

Customer Account Monitoring Status/On Test Options

ONLINE FORMS AVAILABLE WWW.WHIRC.COM

All forms must be completed in full

CUSTOMER ACCOUNT MONITORING STATUS DEFINITIONS

Active Accounts Customer account is monitored and billed through WHIRC

- Submit Customer Monitoring Data form and signed Monitoring Agreement

Inactive Accounts Customer account is set up only for testing to receive signals

- The inactive status allows the testing of signals Dealers are able to view via BoldNet to ensure correct signals are received at WHIRC for that particular account Account is not monitored or billed Account should not remain inactive for extended periods of time

Pending Accounts Account is set up and available for dealer to use for new customers This includes customers who have information preloaded Customer account is not monitored or billed

Deactivated Account Account has been cancelled or suspended and is not monitored or billed

- WHIRC must receive the proper cancellation form with signature

ACCOUNTS PLACED ON TEST OPTIONS/DEFINITIONS

Active Accounts

- If placing an active account on test, service is temporarily needed on the whole system or specific system components Place account on test via BoldNet or by calling WHIRC Dispatch WHIRC will need to know the duration of test and if it is for the whole system or specific system components

Inactive Accounts

- If placing an inactive account on test, technicians are setting up panels and testing signals Notify WHIRC if account should be active or inactive WHIRC's policy is that the account remains inactive unless instructed to make active for monitoring/billing

Pending or Deactivated Accounts

- If account status is deactivated or pending, signals will not be received for that specific account Signals will go to the dealer's "DL-XXXX" account
- Account status must be changed for testing and/or monitoring

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Monitoring Agreements Customers must sign agreement

Monitoring Data Form Requirements Submit along with Monitoring Agreement

Account Number

Informs WHIRC of appropriate account to set up

Name

Informs WHIRC of appropriate owner(s), or name of location when calling on alarms/signals

Premise Type

Important for proper programming of customer's account

Premise Address

Required for dispatching emergency personnel

Time Zone

Required for proper account setup/notifications for the customer

County (Not Country)

Required for notifying proper county emergency personnel if an event occurs

Alarm Premise Tel#1

Useful for proper notifications of alarms/signals

Email Address

Useful for sending account information at customer's request

Authority Name/Phone Number

Assists in choosing appropriate emergency official for dispatching emergency personnel

Password

Based on customer's request

- » Defaults to customer account number if left blank
- » If no password is needed, indicate No Password Needed on form

Panel Type (Make/Model)

Useful for programming customer's account properly

IP Module Type

Useful for programming customer's account properly, if equipped

Communications Format

Useful for programming customer's account properly

Cellular System

Useful for proper account cellular charges

Two-Way Voice

Useful for programming customer's account properly, if equipped

Cellular Service

Useful for programming and proper account cellular charges, if equipped

Panel Caller ID 1/2

Useful when looking at account history, but not required

Begin Dispatch Date and Time

Need date and time to know when to make account active for monitoring. If not listed, WHIRC admin staff will make the account active for monitoring unless otherwise specified

Timer Test (#/Days)/Any Activity Satisfies Timer Test

Based on technicians request. Important for proper handling if programmed timer test is not received from panel

CPU/Transformer Location

Useful for future service calls for customer/technician

Conversion Account from another Central Station

Only used when an account is converted from another central station

Alarm Types/Codes

Useful for programming customer's account properly, and notifying of alarm/signals

Responders

Useful for proper notifications of alarms/signals

Special Instructions/Notes

Useful for listing any additional information needed to properly notify of alarms/signals or additional comments about the customer's account

Dealer Information

- » Dealer Number, Name, and Authorized by Signature is required
- » Customer signature is not required – for dealer's personal use only
- » Customers must sign a separate WHIRC Monitoring Agreement to be sent along with the Monitoring Data form