



Dear Valued Client,

Waterloo - Residential

Waterloo Regional Police has imposed a registration fee for all monitored accounts that require Police response. They require a yearly registration fee of \$10.00 + \$5.00 service fee for each premise plus a \$75.00 dispatch fee with a \$25.00 escalating fee. For example, \$75.00 for the first false alarm in a 365 day period, \$100.00 for the second, \$125.00 for the third, etc. **Also, there is a fee of \$150.00 for attending any false alarm for an unregistered or expired premise.** In the event of a real emergency, there will be no charge.

This registration fee does not apply to fire or medical emergency dispatches.

In order to minimize the cost and inconvenience to you, we evaluated various alternatives. **Our recommended option is Limited Private Security Guard response.** This service provides response from a private guard company who will dispatch qualified guards to your residence on all burglary codes. Should the dispatch be the result of a false alarm, the guard will leave a Patrol Report at your residence and provide us with a copy. However, should the emergency be real, the guard will immediately contact the police and request appropriate action. Waterloo Police regulations state that a 15.00 registration still apply, however the escalating cost is not applicable.

Please note on all Panic signals, Guelph police are dispatched, not the private guard service.

Please note that your warranty covers parts and labour but does not cover any dispatch fee, whether police or guard, due to customer error or equipment malfunction.

I accept security guard response and agree to pay an additional \$60.00 plus HST Per year (4 dispatches/ year \$45 per dispatch thereafter)

OR

I request police response and the yearly registration of \$10.00 (+ \$5.00 service fee). Please note that if you request Police response you will be charged \$75.00 per false alarm dispatch within a 365 day period plus an escalating \$25.00.

Signature _____