

Customer Guide



SecurTek

A SASKTEL COMPANY

In Case of False Alarm

- 1** Enter your numerical code on the keypad.
- 2** Do not call anyone! The Monitoring Station will call you as soon as the alarm is received.
- 3** Have your verbal password ready. The Monitoring Station attendant will ask you for it.

**NON-EMERGENCY CUSTOMER
SERVICE & BILLING INQUIRIES:**

1-877-777-7590

**MONITORING STATION AND
FIRST LEVEL TECHNICAL SUPPORT:**

1-877-777-7591

securtek.com

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SecurTek
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Welcome to SecurTek

Thank you for installing a SecurTek monitored security system. We appreciate your confidence in our services as a monitoring company, and trust you will find that we are committed to the safety and security of your entire community.

Whether it's your home, cottage or business, you can trust SecurTek to detect unwanted entry, fire, carbon monoxide leaks, temperature fluctuations and flooding. SecurTek protects you and your family all day, every day.

Your sense of safety and security is our first concern—we're here for you 24 hours a day, 7 days a week. Any time that you have a technical question please call our Monitoring Station: 1-877-777-7591. Our Technical Support Team is available during extended business hours, but is on-call 24/7 for emergencies. Charges may apply for Technical Support outside of the extended business hours.

About Us

We are pleased you have chosen SecurTek to look after your security and alarm monitoring needs. By providing monitored services for your home, cottage, or business we will work with you to make your community a safer place to live, work, and raise families.

With our customers as our key focus, we accomplish our goal of being recognized as the security and alarm monitoring industry's benchmark for personalized service and business excellence.

SecurTek looks forward to building a long-lasting relationship with you shaped from trust, honesty and respect. We'll be available for you when you need us. So leave the worrying to us while at work, at home, or away knowing you are protected by the industry's leading security company.

Privacy

SecurTek places a high priority on the loyalty of our customers, and that loyalty is built on a foundation of good products, competitive prices, and above all, excellent customer service. Respecting your right to privacy is an important part of our service excellence commitment. To us, this includes keeping you up-to-date on your rights as our customer and providing you with information on how we use and protect your personal information.

Our Privacy Statement outlines our commitment to protect the privacy and confidentiality of your personal information. You can access our Privacy Statement on our website at securtek.com/privacy-policy or by emailing our Chief Privacy Officer at privacy.officer@securtek.sk.ca.

SecurTek is committed to protecting the privacy of you and your family.

Network of Authorized Dealers

SecurTek can provide safety solutions for you, your family or your business through our Authorized Dealers, located in most provinces and territories across Canada. Our Authorized Dealers are your point of contact for sales and installation of SecurTek security systems.

No matter the location, our Authorized Dealers are prompt, courteous and highly recommended. In fact, a vast majority of SecurTek customers say they would recommend the company to their family and friends. Service excellence is our number one priority; it's something you can expect to receive from any and all of our SecurTek Authorized Dealers.

Numerical Codes and Passwords

A numerical code is your memorized 4-digit number you enter on your keypad to arm or disarm your SecurTek system. For privacy and security reasons, memorize your code—never write it down.

A password is your memorized word or number that will be asked of you if a Monitoring Station attendant calls your premises. Providing a password is the best way the attendant can confirm your identity and ensure that you are not someone breaking into your home or business. Different passwords can be set up for friends, family members or staff.

Your password will also be required when making changes to your account. Authorized residential customers can make changes to their account over the phone using their password verification. Commercial or business customers can make changes for their account in writing via mail or by faxing their information to 1-877-777-7592 with the appropriate authorized signature.

Your Keyholders

Keyholders are a very important part of your security plan. In the event that an alarm signal is received from your premises, a SecurTek attendant notifies the Police or Fire Department that an alarm signal was received from your premises and then attempts to contact your keyholder(s), advising them to meet the emergency personnel on-site.

A keyholder can be a neighbour, friend, relative or even a contracted guard service response company (see page 6). Typically, a keyholder has a key to your premises as well as a valid password and numerical keypad code for your system.

Each of your keyholders should decide on, and memorize, an easily recalled numerical code for the keypad and a verbal password in case the Monitoring Station needs to contact them. Keyholders may be contacted to respond to virtually any alarm, from meeting the police on a burglary or intrusion signal to investigating a flood or temperature fluctuation. It's very important to keep your contact list of keyholders up-to-date, especially when you're away.

If you need to make a change to your list of keyholders, please contact the Monitoring Station by phone at 1-877-777-7591, fax 1-877-777-7592, or on the web at securtek.com.

How Your Security System Works

When your SecurTek security system detects an emergency, an alarm in your home or business will sound, and a signal is transmitted to our Monitoring Station via the telephone line. If you do not have a telephone line, devices can be added to your system to send the signal over the wireless network or internet. Our Monitoring Stations are staffed 24 hours a day, 7 days a week by certified attendants to dispatch the proper emergency personnel.

When our Monitoring Station receives the alarm signal, a SecurTek attendant will call your premises, confirm the alarm and verify the password. If there is no answer or if the wrong password is provided, the attendant will then notify the police or proper emergency personnel.

After notifying authorities, the attendant will call one of your keyholders, which you designated when you had your system installed. If a customer has guard service the keyholders will not be contacted unless the customer specifies the station to do so. The keyholder may also be called if the guard is having problems at the premises and requires the keyholder's assistance. (This is why it's very important to keep this information updated at all times.)

SecurTek's Monitoring Stations are Underwriters' Laboratories of Canada (ULC) listed. The standards provide guidelines for monitoring station operations, which include having uninterrupted power supplies, as well as appropriate staffing levels, response times and security levels. As well, all SecurTek employees are required to complete and pass a police criminal record check. For you, this means that SecurTek will consistently provide you with services that meet or exceed the highest standards in the industry.

Guard Service Program

Due to rising emergency response costs, more and more cities are implementing verified response policies and bylaws to charge for alarm permits and false alarms. If your community has a verified response policy, the Guard Service Program can help reduce or eliminate false alarms—and could be more cost effective than paying false alarm penalties.

With SecurTek's Guard Service program, uniformed guards will be dispatched to your home or business 24 hours a day, 7 days a week to verify an alarm signal and request police assistance if necessary.

You should consider Guard Service if:

- Your municipality has a verified response policy where police will not respond until an alarm call is confirmed by our guard service or one of your keyholders.
- Your job does not permit you to be called away in order to respond to an alarm call.
- You spend a significant amount of time travelling and want to ensure someone is available to check on any alarm call you may have.

SecurTek has three Guard Service packages to choose from:

Basic Service:

- A uniformed guard will conduct a perimeter check of your property.
- Includes three free half-hour dispatches per year.

Premium Service:

- A uniformed guard will conduct both an interior and perimeter check of your property.
- Includes three free half-hour dispatches per year.
- Requires rental of a lock box (one time fee) to store keys to your premises.

Per Response Guard Service:

- No monthly fee, only charged per dispatch.
- Can be tailored to include perimeter check only or perimeter and interior check.
- If you choose the interior check option, you will need to rent a lock box (one time fee) to store keys to your premises.

For more information on Guard Service and availability in your area, contact our Customer Care Centre toll free at 1-877-777-7590.

Value Added Services

Wireless Backup

This equipment provides a secure, wireless method of alarm signal transmission.

With most standard security systems, alarm signals are sent to our Monitoring Station via the telephone line. If your telephone line becomes disconnected your standard security system will be unable to transmit signals to our Monitoring Station.

To provide an additional level of protection and an alternate transmission method in the rare event telephone lines are cut or go down, you can install wireless backup on your system. With wireless backup, a cellular transmission will be made to our Monitoring Station informing the attendant of an emergency situation. The wireless backup does not require a personal or active cellular telephone number.

SecurTek Internet Connect

SecurTek Internet Connect is a must-have if you use VoIP services. Using VoIP phone service could affect the connection between your SecurTek safety system and the Monitoring Station. If you have SecurTek Internet Connect, the connection is maintained because the alarm signal is transmitted over a secure internet connection instead of a traditional phone network.

SecurTek Cellular Connect

Some would-be intruders know that cutting the phone line will sever the connection between your alarm system and the Monitoring Station. With SecurTek Cellular Connect as a backup, the signal is transmitted wirelessly over the cellular network, providing a tamper-proof way to maintain connection with the Monitoring Station.

SecurTek Cellular Connect is ideal as a primary means of transmitting an alarm signal from warehouses, cabins and other buildings that do not have landline phone service. It can also serve as a backup to SecurTek Internet Connect in case the internet goes down.

Activity Reports

These reports inform you about who is arming or disarming your system. The signals are recorded by SecurTek's monitoring system and, if requested, matched to pre-determined schedules. You can get weekly or monthly reports of your system activity emailed, faxed or mailed to you.

SecurTek Web Check

Web Check allows you to access your account information online—anytime, anywhere!

You will receive a user name and password to access your account details, 24 hours a day, 7 days a week. You will be able to view various reports, sort and print reports to your own liking, view scheduled report information (if requested) and check your contact information and keyholder list to ensure that everything is up-to-date.

SecurTek AutoNotify

AutoNotify allows you to receive automatic messages to your email or cell phone alerting you when your system has been armed or disarmed. You will have the convenience of knowing what is happening at work or home even when you can't be there. You can sign up for SecurTek AutoNotify online through securtek.com, or through your Authorized Dealer at the time of installation.

Extended Warranty

SecurTek's Extended Warranty Program takes the worry out of system repair and maintenance. For only a few dollars a month, you can rest assured knowing that should your system need any service or repair, we will cover all parts and labour required.

Please note warranty does not cover any travel costs or the following situations:

- Any defect in or failure of the equipment due to negligence, misuse or abuse of the equipment,
- Acts of God or third parties, equipment and service as is required by the change, renovation or upgrade to the premises or change to the use or occupancy of the premises,
- Replacement of batteries,
- Upgrade to the equipment as may be requested by the customer, or
- Damage caused to the equipment due to environmental conditions (such as dust, grease, smoke).

Pro-rated Billing

Pro-rated billing is a standard billing practice used by many service providers. For SecurTek customers it means that billing begins on the date your system is installed and monitored. You will receive your invoice according to your methods of payment, but the charges on your first invoice will reflect the dates you received service as opposed to just your current month of service.

In order to understand pro-rated billing, you should first know that although your billing date may be mid-month, you are being invoiced for services occurring from the first to the last day of the current month. If you get your system installed before your billing date, your first invoice will likely be less than your regular monthly charge because you did not have monitoring service for the whole month. However, if you install your system after your billing date, your first invoice will be larger than normal because it contains charges for your current month of service as well as the service you received in the previous month.

Pro-rating is also used on your statement when you add services such as Guard Service or Cellular Backup Services. When changes such as this are made to your services during the billing cycle, pro-rated fees will appear on your statement. Pro-rated billing ensures that you are only billed for the monitoring and services you receive, even if your service changes or installation occurs in the middle of a billing period.

Moving

Are you considering moving? Don't forget to notify SecurTek of your new location to ensure continued, uninterrupted service. Contact Customer Care at 1-877-777-7590.

By going to the Express Address website (www.expressaddress.com) and filling out your name, address and billing information, you can easily connect, transfer or disconnect residential services for telephone, electricity, natural gas, water and security services. You can also update your address for everything from driver's licence and health cards to pet licences. Following an update, SecurTek will contact you to verify the information. With www.expressaddress.com you can notify multiple organizations about your move, saving time and avoiding duplication.

Types of Alarms

How We Handle Alarms

Our alarm monitoring software automatically prioritizes alarm signals received by our Central Station. Any alarm affecting your health or safety is assigned top priority, closely followed by any alarm affecting your property or possessions.

For example, a medical alarm, fire alarm or panic alarm will have a much higher priority and will be responded to before a low battery or trouble alarm.

Security Alarm and Burglary Alarm

A SecurTek attendant will:

- Call the premises, confirm the alarm and verify the password.
- Immediately notify the Police Department/RCMP in the event no one answers the phone at the premises or if the line is busy, or an improper password is given.
- Then attempt to call a keyholder (listed on your Notification Information Form). The keyholder will be asked to meet the authorities outside the premises, keeping their personal safety in mind.

Enhanced Alarm Verification is also available. With Enhanced Alarm Verification, SecurTek will:

- Call the premise once.
- If there is no answer or a password cannot be confirmed, we will call an alternate number to verify if there is an emergency.
- If we have not been able to contact anyone, one more attempt will be made to contact the premises. If we still cannot reach anyone, we will dispatch the authorities.

Fire Alarm

A SecurTek attendant will:

- Immediately call the premises to confirm whether the Fire Department is needed, and verify the password.

NOTE: For a commercial premises, the attendant will immediately notify the Fire Department and then attempt to contact the premises and keyholder.

- Immediately notify the Fire Department in the event no one answers the phone at the premises or if the line is busy, or an improper password is given.
- Then attempt to call a keyholder (listed on your Customer Service Agreement). The keyholder will be asked to meet the authorities outside the premises, keeping their personal safety in mind.

NOTE: If additional fire alarm signals are received within 30 minutes, no further action will be taken. If an additional signal is received after more than 30 minutes have passed, the Fire Department will be dispatched and a keyholder contacted again.

Panic/Emergency Alarm

A SecurTek attendant will:

- Call the premises to confirm whether assistance is required, and verify the password.

NOTE: For a commercial premises, the authorities will be dispatched immediately.

- Immediately notify the Police Department/RCMP in the event no one answers the phone at the premises or if the line is busy, or an improper password is given.
- Call the premises again after 20 minutes have passed.

NOTE: A keyholder is not usually contacted unless the customer has arranged specific instructions. For commercial panics, police are dispatched immediately.

Personal Emergency Response Alarm (Medical)

A SecurTek attendant will:

- Call the premises to confirm whether assistance is required.
- Notify the local Emergency Medical Services (EMS) if an individual answers the phone and requires assistance, or if we receive no response upon calling the premises.
- Then contact a keyholder (listed on the Customer's Notification Information Form).

Power Outage

A SecurTek attendant will:

- Call the premises if we do not get a restoral signal from the power outage.
- Call a keyholder if there is no answer at the premises, and notify them of the trouble signal.

Calls will be made to customers Monday to Friday between 7 am and 9 pm and weekends and holidays between 9 am and 9 pm unless SecurTek has been otherwise instructed by the customer.

NOTE: There is approximately a 60-minute delay on the transmission of power fail signals. This delay will allow the panel time to restore within the timeframe before sending SecurTek the signal.

Trouble Alarm

A SecurTek attendant will:

- Call the premises, verify the password and notify the individual of the trouble signal received.
- Call a keyholder if there is no answer at the premises, and notify them of the trouble signal received.
- Notify the Installer/Dealer on an authorized person's request.

Low Battery

A SecurTek attendant will:

- Call the premises, verify the password and notify the individual of the low battery signal received.
- Notify the Installer/Dealer on an authorized person's request.
- Call a keyholder if there is no answer at the premises, and notify them of the signal.

Supervisory Alarm

A SecurTek attendant will:

- Call the premises, verify the password and notify the individual of the supervisory signal received.
- Call a keyholder if there is no answer at the premises, and notify them of the signal.

Environmental alarms (gas, CO₂, water, temp, smoke) are called on 24 hours a day, 7 days a week. Supervisory signals from door, window or motion sensors are responded to during the same time frame that power outage signals are responded to. (See power outage section on page 11.)

Cancellations

For your protection, a SecurTek attendant will still call to verify the password if an alarm is accidentally set off and immediately disarmed.

Some systems are not programmed or do not have the ability to send a disarm signal. Please contact the Central Station or your Authorized Dealer for more information.

In order for the owner or keyholder to cancel any emergency dispatching, a password or verbal pass code will be required.

Repeat Alarms

If an alarm is received and authorities are dispatched, any subsequent burglary alarms received after a period of 60 minutes and fire alarms after 30 minutes will be acted upon again using standard dispatching procedures.

What is a False Alarm?

A false alarm means an alarm dispatch was requested to the Police Service. When the responding officer finds no evidence of a criminal offence or attempted criminal offence after having completed a timely investigation of the alarm site it is considered a false alarm. An alarm is also considered false when it is activated unnecessarily, improperly or for a purpose other than that for which it was installed including:

- Mechanical failure
- Excessive vibrations
- Unauthorized testing
- Power failure
- Atmospheric conditions
- User error

If you accidentally trigger your alarm system, the incident will only be considered a false alarm if the police or other emergency services are dispatched. If you are at home, our Monitoring Station will call you in response to the alarm, they will ask for your password, then verify that the signal is in fact a false alarm. If you verify that it was accidentally activated, the police will not be called and this will not be classified as a false alarm.

Even if your jurisdiction has issued a false alarm bylaw, you will not be charged penalties for alarms that were caused by an actual attempt to enter the premise or other emergency situations.

For more information on this bylaw please contact your local police detachment or municipality.

Preventing False Alarms

False alarms are easily preventable. Just make sure anyone who uses your security system is fully trained on how to use it and able to properly identify themselves, using a password, to the Monitoring Station attendant.

In case of a false alarm, DO NOT CALL ANYONE.

The Monitoring Station will call you as soon as the alarm is received. If you try to call out, the Monitoring Station will get a busy signal. If there is still a busy signal after three attempts to call you, the Monitoring Station may dispatch the authorities.

Depending on the local bylaws, there may be fines, penalties or suspension of service levied by the police department for a false alarm dispatch. For more information, contact your local Authorized Dealer or SecurTek toll free at 1-877-777-7590.

Going on Vacation?

Before going on vacation, please call SecurTek and provide the following information:

- The date and time you plan to leave,
- The date and time you plan to return, and
- The names of persons (if any) who will be entering your home who are authorized to use the alarm system and what their codes are.

Remind your keyholders to always know their password, as it will be required to cancel any dispatching.

For residential customers, the authorized person should call the Monitoring Station and provide this information. For commercial customers, an authorized person should fax the information to the Monitoring Station.

Also, always make sure that your keyholder information is up-to-date.

Testing Your System

Most systems are programmed to send automatic test signals. If this test signal is not received or your alarm system has not been set off recently, you may receive a call from the Monitoring Station asking you to test your alarm system.

Testing your system regularly ensures that, in the event of an emergency, you can expect to receive prompt assistance from the Monitoring Station.

To test your system, follow these steps:

1. Call the Monitoring Station at 1-877-777-7591 and provide your password.
2. Advise the operator that you wish to test your system and for what length of time.
3. After you have hung up, simply trip your alarm and wait 60 seconds before resetting it. The siren must sound for at least 30 seconds to ensure the Monitoring Station receives the signal.
4. Call the Monitoring Station back to verify the receipt of the alarm.

If there are no problems with your system, simply instruct the Monitoring Station to stop the test.

If there is a problem with your security system, immediately arrange for service.

Personal Property Tracking

By installing a 24-hour monitored safety system, you can enjoy peace of mind knowing that your premise is secure. A monitored safety system significantly reduces the chances of your home or business being burglarized, but you should also conduct an inventory of your personal property. Accurate documentation should include:

- A record of the contents in your home or business and their value,
- A list of serial numbers, manufacturers' names, model numbers and certificates identifying all items, and
- A collection of photos or a video providing a physical description of all valuables mentioned in the inventory list.

To assist you in the event of a loss, ensure that your records are stored in a safe place and are updated periodically as you purchase new items for your home or business.

Safety Tips

- Use automatic timers to turn interior lights on and off. Install motion-detecting floodlights outside.
- Stop your newspaper delivery while you're away, have a friend check your mailbox regularly and arrange to have your lawn mowed and walks shovelled.
- Trim trees and shrubs so your home is clearly visible to neighbours, pedestrians and passing motorists.
- If you're working or relaxing in your back yard, make sure to lock your front door.
- Support your local Neighborhood Watch group.
- Get to know your neighbours; they can keep an eye out for any activity while you're away.
- Make sure your house number is clearly visible in the day and night for the police or emergency personnel.
- Install good, solid locks on doors and windows. Deadbolts should have at least a 1" throw.
- Plan fire escape routes with your family. Test smoke detectors regularly or install a monitored smoke detector.
- Make an inventory of your property, including recorded descriptions and serial numbers, and file the information in a safe, fireproof place.

Contact Us

Visit the SecurTek web site (securtek.com) for basic system information, downloadable owner's manuals, answers to frequently asked questions, updates and new services. Our online form can be used to request changes to your system or to ask any question you may have about our services.

For general questions and billing inquiries, please call our Customer Care Centre at 1-877-777-7590.

To contact your Monitoring Station or for our Technical Support and Help Desk, please call 1-877-777-7591. Our Technical Support Team is available during extended business hours, but is on-call 24/7 for emergencies. Charges may apply for Technical Support outside of the extended business hours.

We can also be reached by email at customer.care@securtek.sk.ca.

SecurTek places a high priority on the loyalty of our customers and that loyalty is built on a foundation of reliable products, competitive prices and above all, excellent customer service.

At SecurTek we encourage you to ask any questions that may arise. We want you to feel comfortable operating your system and to be familiar with SecurTek's processes.

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Our Focus is our Customer... Our Strength is our People
SecurTek... More than Security
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**Monitoring Station and
First Level Technical Support:**

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