



Dear Valued Client,

Guelph Region

Guelph Police Services Board amended their fee schedule with respect to alarm fees. Property owners **no longer need to register their alarms with the Guelph Police Service**. Police will continue to respond to all calls for service.

NOTE: Changes effective January 1st, 2014. If the call results in a false alarm the alarm company/monitoring station will be charged \$160. Calls cancelled in progress will result in an \$80 fee. In the event of a real emergency, there will be no charge.

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.

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 is aware that if there is a false alarm, I will be billed the appropriate fees by Protection Plus who will then remit same to Guelph Police.

Customer's Signature _____