

VISION SECURITY, Inc.

P O Box 661376
Vestavia, AL. 35266
AESBL # 012

Toll Free 1-866-985-2284
visionsecurityinc.com

January 1, 2022

Dear Monitored Customer;

We at Vision Security, Inc. want to thank you for your past and future business. There are some important things we want to bring to your attention to help you operate your alarm system more smoothly and to assure you and us that things are in order.

Did you know that your alarm system can earn you money? If you are not already receiving a discount on your homeowner's insurance, call your agent today and tell them you have a monitored security system. Then provide us with your insurance company's name and phone number and we will gladly send them a certificate of installation.

Listed below are some other items that may need your attention. Please read carefully.

- 1. Business hours and contact information.** Our business hours are Monday through Friday from 8:30 a.m. until 5:00 p.m. **While we are available 24/7 we ask that you limit after hour calls to an immediate need for alarm problems. Text messages are not monitored during non-business hours. For afterhours emergency contact please call our office number 866-985-2284 (toll-free) or Joe's cell 205-999-2836. There will be a recorded message that will direct you. Our website is visionsecurityinc.com; our company email is visionsecurity@visionsecurityinc.com.**
- 2. Battery Back Up.** Depending on your system you have a 12 – 24 hour back up battery. However, if you are out of town and get a low battery alert it's important to have someone check your house to see if the power is on. Burglars have been known to turn the power off and let the battery run down and then rob the house.
- 3. Testing your system. We can't emphasize strongly enough that you test your system regularly.** You can do this by intentionally setting off your alarm's siren. You must allow the siren to sound about 15 seconds before turning it off to insure the monitoring station will call you. (Remember you have to wait for the sirens to sound not the beeping of code pad from entry delay.) You can then give them your password or pass code and tell them you were testing your system. Please remember that there is a 10 second delay for the alarm system. If you set your alarm and turn it off within 10 seconds, the monitoring company may not be contacted by your system.

4. **Internet access and home telephone service.** You need to be aware that your internet and/or telephone service can affect your alarm. If you have phone service through Charter, Bright House or AT&T Uverse there is a possibility that your alarm may not work if the installation was not done properly by the communication company or if you lose power. Testing your alarm should make you aware of any problems. **Always call us while the technician is at your house if you are changing your telephone service.**
5. **Please be aware that we offer a wide variety of security products including wireless cellular units with smart phone access, security cameras and keyless entry locks to mention a few. Many of our customers have already added these items to their systems. If you are interested please call the office for more information.**
6. **Electrician vs. Vision Security, Inc. Smoke Detectors.** Several times a year we receive calls from people saying they can't turn off their fire alarm system. Often the electrician's smoke detectors not the security system are alarming or they need new batteries. **If your smoke detectors are connected to your security system they do not have batteries. If fire is not on your list of zones, your smoke detectors were not installed by us.**
7. **Discontinuing your service or changing your information.** We must be notified by phone and in writing if you wish to discontinue your service. You can mail, fax, or email us with this information. In addition we must disconnect the communicator on your alarm. This only takes about 30 seconds to do over the telephone. Please include your name, address, and phone number on any correspondence concerning your account and when making your monitoring payment include your invoice number on your check. Finally if you change your phone number or wish to change any information on your account please call the office. A password may be required to change some information.

Sincerely,

Joe Milan
President, Vision Security, Inc.

