



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



AAA Summer Conference

We recently attended the AAA Summer Conference, held May 21, 2026 in Orange Beach, AL. Chelsea Prophete, General Manager, Wholesale Monitoring, was on site representing



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

Your timely response will help ensure a smooth and efficient transition.

 On the Horizon



Trade shows and CEU Opportunities

- June 1-4 Electronic Security Expo – Irving, TX
- September 16-18 Tennessee Network of Sec Integrators – Franklin, TN
- September 22-23 – Mississippi Security Assoc – Pearl, MS
- November 18-19 – Louisiana Life Safety Security Association

☀ Employee Spotlight:



Shane Killett

Shane began his career at SentryNet in 2015 as a 3rd shift supervisor and later moved into a 1st shift lead role. In 2018, he transitioned to the Data Entry/Services team during the company's move to MASTerMind, where his contributions quickly stood out. He was promoted to Data Entry Lead in 2019 and then to Data Entry Supervisor in 2020. Since joining the department, Shane has been instrumental in developing the team's use of MASTerMind, helping shape internal policies, and serving as a knowledgeable and approachable bridge between departments across the monitoring centers.

Outside of work, Shane enjoys gaming, reading sci-fi and fantasy novels, and spending time with his two kids while jokingly attempting to avoid housework.

Dealer News to Know

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.

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.

GO NUMERIC WITH PINs

Upcoming automation tools — including **Automated Cancel Options** — perform best with **numeric-only PINs**.

What to do:

Review your accounts and begin converting customer PINs to numeric formats to ensure full system compatibility.

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

PASSCODE UPDATE

Effective December 1, 2025

- Name must match passcode on file (unless generic code)
- One additional verification attempt permitted
- Passcards not required for call list contacts (unless specified)

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.

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Reminder: Zone Lists Required Before Activating Burglary Accounts

We continue to see instances where dealers activate burglary accounts **without a completed zone list**. When accounts are brought online without this information, it limits our operators' ability to properly evaluate alarms and respond accurately.

This gap can create serious challenges during a real burglary emergency — including sending police into situations “blind,” without the critical details they need to stay safe and respond effectively.

Please ensure all burglary accounts are activated *only after* a full and accurate zone list has been submitted.

Your attention to this requirement helps protect our customers, our operators, and responding agencies.

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.



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](#).



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