



The Pulse of Wholesale Monitoring

As technology continues to advance, our ongoing initiatives are focused on strengthening monitoring operations through enhanced redundancy across both IP-based communication pathways and telephony infrastructure, improving system resilience and continuity. In support of these efforts, this month's Pulse brings together several important updates and resources for your review. The Dealer News to Know section outlines key operational, billing, and compliance updates that directly impact account processing and monitoring response procedures. You'll also find technological insights, upcoming events, and additional resources designed to keep you informed, aligned, and positioned for continued success. Together, we remain focused on delivering a more resilient, connected monitoring environment that supports long-term growth and operational excellence.

✦ Event Spotlight



SILSA NW Annual Golf Tournament in Auburn, WA August 4, 2026

We have had the privilege of maintaining a long-standing relationship with this outstanding organization. We encourage our local dealers to get involved by sponsoring a hole and, most importantly, joining us on the course next year for a great day of golf and networking.

SILSA is already busy planning the Spring Fire Symposium, and we look forward to seeing everyone there.

Lori was able to attend this year's golf tournament and took the opportunity to relax, reconnect, and spend time with many of our valued dealer partners.

(More photos can be found in the Other Happenings section.)





Trade shows and CEU Opportunities

- September 16-18 Tennessee Network of Sec Integrators – Franklin, TN
- September 22 Oregon Burglar & Fire Alarm Association – Wilsonville, OR
- October 22 Texas Burglar & Fire Alarm Association – College Station, TX
- November 12 Ohio Security & Fire Alarm Association – Columbus, OH
- November 18-19 Louisiana Life Safety Security Association – Kenner, LA
- December 2-5 California Alarm Association – Palm Springs, CA

☀ Employee Spotlight:

Karla Peeples



Karla's journey with Securitas Technology began in May 2011, when the sign on the building still read SentryNet and the team was in her hometown of Greenville, MS. Shortly after, in February 2012, the company relocated to Memphis, TN—opening the door to new opportunities for growth.

Karla quickly advanced from Operator to Lead Operator and now serves as our Data Entry Lead. In this role, she ensures all client data is accurate, complete, and entered in a timely manner. She manages the flow of incoming department emails, supports her team in meeting expectations, and continues to assist by phone—building strong relationships with our alarm companies and their customers.

Karla shares that the friendly voices on the other end of the line make her day brighter, and she looks forward to continued success here at Securitas Technology.

Dealer News to Know

TMA MEMBER STATEMENT

AT&T Copper Network Discontinuance and the Transition Away from Legacy POTS: What Alarm Providers and Monitoring Centers Need to Know.

Please take time to read the TMA Member Statement located in the News section of the Dealer Portal.

Link: <https://www.securitastechnologydealers.com/tech/pdfs/TMA-Member-Statement-6.26.26.pdf>

AES RADIO NETWORK TRAINING

Securitas Technology is excited to invite our valued PNW install partners to an exclusive AES Radio Network training designed to strengthen your team's expertise and help you deliver more reliable, resilient alarm communications to your customers.

Please visit the Dealer News section of the dealer portal for more information.

Link: <https://www.securitastechnologydealers.com/tech/pdfs/AES%20TRAINING.pdf>

Master Monitoring Agreement Update

As part of our ongoing compliance initiatives, we are in the process of issuing updated Master Monitoring Agreements (MMAs). Many existing agreements are currently on Stanley Security documentation and must be transitioned to Securitas Technology agreements to ensure proper alignment with current compliance requirements. This update does not impact dealer pricing or existing rate structures.

While we are managing this process proactively, we ask that dealers confirm the appropriate signing contact and provide their name and email address to our Dealer Relations team at wholesale-dealer@securitas.com

CHANGES TO INVOICE & STATEMENT DELIVERY

In the coming months, we will transition to email delivery of all invoices and statements, discontinuing distribution via USPS.

Additional details will be communicated through the Dealer Portal and via email as implementation progresses.

ACCOUNT ACTIVATION REMINDER

Accounts are not activated until requested, regardless of the data on file. As your third-party monitoring provider, we are not aware of when an installation or project has been fully completed, and we cannot assume that an account is ready to be placed into service simply because we have received programming data or can see signals being transmitted, you must make the request via phone, email or MASweb.

BILLING QUICK REMINDERS

Cancellations:

Email wholesale-changes@securitas.com by the **20th** to avoid next-cycle billing. Save your confirmation email.

Mid-Cycle Cancellations:

- ✓ Unpaid invoice → Credit applies automatically
- ✓ Paid invoice → Credit rolls forward

SUBSCRIBER AGREEMENTS REQUIRED

All new accounts must include a **Subscriber Agreement** when submitted to:

wholesale-changes@securitas.com

Exception: MASweb Long Form submissions do not require a separate agreement.

STAY INFORMED

Industry expectations continue to evolve across fire, life-safety, and monitoring operations. Now is the time to:

- Evaluate internal processes
- Confirm compliance readiness
- Identify opportunities to enhance service offerings

Staying informed and engaged positions your business for sustained growth in 2026.

Other Happenings



Amazing hospitality by all of the hosts of the event!



Lori decided not to play so the other golfers would have a chance to win!



A Birdie is worth 1 stroke, an Eagle is worth 2, Does anyone know how many strokes geese are worth?



WEBSITE & DEALER PORTAL ACCESS

Access important resources, notices, and account tools online:

WEBSITE <https://www.securitastechnologydealers.com>

DEALER PORTAL

<https://portal.securitastechnologydealers.com>



FM APPROVED

Securitas Technology is compliant with FM Approval Standard 3011 "Central Station Service for Fire Alarms and Protective Equipment Supervision."

Learn more through the [Dealer Portal](#).

DEALER INFORMATION & RESOURCES



UPDATE CONTACT INFORMATION

Has your company or contact information changed?

To ensure timely communication and uninterrupted service, please confirm that we have your current company details on file—including billing and operational contacts.



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Securitas Technology Corporation - Wholesale Monitoring

Sales: 469-636-2376

Client Relations: 800-932-3304, option 2

wholesale-dealer@securitas.com