

ALARMING NEWS

WINTER 2022



A PUBLICATION FOR ALL OUR VALUED CUSTOMERS

Get the Perfect System and Devices for Protecting Your Delivered Packages

Millions of online shoppers made purchases during the holidays. It's become many consumers preferred way to buy. Which keeps package thieves busy all year long.

When valuable packages are left on your doorstep—whether you're home or away—they're vulnerable to oppor-



tunistic thieves. Mountain Alarm and our partner, Alarm.com, have the perfect complementary devices to secure delivered packages using our smart home security system and award-winning app.

DOORBELL CAMERAS ALLOW YOU TO VERIFY VISITORS

When the delivery driver rings your doorbell camera, you'll receive an alert on your smartphone. From the app you can open a video screen to see who's at the door. Tap the microphone icon in the app to start a two-way con-

versation whether you're at home or out doing some traditional shopping.

REMOTE ACCESS AND CONTROL WITH THE APP AND A SMART LOCK

You can now grant the delivery driver access through the app. From a single screen, you can simply disarm your alarm and unlock your smart lock. Then ask him to leave the package inside the door.

SECURING THE PACKAGES AND RE-ARMING YOUR SYSTEM

Once the delivery driver leaves, simply lock the door and re-arm the system. Your package is now secure and your home is protected. If you'd prefer not to grant access to your house, you can have the package left inside your garage with the app and a smart garage door controller.

Call your local branch today to talk to our security experts about adding a doorbell camera, smart lock, or garage door controller. We can also provide some affordable options if you need to upgrade to our interactive services in order to take advantage of these convenient features.

PRESIDENT'S MESSAGE

Grateful for a Year of Unique Opportunities and Growth

We have been busy at Mountain Alarm. In September, we acquired Mountain West Security in Orem, Utah. In November, we acquired A-1 Security in Denver, Colorado, and in December, we acquired Procom Security in Salt Lake City, Utah.



Mountain West, with over 2,000 customers, is a full-service alarm integrator that has been serving the Orem area for decades. I'm excited to say every single Mountain West team member has joined our team and is dedicated to continuing to serve our customers. My family and I have known the former owners, Troy and Mike, for over a decade. They built a great business and I'm proud they entrusted it to us. We are excited to announce that we now have an Orem office to better serve our Utah County customers.

A-1 has nearly 2,000 customers and was owned by Leif, Sofie, and Leif's dad, Bud. My dad and Bud were friends for more than 30 years. It is an honor to be entrusted with their team and customers. They have specialized in all things access control, cameras, and complex commercial security. We are grateful for the added expertise their team brings to our Denver office.

Procom has almost 1,000 customers. The owner, Nick, has built an outstanding business over the last 17 years. We have known each for less than a year, but we both felt it was a good fit almost immediately. The Procom team will also help us expand our breadth of technical expertise in Northern Utah.

On behalf of the Mountain Alarm family, I welcome each of our new customers. 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 that will improve your quality of life. This has been our passion since 1952.

Sincerely,
Eric Garner, CEO & President

A Friendly Reminder that 3G Service is Ending Soon

The new year means the deadlines to update some alarm systems are upon us. Due to the telecommunications industry plan to discontinue 3G service, your system may require a communication upgrade to ensure uninterrupted service.

3G service from AT&T will end February 2022 and Verizon 3G

will cease by the end of the year. We've already seen sporadic drops in service depending on location, so it's imperative that we upgrade the communication technology in all systems affected by the changes.

We are currently busy notifying customers whose systems use this outdated technology. Our Customer Experience team will need to schedule an appointment to upgrade equipment at many homes and businesses to keep signals reliable and systems operating properly.

There is an added benefit to updating these systems. These upgrades, while mandated by changes in the telecommunications industry, offer affected customers the ability to add smart automation devices including thermostats, lights, locks, garage door controllers, and small appliance modules.

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@mountain-alarm.com if you have any questions.



Mountain Alarm offers several Access Control options for businesses of any size. We have cloud-based systems that combine easy user management with seamless intrusion detection and video surveillance. Whether you're a mom-and-pop shop with a single entrance or a large-scale operation with hundreds of doors across several locations, Mountain Alarm has you covered.

SIMPLIFY MANAGING ACCESS

Add or remove a user and card in seconds from either the mobile app or website or add hundreds of users at once.

CONTROL LOCKS REMOTELY

Lock, unlock, and grant access from anywhere using the mobile app or website. Easily add or remove lock permissions to best protect your property and ensure access to only those who need it.

SET AUTOMATED RULES, SCHEDULES, ALERTS

Set the system to automatically disarm the alarm when the first employee badges in for the day. A simple double-tap of a card can arm the system when the last employee leaves.

INTEGRATE VIDEO SURVEILLANCE

Go directly from an access history event to the corresponding video clip with one tap in the app. Receive video doorbell calls and buzz open the door right from the video call screen.

A fully integrated system that combines access with your alarms and surveillance makes managing your security and daily operations much easier. Call your local branch today for more information about our many Access Control solutions for businesses of any size.

CRITICAL LIFE-SAVING DEVICES

Smart Carbon Monoxide Detectors

Colder temperatures mean an increased use of heaters, furnaces, and fireplaces. Which means a greater risk of carbon-monoxide contamination. As you're turning up the thermostat, think about adding wireless carbon monoxide detectors to your security system. Our CO sensors protect you whether your system is armed or not.

These smart devices feature an 85-decibel internal siren which will sound, along with the alarm panel's built-in siren, when it detects harmful levels of carbon monoxide. It also sends a signal to our monitoring center and alerts you through the Alarm.com app.

For ideal protection, a CO detector should be located outside each bedroom, on every floor, and outside the furnace or boiler room.



We also have a full array of other life-safety components including smoke, heat, freeze, and flood sensors. We can easily integrate these components into your existing system. With your smartphone or other web-enabled device, you can monitor your home or office anytime from anywhere, and know in real-time if any of these potentially dangerous conditions exist. These components often make all the difference in saving lives, property, and possessions.



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

