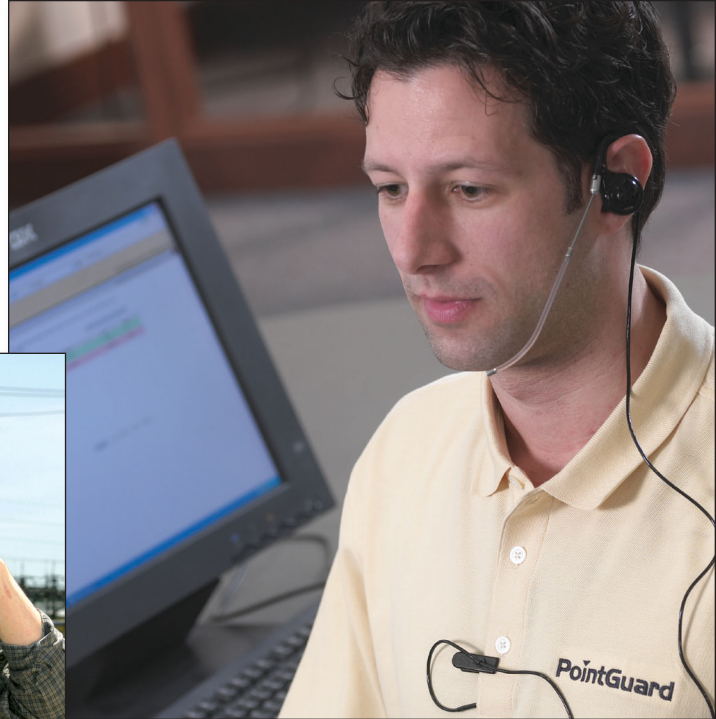


# Backup Alarm Response

A Coordinator-Provided Service



The PointGuard Backup Alarm Response service option is a safety net that gives you peace of mind about your on-site system.

If your predefined list of people are notified of an alarm, but they do not acknowledge receipt of that notification within your specified period of time, then one of our trained Coordinators, who are on staff 24/7/365, will notify you. If you receive the alarm notification but are unable to access the PointGuard WebCenter, this service also allows you to call PointGuard Operations via a 1-888 number and have the Coordinator acknowledge the alarm for you.

With the Backup Alarm Response service option, you gain the benefit of PointGuard's automated notification and still have the peace of mind from having our trained Coordinators there to make sure someone receives notification and the alarm is acknowledged on the WebCenter.