

SUPERIOR is Licensed and Regulated by the Texas Department of Public Safety, Private Security Bureau. Complaints may be directed to PO Box 4087 Austin, Texas 78773-001, 512-424-7293 or private_security_bureau@dps.texas.gov, License No: B04881. Regulated by Texas Fire Marshal's Office, Complaints Directed to: PO Box 149221 Austin, Texas 78714, 512-305-7900, http://www.tdi.state.tx.us/fire, License No: ACR-1750547. All-In-One Commercial Agreement, ACH Payment & Credit Authorization, All in One Sales/Schedule, Disclaimer Notice, Call List, Kenneth Kirshenbaum, Esq., Tel (516) 747-6700 KIRSCHENBAUM CONTACTS ©Copyright 2-18-19, 1-31-2023, 4-14-2023, 9-12-2023

For Office Use:

Acct # _____ J# _____ Approval: _____ Date: _____ Time: _____

Rush Job: _____ Special Handling: _____ Subscriber Name: Hidalgo County Sheriff Department (Evidence Room)



Superior Alarms

State License # B04881
Fire License ACR-1750547

SUPERIOR ALARMS
600 Ash Avenue
McAllen, TX 78501
(956) 682-6005

**SCHEDULE OF EQUIPMENT AND SERVICES
(Work Order)**

Date: _____

Subscriber's/Buyer's Name: Hidalgo County Sheriff Department (Evidence Room)

Address: 711 El Cibolo Rd. Edinburg, Tx. 78539

Phone Number: 956-867-0208 Phone Number: _____

Address where work will be performed: 711 El Cibolo Rd. Edinburg, Tx. 78539

Email Address: roy.mendez@hidalgo.org

In accordance with the agreement between SUPERIOR ALARMS (hereinafter referred to as "SUPERIOR" or "ALARM COMPANY") and Subscriber, which this Schedule supplements, the following equipment will be installed. All provisions of the agreement govern the installation and nothing contained herein is intended to modify or terminate the agreement or any provision contained therein.

Fire System at Site: Yes No Existing Control Panel Model at Site: Radionics

Description of Equipment (Quantity, Model #, Part #, Color, etc...):

- 1- Cell Communicator
- 1- External Antenna
- 1- Lot Labor / Programming Total= \$895.00 + Tax Exempt
- 6- Monthly Monitoring @ \$50.00 = \$300.00 + Tax Exempt

Describe Scope of Work, Monitoring Service, Service/Work to be Provided:

Add cell for wireless monitoring

SUPERIOR ALARMS:

By: Flor Salazar

SUBSCRIBER:

Signature (Name must be printed below)

Print Name / Date

SUPERIOR ALARMS
600 Ash Avenue
McAllen, TX 78501
(956) 682-6005

ADDITIONAL EQUIPMENT, SYSTEMS AND SERVICE DISCLAIMER NOTICE

The undersigned acknowledges that a representative of SUPERIOR ALARMS (hereinafter referred to as "SUPERIOR" or "ALARM COMPANY") has explained additional equipment, systems and protection that may be available from ALARM COMPANY, for additional charges, and the undersigned has had sufficient opportunity to consider the additional services that may be available, and has decided not to request or contract for such additional equipment, systems or protection. The additional equipment, systems and protection discussed included but was not limited to the following:

- | | | | |
|-----------------------|--|--|--|
| ● hard-wire systems | ● UL, ETL or other nationally recognized testing lab approved installation | ● data storage and retrieval | ● video monitoring |
| ● wireless systems | ● UL, ETL or other nationally recognized testing lab approved monitoring | ● access control | ● cellular/ radio backup |
| ● additional contacts | ● sprinkler / fire alarm | ● fire, smoke, carbon monoxide, water, heat, temperature | ● latest technology |
| ● motion detectors | ● electrical surge protection | ● roof, attic walls, exterior | ● dedicated telephone line communication |
| ● audio surveillance | | ● independent secondary systems | |
| ● video surveillance | | | |
| ● guard response | | | |
| ● stationary guards | | | |

The undersigned acknowledges:

- Not all of the above services are available or offered by SUPERIOR but the services and equipment were brought to the undersigned's attention and the undersigned declined such services or the opportunity to obtain the services from other security companies.
- That SUPERIOR has explained that it has no control over communication pathways such as telephone lines, VoIP, Internet, radio or cellular. Not all communication pathways are available in all areas and all communication pathways are subject to failing. If available SUPERIOR has discussed alternative communication pathways and Subscriber is responsible for selecting the available communication pathways. The security system will not communicate if the communication pathways are not working.
- That SUPERIOR is not responsible for the security or privacy of any wireless network system or router and that wireless systems can be accessed by others and it is the undersigned's responsibility to secure access to the system with passcodes and lockouts.
- That SUPERIOR has advised undersigned of any permits required for the alarm system and monitoring and undersigned acknowledges that it is undersigned's responsibility to obtain and maintain all required permits and pay any false alarm or other fines related to the alarm systems or service.
- That smoke detectors and other battery-operated devices must be checked monthly and batteries replaced at least annually (or according to manufacturer specifications) and that the undersigned is responsible to check and replace batteries.
- That SUPERIOR has explained all components, operation and use of the alarm system to the undersigned's satisfaction, and
- That if audio or video devices are installed, the undersigned has been advised to independently ascertain that the audio or video devices are used lawfully. SUPERIOR has made no representations and has provided no advice regarding the use of audio or video devices.

If SUPERIOR is taking over this system installed by anyone other than SUPERIOR:

The undersigned declines inspection of existing system installed by others and assumes all risk and conditions of the system and has only requested SUPERIOR to re-program communication and monitor existing system with no repair obligation.

SUPERIOR has inspected the security and or fire alarm system, reported non-operational components, and:

- The undersigned declines to authorize repairs and assumes all risk for existing system.
- The undersigned authorizes and agrees to pay for repairs which shall be detailed in the Sale or Service Agreement.

DEFICIENCIES: _____

ADDITIONAL COMMENTS: _____

FALSE ALARMS

DID YOU KNOW? FALSE ALARMS

- Keep police from true emergencies
- Are a nuisance to you and your neighbors
- Make your alarm system less reliable
- Make you reluctant to use your system

WHAT CAUSES FALSE ALARMS?

- Loose or unlocked doors or windows
- Pets
- User error
- Relatives, visitors, kids, or repairman, etc. entering your home without being aware of your alarm system
- Items such as balloons, curtains, or holiday decorations that may be moving in front of motion detectors

WHAT IF MY ALARM GOES OFF?

- Don't panic! Remember your keypad code and password
- Check to make sure that there really isn't a burglar or fire in your home/business.
- If the alarm is a false alarm, disarm your system by entering your keypad code
- Once you have reset the alarm system, wait for a Superior Alarms Operator to call you. Do not leave your home or business until you have spoken with a Superior Alarms Operator.

BE PREPARED

- Practice alarm cancellation with everyone who might use your system
- Make sure that everyone who has a key to your home or business knows how to operate the alarm system and knows the keypad code and password
- Ensure that all system users know the phone number to Superior Alarms in case the alarm goes off:
(800) 580-6001

CALL US!

- If you change your phone number
- Get a pet
- Plan to sell or remodel your house
- To run a test of your system
- Need to change the users on your system
- Need to update your emergency call list

POLICE PERMITS

DID YOU KNOW MOST CITIES REQUIRE YOU TO REGISTER YOUR ALARM WITH YOUR LOCAL

POLICE DEPARTMENT? Contact your local police department for details. Failure to register your alarm or excessive false alarms may result in a fine from your local police department.

- Client agrees to file the permit with their city
- Client acknowledges receipt of their city's alarm ordinance.
- Client acknowledges receipt of false alarm prevention information

SYSTEM WALK-THRU

Customer acknowledges training on how to arm/disarm the system, how to activate a panic/duress signal, how to reset the system after a false alarm and other related system functions and how to operate the system. If Customer has any additional questions, a representative can be reached at **800-580-6001**.

Subscriber Signature & Date

SUPERIOR ALARMS
600 Ash Avenue
McAllen, TX 78501
(956) 682-6005

CALL LIST

SIGNAL AND ZONE CONFIRMATION

Alarm system will communicate the following signals:

- Burglary
 Panic
 Carbon Monoxide
 Water Flow
 Temperature
 Test
 Trouble
 Communication Failure
 Power Failure
 Other: _____

Communication By: POTS
 Digital
 Radio
 Cellular
 Internet
 VoIP

Zones: SUPERIOR ALARMS (hereinafter referred to as "SUPERIOR" or "ALARM COMPANY") has programmed and tested each of the following zones:

1.	6.	11.	16.
2.	7.	12.	17.
3.	8.	13.	18.
4.	9.	14.	19.
5.	10.	15.	20.

1. PRIMARY RESPONDER DISCLOSURE: Subscriber understands that a (1) 911 center, (2) public safety answering point, or (3) communications center, (Collectively referred to herein as "PUBLIC RESPONDERS"), may be designated as the primary responder. Subscriber assumes all liability should one of these three not be selected as the Primary responder.

Responding Police Department: Hidalgo County Sheriff **Phone:** _____

Responding Fire Department: _____ **Phone:** _____

Responding EMS Agency: _____ **Phone:** _____

SPECIAL INSTRUCTIONS TO RESPONDERS AND/OR ADDITIONAL DISPATCH/CONTACT INFORMATION:

From Intersection of Exp 281 & El Cibolo Rd. travel east .5 miles

to the hidalgo county sheriff office. Evidence vault is inside the building.

2. Upon SUPERIOR or its designated Monitoring Center receiving an emergency alarm from the Subscriber's system, Subscriber hereby directs SUPERIOR or its designated Monitoring Center to contact these responders in this specific order:

AUTHORIZED INDIVIDUALS TO BE NOTIFIED
(Individuals to be notified in the event of an alarm condition.)

Subscriber may select any individual he or she designates, or any PUBLIC RESPONDER in the Jurisdiction from which alarm is received.

Responder Contact List		Telephone Number
Name		
First & Primary Contact:		
1. Name:	Lieutenant Rafael Garza _____	956-292-6609 _____
Password:	1887 _____	
2. Name:	Captain Rene Garza _____	956-292-6592 _____
Password:	1787 _____	
3. Name:	Chief Ricardo Enriquez _____	956-289-0451 _____
Password:	1319 _____	
4. Name:	_____	_____
Password:	_____	
5. Name:	_____	_____
Password:	_____	

3. SUPERIOR or its designated Monitoring Center dispatches to PUBLIC RESPONDER upon receipt of a fire alarm and will then call those on the list in order of priority. Initial here if you do not want SUPERIOR or its designated Monitoring Center to call Subscriber on fire alarm _____

4. Subscriber agrees that should any PUBLIC RESPONDER not be designated as the **primary** responder, then the Subscriber's PUBLIC RESPONDERS shall become the default secondary responder after the personal emergency response provider has attempted, without success, to notify all other responders designated by Subscriber.

5. Some jurisdictions require telephone call or other method of verification before dispatching PUBLIC RESPONDERS. Initial here if Subscriber does not want PUBLIC RESPONDER called unless the alarm signal has been verified as reporting an emergency event _____. Note that this does not apply to fire or carbon monoxide alarms and PUBLIC RESPONDERS will be dispatched without prior verification of the alarm signal.

6. SUPERIOR or its designated Monitoring Center hereby agrees to provide PUBLIC RESPONDERS, if designated as a responder by the Subscriber, the name of the customer, the location from which the customer's alarm was received, and any other information as may be requested.

7. Following any notification to the PUBLIC RESPONDER, SUPERIOR or its designated Monitoring Center shall attempt to notify others on the Subscriber's list in the order provided by Subscriber. Unless otherwise provided in the list SUPERIOR or its designated Monitoring Center will make a reasonable effort to contact the first person reached or notified on the list either via telephone call, text or email message. No more than one call to the list shall be required and any form of notification provided for herein, including leaving a message on an answering machine, shall be deemed reasonable compliance

with SUPERIOR's or its designated Monitoring Center's notification obligation. Subscriber may provide SUPERIOR or its designated Monitoring Center with a set of directives for voice to voice contact with the responders. For nonpublic responder numbers Subscriber represents that all call numbers are accurate and Subscriber has been authorized by the owners of such numbers to provide such numbers to be called in accordance with Subscriber's alarm services.

8. **Challenge Question:** Please answer **ONE** of the following questions. This question/answer will be used to verify your identity in the event you forget your personal password. Once a Company Representative verifies your identity with this Challenge Question/Answer, you will be prompted to change your personal password:

a. What is the last 4 digits of your social security number? _____

-OR-

b. What is your date of birth? _____

-OR-

c. What is the last 5 digits of your driver's license number? _____

9. **Opening/Closing Monitoring (If part of recurring services):**

Log Only (no action)

Supervised (action outside of specified time)

Action to be taken: _____

Supervised schedule below: use Subscriber's local time and be sure to note am or pm.

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
OPEN							
CLOSE							

Early Open Allowance (in minutes): _____

Late Open Allowance (in minutes): _____

Late to Close Allowance (in minutes): _____

Activity Report: Daily Weekly Monthly **Report Emailed to:** _____

Date

Subscriber's Signature