

Important Information USA Customers Should Know

Account Maintenance

To cancel an alarm or test system call USA Central Station Alarm Corp. at 1-888-872-3640. Be prepared to provide your account number or password. To learn more about USA Central Station Alarm Corp please visit their website at www.usacentralstation.com

For system operating instructions, **change of account data** or service billing information call Tri Comm Security at (320) 251-6035 or 1-800-450-6035 or e-mail us at general@tri-security.com

Want To View Your Account Data Or Alarm History On Line?

This can be done online at www.alarmcentralusa.com

Click on Access Your Account; enter your account number (**no spaces or dashes**) and your password. If you have letters in your password they must be all **capital** letters. The password is the code you assigned to your account that allows you to cancel alarms. If you have never set up a password for your account please call us and we will set one up for you. **Please note: no changes can be made to your account through this website; all account changes must be in writing and sent to Tri Comm via Fax: (320) 252-8254 or E-mail: general@tri-security.com**

You can do your part to eliminate false alarms by following these simple steps:

1. Let us know if any of your contact phone numbers change including your premise phone.
2. Has your cell number changed? Has your neighbor moved? Has a work number changed? Has an area code changed? Notify us of any changes in your emergency contact list.
3. Memorize your account number or password. USA will ask for it if they call about an alarm.

Test your system. You can test your system by following these simple steps:

1. Call our 24hour central station – USA – and announce that you would like to place your system on test. Be prepared to provide them with your account number and password.
2. Activate your alarm, remember that most systems have a 60 second exit time, and then open a protected door, window, motion detector or panic/hold-up buttons, etc.
3. Allow your sirens (if audible alarm) to sound for approximately one minute and then shut off/disarm your system.
4. Call the central station – USA – and announce that you are calling to check test results. The USA operator will describe the signals received.
5. Ask the operator to take the system off test.

Have your phone lines been serviced?

◆ Always test your system after your telephone system is serviced or you switch providers. On some systems, phone technicians can accidentally disable your central station communications. Other good times to test include after a severe lightening storm, before going on an extended vacation and after installing a new Internet connections including DSL.

Thank You!

◆ We sincerely appreciate your business. We will work hard to continue to earn your business and your support. If you have any questions regarding this letter or need further information, please call our office at 251-6035 or 800-450-6035.

Sincerely,

Mark Williams
President

“Peace of mind for business and family”