

# PRO MONITORING CHECKLIST:

## Questions to ask a security company about monitoring services

**The quality of a monitoring center can impact the outcome of an emergency.**

Not all security providers have the same standard of monitoring. Some companies outsource the work, use overseas monitoring operations, or operate monitoring centers that aren't properly certified.

To find the right company, ask the right questions:

- ☐ Do they offer professional monitoring for the products they sell, or is it all on you?
- ☐ Do they own and operate their monitoring operations, or are they outsourced to a third party?
- ☐ Are the operations U.S.-based?
- ☐ What kind of training do they require for employees?
- ☐ What are their credentials and certifications?  
*E.g., UL-certified, Five Diamond, Police Dispatch Quality (PDQ) award*
- ☐ Do they have just one station, or do they have back-up?

# PROFESSIONAL MONITORING OR NO MONITORING:

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Understand the difference before making your choice

When shopping for a home security provider, the decision you make about who responds when your system is triggered might be the most important.

## Choosing no monitoring

Many big-box security devices you see online or in stores are not monitored. After you set up your equipment, the only person looking at your alarm status is you. You may have the option to download a mobile app that will send alerts to your smartphone if something goes wrong. But after that alert is sent, it's on you to get help.

The problem? True home security is a full-time job — or more accurately, a 24/7/365 commitment. You can't always be around to respond when there is an issue. What if you're in the shower, or at work, or asleep? What if you're on vacation when a fire starts, and your pet is home alone?

Even if you are available when an alarm goes off, would you know what to do? The more you dissect all the variables and possible outcomes, the dicier it becomes.

## Why professional monitoring

While it's helpful to get an alert on your smartphone that your house is on fire, it's even better to get a phone call that a trained team has already notified the fire department that help is needed.

When you have professionally monitored home security, you don't have to worry about alerting authorities in an emergency. A team of experts is monitoring your system 24/7. They keep an eye on your alarm signals, call you when there's a problem, and contact emergency responders if you need them. Whether you're home or in another country, if your alarm goes off, that monitoring center will know about it and quickly take action on your behalf.

## HAVE QUESTIONS?

Give us a call at 1.800.PROTECT  
(1.800.776.8328) or visit [guardianprotection.com](https://guardianprotection.com).

