arnell, CopperState sales professional, and Jonathan Schilling, CopperState estimator, logged many meticulous hours to secure this important contract.

"This 1 GPA proposal was an arduous process for us, and even though we might not see immediate results from the undertaking, it will provide an abundance of new and expanded business in the future," said Schilling.

With the contract in place, these local and regional agencies can rest assured they're getting the best price from the area's leading fire-protection company with unmatched experience in the field.

CopperState offers a wealth of expertise capable of providing solutions for projects of any scale with vast experience in fire-protection system design, installation, test, and inspection.

In addition to serving all of Arizona, the CopperState team also supports federal projects in California, Colorado, New Mexico, Nevada, and Utah.



## PRESIDENT'S MESSAGE

### Mountain Alarm Family Grows with Total Protection

On May 1, 2021, we acquired Total Protection in Ogden, Utah. Total Protection is a full-service alarm integrator with 400 monitored customers in Northern Utah. I have known and admired the owners, Steve Lin, Brett Hadley, and the founder, Corey Green, for many years.



I am honored that Mountain Alarm has been selected to take care of their customers. Steve said, "After dedicating the many years of my life to my customers, it has been a difficult decision to sell. I chose Mountain Alarm because I believe they will do a great job taking care of the Total Protection customers. I'm excited to see Mountain Alarm continue to grow the business."



On behalf of the Mountain Alarm family, I welcome each Total Protection customer. I look forward to getting to know you. We are enthusiastic about taking care of all your life-safety needs, providing a great customer experience, and introducing you to additional technology and service offerings. We're confident they will improve your quality of life. Life safety has been our passion since 1952.

Sincerely,  
*Eric Garner,*  
CEO & President

# Deadlines to Upgrade Some Security & Fire Systems Fast Approaching

Mountain Alarm strives to remain at the forefront of technology in order to provide the best and most reliable systems possible.

Due to the telecommunications industry plan to discontinue 3G service and seven-digit dialing, some systems will require a communication upgrade to ensure uninterrupted service. AT&T 3G will end February 2022 and Verizon 3G will end by December 2022. Service for seven-digit POTS (plain old telephone service) will end by October 27, 2021. We've already seen sporadic drops in service depending on location, so it's imperative that we upgrade the communication technology in those systems affected by the changes.



In the coming weeks and months, we will be notifying customers whose systems use 3G or POTS technology. Our Customer Experience team will need to schedule an appointment to upgrade equipment at many homes and businesses to keep their signals reliable and fire or security systems dependable.

While upgrading these systems is mandated by changes in the telecommunications industry, updating them will not adversely affect any current devices. For security systems, it can also provide the ability to add smart automation devices including thermostats, lights, locks, garage door controllers, and small appliance modules, which can all be accessed and controlled remotely.

For those systems not currently using cellular technology, upgrading the communication path provides the option to interact with the system remotely. Interactive service allows users to arm and disarm their system remotely and receive real-time notifications and reminders, all from an app on their smartphone, tablet, or computer.

We are currently offering special pricing for all of our upgrade options to facilitate this necessary change. Please call our Customer Experience Department at 1-888-349-3455 or email us at [service@mountainalarm.com](mailto:service@mountainalarm.com) if you have any questions.



New Alarm.com Login Management & Privacy Options

## RESTRICT CAMERA ACCESS BY LOGIN

Alarm.com now offers the ability to restrict which cameras are visible to specific logins using Limited Device Access permissions. Users can control exactly who can view footage from specific cameras, increasing privacy and offering flexibility in what different people can see. Camera access is restricted across all video pages, including:

- Live View
- Saved Video Clips
- Onboard Recording
- SVR Timeline

To manage this feature, navigate to Users > Manage Logins > Add or edit a Login.

## PAUSE USER ACCESS

If you have Alarm.com for Business\*, you can now pause a user's access, allowing him or her to keep the user

and the existing credentials while temporarily disabling access. Rather than deleting and re-adding them, customers can quickly pause and resume a user's access when needed.

With this feature, commercial security customers can:

- Save Time
- Improve security
- Enjoy a more streamlined, intuitive user access management experience

Pausing will disable a user from disarming panels, unlocking door locks, and opening access doors.

Call your local branch today if you have any questions about these features or require any assistance.

*\*Requires Access Plan User Management, free with commercial service packages.*

## Keep an Eye on Your Kids This Summer

With school out for the summer, remember that adding video surveillance and analytics (or just additional cameras) from Mountain Alarm is a great way to keep track of your kids' summertime adventures.



clips. Our indoor and outdoor video options give you an effective means to quickly monitor all their activities in and around the house.

Protecting your home and family is easier with systems from Mountain

Alarm anytime of year. Call us today if you have questions about the latest video cameras and technology or would like a quote on adding security cameras to your system.

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Call 1-888-349-3455 for customer service and remember to test your system monthly.

