

## **What is the program?**

We are offering a new option to get in touch with our customers when it comes to low priority alarms. With this new program, we can send a text message to a phone number you have listed with details of the alarm. You will see the name of the site, type of alarm, and the date and time that the alarm happened. This new feature is unique as it allows you to respond to us with a simple text message as well.

## **How do you respond to the text message?**

This program is meant to allow you to respond quickly and easily to the text message. If you respond with a number "1" in the message, it will log to your account that the alarm was acknowledged and no further action will be taken. If you respond with a number "2" in the message, a Peak Alarm Dispatcher will call you with more details about the alarm. This allows you the option to communicate with Peak Alarm with a quick text response from your phone.

## **How does this work?**

We will send a text message to the numbers you list in any order you choose. Once a text message is sent you will have 5 minutes to respond. If you don't respond we will send the text message to the next person on your list. If nobody responds to the text messages Peak Alarm dispatchers will call your call list to make sure all is well at your site.

## **Who is this for?**

This program works effectively for both business and residential customers. We customize the call list to only text the numbers you want. Texts will be used for low priority trouble alarms, such as power loss signals, low batteries, and general troubles from your site. We will still call you on all Fire, Burglary, Panic, and Medical Alarms as we currently do so we can make sure you and your site are both safe.

## **Why should you be interested?**

This new program will allow you to know what is happening at your site and respond to dispatchers without the need of a phone call. It will also allow you to have a log right on your phone of the types of alarms Peak Alarm is receiving from your site. This will help you track what is happening. It will allow you to respond to Peak Alarm with a text when you are in a place where answering a phone call just isn't something that you can do.

## **How to sign up for this program?**

This new feature is very easy to set up. We send you a blank call list with an option listed to opt-in to the program. From this same list you can designate cell numbers on which you would like to receive text message alerts. Return this updated call list to Peak Alarm and we will get this set up for you.

**For questions about this program call us at 1-800-444-7231**

**Email: [dataentry@peakalarm.com](mailto:dataentry@peakalarm.com)**

**Fax: (801) 428-1418**