

Updated Customer Information Form

Please complete the information below for your customer file:

Name/Business: _____

Service Address: _____

Premises # (If changed) _____ Fax # _____

E-mail: _____

Please provide in order, the list of names and phone numbers, as you would like them to be on your contact list, in the event of an alarm.

Name	Home#	Cell #	Work#	Relationship
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1. _____

2. _____

3. _____

4. _____

Signature: _____ Date: _____

For Office Use Only

Received by: _____ Date: _____ CSID: _____

Act. Book: _____ Date: _____

You do not have to provide your password/passcode on this form. Only a signature is required. Your password or passcode is required to verify an alarm and when any changes need to be made on an account over the phone. You have the option to add a Duress code/word to your account.

(A Duress Code is an immediate dispatch. WE DO NOT VERIFY A DURESS OR CALL ANYONE ON YOUR KEY HOLDER LIST)

Just a reminder:

Operators call the premises first and then the first number on the key holder list above before dispatching police. They only call the premises number before dispatching the Fire Department on residential alarms. Operators dispatch then verify per N.F.P.A. code 72 and Florida State Fire Marshall code on commercial fire alarms.