



Monitoring Letter Template

Subject: Important Update Regarding Alarm Monitoring Service Rates

Dear {Client Name},

I hope this letter finds you well. We greatly appreciate your continued trust in our alarm monitoring services. It is with regret that we must inform you of an upcoming change in our pricing structure.

Our Standard Monitoring is not changing, we are staying at \$30 a month for standard monitoring. There are a few types of cellular service we offer so that your alarm does not require an active hard wired phone line. This pricing is remaining the same unless you are on the Alarm.com platform.

The cellular communicators we support are:

M2M - This service runs \$10per month

Bosch Cellular - This service runs \$10 per month

Alarm.com - This service has different packages to choose from- see below.

Your system is on the Alarm.com platform and the rates for the service have been increased. There are a few different service packages Alarm.com offers, and you can pick your desired package. Your current system is setup with the {service package}

Wireless Signal Forwarding - Use Alarm.com as a cellular communicator only. Rate remains at \$10 per month for this service package.

Interactive- Use Alarm.com as a cellular communicator plus the below added features. Rate increases to \$15 per month for this service package.

INCLUDES 7 FEATURES

Cancel/Verify Alarm

Images - Limited

Remote Arming/Disarming

Sensor Activity Monitoring for 50 sensors

Smart Arming

User Code Management

Wireless Two-Way Voice

Interactive Gold-Use Alarm.com as a cellular communicator plus the below added features. Rate increases to \$18 per month for this service package.

INCLUDES 24 FEATURES

Cancel/Verify Alarm

Images - Plus (40 images by default)

Remote Arming/Disarming



Sensor Activity Monitoring for 50 sensors

Smart Arming

Unexpected Activity Alerts

User Code Management

6 Hour Supervision

Audio Integration

Enphase Integration

Garage Door & Gate Control

Irrigation Control

LiftMaster Integration

Lights

Locks

Lutron Integration

Severe Weather Alerts

Shades

Solar Integration

SolarEdge Integration

Thermostats

Water Management

Weather to the Panel

Wireless Two-Way Voice

With your current package, your new monitoring rate will be: \${...per month}

Let us know if you would like any changes made or have any questions regarding the service package you are on.

Thank you for entrusting us with your security needs. We look forward to continuing to serve you and maintain the highest standards of protection for your home.

Warm regards,
Ryan McDaniel
President
One-Touch Automation