

November 9, 2015

Dear Valued Customer,

As of July 1st, 2014, Peel Regional Police Service revised their alarm management program & fee schedule for police response. .

The revised program & fee schedule is as follows:

- The 1st False alarm will not incur a charge. A false alarm caution notice will be sent to the premise by Peel Regional Police.
- The 2nd False alarm in a 1 year period will result in the premise being suspended by Peel Regional Police. False alarm fees are incurred on the 2nd and any subsequent false dispatches during the suspension period.
- A fee of \$220.00 plus HST will be charged by the police, through your alarm company on the second and any subsequent dispatches in a 1 year period.

This program makes Peel Regional Police one of the most expensive response options in Ontario. In order to protect our customers, we are pleased to offer a "Guard Per Response" program. With this option, a private guard service is dispatched. Once the Guard accesses the situation; if necessary the Police will be dispatched at no additional cost. The Private Guard service is charged on a per-response basis. There is only a charge if the guards attend the premise. Dispatches will be charged out at our special discounted rate of \$45.00 plus HST per dispatch.

If you are receiving this letter, it means Peel Police has suspended your account from response. Any customer, who is on Police response and subsequently is suspended, is automatically switched to Private Guard service.

Please note, Police will still be dispatched regardless of option on all panic button activations.

If you have any questions or concerns, please contact our office.

We are committed to providing you with superior security service.
Thank you for your continued support.

Respectfully Yours,



Protection Plus Inc.
Security Solutions