

ALARMING NEWS

SUMMER 2022



A PUBLICATION FOR ALL OUR VALUED CUSTOMERS

Ensure a Safer Summer Break with Security Cameras from Mountain Alarm

School is out for the summer and kids are planning to take full advantage of their freedom and free time. Keep an eye on them during the long summer days and hot summer nights with indoor and outdoor security cameras from Mountain Alarm.



Adding video surveillance (or additional cameras) to your security system is an excellent way to monitor their activities while you're at work or out of town. Get a glimpse of what's going on at home anytime, anywhere with your smartphone. The app provides a live feed and recorded clips. With remote access and control of your cameras, you can keep track as your kids and their friends come and go throughout the day. Some models even allow

you to have a two-way conversation directly through the camera.

It's easy to create a custom alert that will notify you when your child enters his or her system user code. The system will automatically send you a clip of them arriving or leaving home. Or simply take a live look at the feed from your cameras at any time. It's a convenient and effective way to make sure they're safe and things are in order at home.

Protect your home and kids throughout the summer break with security cameras from Mountain Alarm. Combined with the Alarm.com app and our top-rated 24/7 monitoring, there's no better way to enjoy a safer, smarter home.

Call us today at 1-888-349-3455 if you'd like to learn more about our affordable and versatile video-surveillance options.

PRESIDENT'S MESSAGE

Offering a Full Array of Life-Safety Products & Services

Our product and service offerings include installation, inspection, and recharging of fire extinguishers and fire sprinklers.



We started offering these products and services along the Wasatch Front in Northern Utah and in Phoenix, Arizona, in 2014. In 2021, we started offering them in St. George, Utah, and this year, we began providing these additional offerings in Boise, Idaho.

It has been overwhelmingly successful, and we have attracted and trained very talented extinguisher and fire-sprinkler technicians. We have found our customers would prefer to use us to provide all their life-safety services in their facilities rather than multiple vendors. Over the next 18 months, we will add extinguisher and fire-sprinkler services at all our locations. You might ask, why? My answer to that question is because it is our goal to be the best life-safety business in the world, which means being a one-stop shop for all our commercial and residential customers' needs.

We started as a fire-alarm company in 1952. Seventy years later, we haven't forgotten our fire-alarm roots. More than 50 percent of our revenue still derives from products and services related to fire alarms. We have also grown to be one of the largest security providers offering intrusion detection, monitoring, video surveillance, automation, and access control. Offering fire-extinguisher and fire-sprinkler services is just the next step in reaching that goal to be the world's best at what we do.

Sincerely,
Eric Garner, CEO & President

Our Monitoring Center Named the Year's Best

Mountain Alarm's monitoring service—a network of three redundant sites—has been awarded “Monitoring Center of the Year” by The Monitoring Association (TMA). This award recognizes the entire team whose dedication and hard work is centered around innovation and service.



With a monitored system from Mountain Alarm, your home or business is covered 24/7/365 by professional agents whose job it is to confirm the alarm and to dispatch the authorities as needed.

This award continues to prove that our five-diamond-rated monitoring centers set the standard in the industry. Only a select few central stations carry the five-diamond rating. It's only awarded to companies who demonstrate a commitment to superior functionality and customer service.

We're grateful to TMA for this recognition and for all they do to support the monitoring industry. We want to express our gratitude to the entire monitoring team for creating an amazing company culture and for protecting our customers each day with vigilance, professionalism, and an unmatched commitment to service.

We're proud to know that our superior fire, security, safety, surveillance, and home automation systems are monitored by the industry's best.

Mountain Alarm Ranked 15th on SDM 100

Security Dealer Magazine recently ranked Mountain Alarm number 15 on their annual top 100 report.

The report ranks U.S. companies that earn revenue from the sale, installation, service and monitoring of electronic security systems—such as intrusion and fire alarm, access control, video surveillance, and related low-voltage systems—to residential and commercial customers.



Mountain Alarm has enjoyed a high national ranking on the SDM 100 Report since first issued in 1991.

The primary objective of the report is to present a scope of the market served by the 100 largest security providers.

A Reminder About IVR Monitoring Notifications



Our monitoring center uses Interactive Voice Response technology, which simply means you'll receive an automated call for low-priority alarm signals, such as a low-battery alert. This saves you from receiving a call from a live monitoring agent.

These automated calls will come from the local monitoring number, providing the address and description of the low-priority signal. In order to acknowledge the IVR, you will be asked to press one at the end of the message. If you disconnect before pressing one, the IVR will continue through your emergency contact list until it has been exhausted or someone acknowledges the IVR. Any messages will also include the call-back number for Mountain Alarm.

IVR technology allows you to easily handle low-priority signals, while our agents focus more time on higher-priority alarm events. We hope you find this feature convenient in helping to monitor your home or business.

If you have any questions about IVR or need additional technical support, please call 1-888-349-3455 or email us at service@mountainalarm.com.



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

