RJ 30 YEARS

In 2022, Rapid Response celebrated 30 years in business by launching a rebranded look and marking a new era of recommitment.

PEOPLE
TRAINING
TECHNOLOGY

With the debut of a third facility and a fresh modern brand, Rapid Response Monitoring is driving forward the industries it serves by building on its legacy of delivering human compassion and judgment to safety, security, and smart technology at scale.

"We're proud of all that we've done," says Rapid Response President Jeffrey Atkins, "but it's not in our nature to look back and rest on our laurels. 2022 was the beginning of a new era of growth powered by incredible people. We reaffirmed our commitment to prioritize investing in people, training, & technology — in that order — as cornerstones of our business."

About The Company

Central Station of the Year

TMA CENTRAL STATION EXCELLENCE AWARDS 2016

The Monitoring Association

CSAA

- Founded in 1992
- Command Centers in Syracuse, NY (Headquarters) & Corona, CA
- Customer Care Center in Henderson, NV
- Developed and released the first Dealer access software in the industry
- Serve an international client base of thousands of Dealers
- Employ the industry's highest-trained professionals
- 100% organically grown, not through acquisitions

Certifications & Licenses

Licenses

For all jursidictions requiring a license for monitoring

AL: 440, AK : 2136087, AR: CMPY.0001302, AZ: 20832, CA: ACO5498; ACB5700,

DC: 602513000011, DE: 02-168, DE Fire: CSRSL-0003, FL: EF0000213,

IL: 127.001246, MD: 107-904, MI: 3601205230, NV: NV20131073243,

NY: 12000266592, OK: 648, OR: 0183, RI: 4349, TN: 834, TX: B09590,

TX Fire: ACR-2020, UT: 4800448-6501, VA: 11-2850, WA: 602 323 440

FM APPROVED

UL

CAVS (AVS-01)

UUFO (Hosting)

UUFX (Protective Signaling Services)

CRZH (DOD Installations)

CVSG (Burglar Alarm Monitoring)

CRZM (DOD Monitoring)

NYFD APPROVED

UL PROTECTIVE SIGNALING SERVICES CENTRAL STATION

IQ CERTIFIED

FIRSTNET Built with AT&T

100% In-Facility Monitoring
Never From a Home

IN-FACILITY
MONITORING

Our preparation gives us the endurance to continuously provide **professional monitoring services from within our hardened facilities.**

No Distractions

Commitment to In-Facility Monitoring

In this letter to our Dealer Network, Jeffrey Atkins, President of Rapid Response Monitoring, voices his absolute support for In-Facility Monitoring as the only secure and reliable model. This letter is available upon request or can be added to any Dealer agreement.

Company Leadership

Total: 227 Years of Experience

Russell MacDonnell, Chairman
52 years experience

Jeffrey Atkins, President
52 years experience

David Pida, Vice President / Chief Financial Officer
32 years experience

Morgan Hertel, Vice President of Technology & Innovation
42 years experience

Chad Wright, Vice President of Technical Services
26 years experience

Tony Navarro, Vice President of Operations
23 years experience

Professional Affiliations

Committed to cultivating the future of the security industry through advancements in technology, protocols and professional relationships

- The Monitoring Association
  - Alarm Installation Communications Committee (AICC)
  - Emerging Technologies Committee
  - Video Verification Procedures Committee
  - CO Detectors Committee
  - ASAP to PSAP

- Electronic Security Association (ESA)
  - Electronic Security Expo (ESX) Education Track Presenter

- Security Industry Association (SIA)

- Installation Quality (IQ)

- False Alarm Reduction Association (FARA)

- Security Industry Alarm Coalition (SIAC)

- International Association of Chiefs of Police (IACP)

- National Fire Protection Association (NFPA)

- Partnership for Priority Verified Alarm Response

- Member of all local state associations

Reputation Matters

Today, online reputation is critical for customer retention and referrals

⭐ ⭐ ⭐ ⭐ ⭐

- Your monitoring center is an extension of your company; every interaction is between a customer and YOU

- Your customers demand the highest quality service

- Positive reputation increases referrals and customer satisfaction

- Rapid Response was named the TMA Central Station of the Year

- Rapid Response's staff are the most extensively trained, professional and tenured staff in the industry

- 100% of our Monitoring Services are provided from hardened, fully secure and redundant facilities

- A+ BBB Rating:
  Rapid Response understands the importance of maintaining the highest possible ranking

BBB RATING A+
ACCREDITED BUSINESS

This is Susan from "Your Company Name," may I have your passcode please?

Headquarters

New York

- Headquarters Command Center located in Syracuse, NY since Company's founding
- Recently expanded to 75,000 square feet to include the latest technological advancements and employee amenities
- Expanded / remodel completed in February 2020
- Custom engineered to exceed all industry standards and ergonomic and workplace standards
- Active - Active in lockstep

WELL
HEALTH-SAFETY
RATED
2023

California

- 35,000 square foot facility located in Corona, CA. Launched in 2014
- Enhancement to be completed in 2024
- Like the Company Headquarters, the Corona facility was custom engineered to exceed all industry standards and ergonomic and workplace standards
- Full-service facility with redundancies mirroring the headquarters' Command Center
- Active - Active in lockstep

Nevada

- 15,000 square foot Customer Care Center located in Henderson, NV
- Launched in 2022
- Full customer support for all Rapid Response Dealers
- Current staff: approximately 194 and growing

COVID Safety

**Multi-prong response to COVID-19
that began years before the pandemic**

- HVAC with Stage III UV filtering + HEPA filter

- UV cleaning wands

- 17 touchless independent bathrooms

- 24/7 cleaning staff

- Thermometers given to all staff to take home

- Temp sensing on entry to facility

- Social distancing

PRE
PARED
NESS

PEO
PLE

Personnel

Software Engineering

24-hour Data Entry

Transfer Team

Dealer Support

Real People. In The Office.

Tech Support

- No subcontract labor, never outsourced
- Staff work in-facility, not from home
- 100% focused on supporting Dealers

Great Service
Is All About People

#TeamRapid Culture

- Recognition and leadership awards
- Employment anniversary celebrations
- Community activism
- Employee appreciation events
- Food/ice cream truck days
- Dress down Friday
- Health fair
- Ticket giveaways for local shows/sporting events
- Custom designed employee-centric facilities

#**TEAM**
Rapid

Community Activism

- Habitat for Humanity
- Support walks and food drives
- Earth day clean up projects
- Animal shelter volunteering
- Children's hospital fundraising
- And much more...

Hiring

10 Step Hiring Process

- 2-year Associates degree or equivalent military service

- Full pre-employment drug screening

- Background checks

- Personality profiling

- Typing skill assessment

- Cognitive testing

Industry leading starting salary

Plus differentials for nights/weekends and Spanish speaking

Only **Top 3%** of Applicants Are Hired

Training

INTENSIVE
Six-Week Training Program
– the Most Rigorous in the Industry

- Four weeks of formal classroom training
- Two weeks of one-on-one training in the monitoring center
- 90 day supervisor review period
- Continuous improvement training philosophy
- Quality assurance reviews
- Leadership development program

Employee Recognition

- Celebrate employee milestones
- Applaud outstanding performance
- Salute stellar attendance
- Utilize reward programs to recognize employee achievements

STRIVE
PERFORMANCE. REWARDED.

awardco

Personnel

Skill-sets:

- Rapid Response's in-house Training Department provides on-going training for all Specialists as well as advanced modules on Two-way, PERS, mPERS, GPS, Video, Inbound Call Handling and Answering Service, Spanish

Processing Queues:

- The Rapid Response processing systems automatically vector signals to 'queues' matching signal classes to skill-sets
- The signals are automatically sent to an available Specialist (or automated service) assigned to that queue, or the Specialist may 'pull' the signal for processing

Scheduling:

- Alvaria workforce engagement software is utilized for scheduling in the Monitoring Center
  - Analyzes historical data (alarm traffic, call traffic, handle times) and trends it for predictions in 15 minute intervals
  - Monitoring Center staff have 48 different start times in a 24-hour period to optimize staffing with activity levels
  - Allows for staffing according to need and provides ability to change an employee's shift to support their needs

Average Tenure:
4.2 Years

ALVARIA®
Since 2003

Dealer Support

Average Tenure: **18 Years**

Dedicated Dealer Support Representative

- Providing personalized service by getting to know you, your business, and your account base

24/7 Data Entry Team

- Ensures data accuracy and streamlines account activations

- Completely paperless

Average Tenure: **5 Years**

Signal Management & Activity Reduction Team (SMART)

- Dedicated to managing signal traffic and activity to streamline signal and Monitoring Center traffic

- Works closely with Dealers to manage their account activity and further enhance the customer experience

Average Tenure: **14 Years**

Technical Support

Average Tenure:
17 Years

Each with
25+ Years
Experience
in the
Security Industry

Full Technical Support for Field Technicians (while on job site)

- Panel programming assistance

- Troubleshooting assistance

- Signal communication resolution
    - Signals not showing on an account
    - Communicator not reaching a receiver
    - Signal-orientation issues (phone trace)
    - 3rd Party Service Providers (radio, cellular, IP)

- Full Technical Support for Remote Video
    - System design & layout
    - Remote connection
    - Troubleshooting

- Access to panel/equipment documentation and manufacturer information for most systems in use today

Panel Programming Services

- Remote downloading capability for most manufacturers' panels

Software Development

37-person In-house Dedicated Software Development Team

Dealer & Customer Account Management Applications

- RapidWeb
- RapidMobile
- rapidSMS

- MySecurity Account.com
- MySecurity Account App
- MySecurity Account Pro App

All Above: Developed and Continuously Updated Using Dealer Input

API Integration — Direct Dealer Partners

- Account On-Boarding and Maintenance
- Signal Delivery
- Milestone Updates
- Data and Reporting Capabilities

API Integration — 3rd Party

- Integrate with 3rd Party Applications to streamline account activation, remote system access and communication with the monitoring center

  - CRM
  - Accounting Platforms
  - Bi-directional

  - Panel Manufacturers
  - Communication Providers

Average Tenure: **9 Years**

Marketing Support

DLR TOOLKIT
MARKETING

Providing Our Dealers With Easy-to-Use Marketing Tools To Help Them Achieve Business Success

- Cutsheets
- Photos & videos
- Social media templates
- Email templates
- Specialized toolkits for specific offerings/services

Monitoring Services

- Tier 1 Customer Support
- UL 827A Hosted Monitoring
- Two Way Voice
- DC09
- Access Monitoring

- Remote Video Monitoring
- Environmental / Supervisory
- SONITROL® Monitoring
- PERS / mPERS
- GPS Monitoring

- AOR / Emergency Phone / Elevator
- Personal Safety / Lone Worker
- IoT Device Monitoring
- UL 2050
- Active Shooter

3rd Party Communicators

- AES Intelli-Net
- Alarm.com
- AlarmNet, Total Connect (Resideo)
- Connect 24, DSC (Tyco)

- SecureCom (DMP)
- SecureNet
- Stand-alone Commercial Fire Radios
- StarLink® (Napco)

- CRN Wireless (NearNet & AlarmPath)
- Direct Linx
- EBS
- Honeywell Direct Connect
- M2M
- NowForce

- Telguard (Telular®)
- Uplink® / Sierra Wireless
- And more...

LifeSafety Monitoring®

LifeSafety MONITORING®
A DIVISION OF RAPID RESPONSE

- Division dedicated to supporting advanced technologies and serving aging and physically challenged subscribers

- GPS positioning monitoring capability

- Two-way voice monitoring capability

- Ability to remain on the line until help arrives or conference a direct connection between subscribers and responders or dispatch agencies

Anelto — An Easier Life Today

Linear® — Building On Innovation.

MobileHelp

addison care

Reemo

numera®

Notus

SONITROL®

MONITORING

- Monitoring SONITROL for 30+ years
- Franchises supported: 27
- Independent division with custom monitoring environment for SONITROL
- The only fully redundant SONITROL monitoring centers in the industry

- Upgraded to EDM software Summer 2022
- 2023 - 30% apprehension rate
- SONITROL Specialist's Experience
  - Only our most senior Specialists are trained for SONITROL processing

ASAP® to PSAP/ECC

Now online with 140+ PSAP/ECCs

- The Automated Secure Alarm Protocol (ASAP) is a national service that is the next generation for the processing of information from alarm monitoring stations needing emergency dispatch

- PSAPs (Public Safety Access Points) — also referred to as ECCs (Emergency Communication Centers)

- Eliminates potential errors in voice communications

- Critical life safety signals and information processed quickly and accurately

- Rapid Response is online with every ASAP jurisdiction immediately following the PSAP/ECC's activation

- Broad PSAP/ECC support nationwide

- All account addresses are pre-validated for accuracy
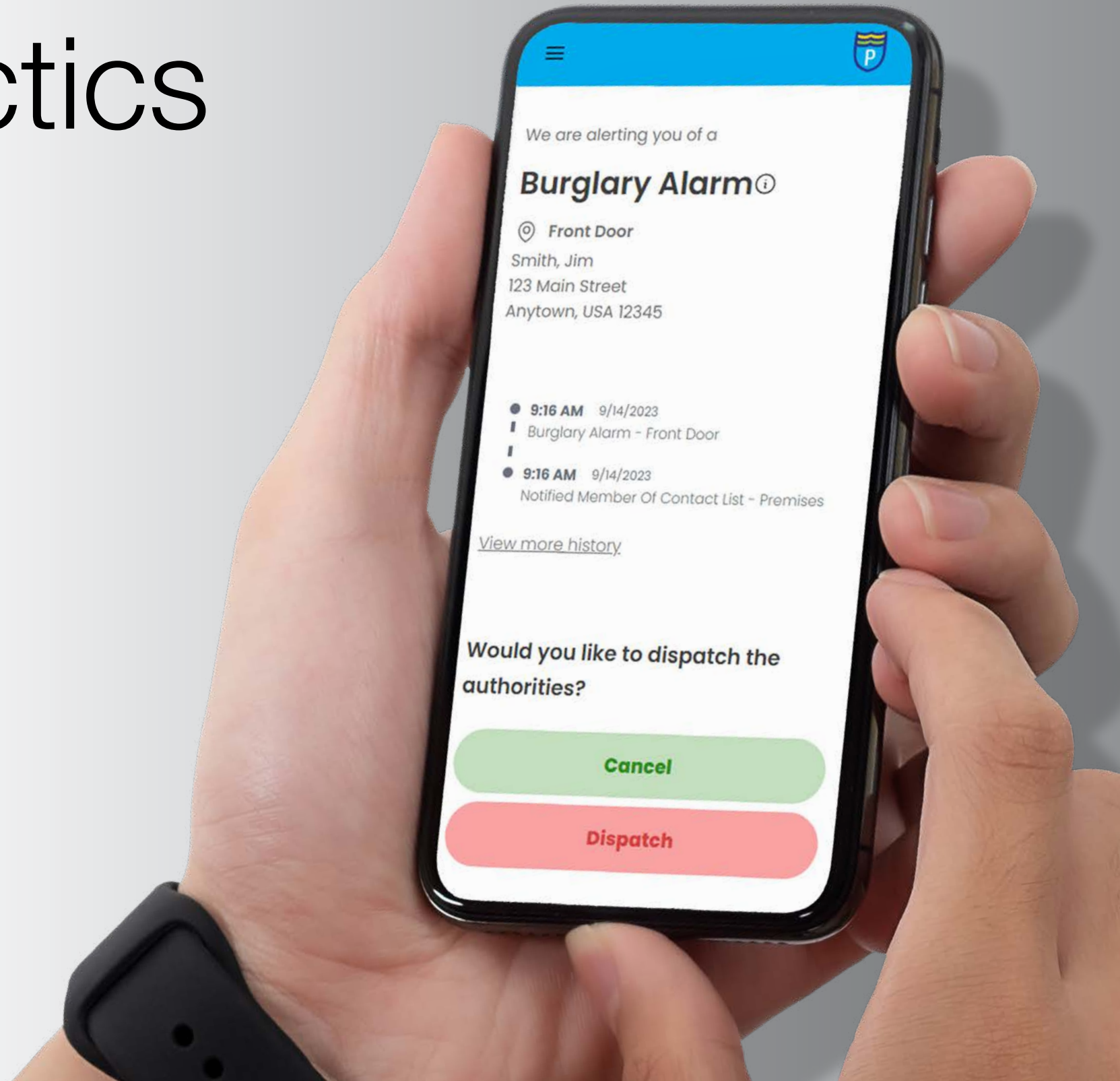
140+
PSAP/ECCs

Speed
Accuracy

False Alarm Tactics

Hyper-focused on reducing dispatches for decades

- Bi-directional SMS messaging released in 2011

- rapidSMS interactive SMS first gen released in 2013

- rapidSMS gen 2 released in 2020: reduced dispatches by 42%

- Clearance levels today are 90% or higher

- All of this in addition to CSV-01 protocols

AVS-01

An American National Standards Institute (ANSI) compliant standard developed by The Monitoring Association to enhance professional monitoring services

Alarm Validation Scoring Standard

Accurate scoring and classification of intrusion alarms improves situational awareness and allows Specialists to relay a more comprehensive depiction of what is happening at the premises

- Rapid Response is currently the only third-party center that have adopted this standard (as of 2/14/24)

- Fully deployed January 15, 2024 following two years of preperation and four months of beta testing

- UL-CAVS certified

4 Level 4
Confirmed Threat to Life

3 Level 3
Confirmed Threat to Property

2 Level 2
High Probability of Threat

1 Level 1
Default Category

0 Level 0
No Call for Service to ECC/PSAPs

Geographically Redundant Active-Active Data Centers

SYRACUSE, NY

HENDERSON, NV

CORONA, CA

- Two fully redundant data centers
- Agents normally connect to the closest center
- Both centers can fully support the load
- Redundant SONITROL monitoring

■ **Primary Path**

■ **Redundant Back-up Path**

Redundancy Power

Rapid Response - New York

- Four digitally controlled Caterpillar diesel generators in a parallel bus configuration
  - Two supplying 1.2 megawatts of secure standby power supported by independent 1,200 gallon fuel tanks
  - Two supplying an additional 1.6 megawatts of secure standby power supported by independent 3,100 gallon fuel tanks

Rapid Response - California

- Dual digitally controlled Caterpillar diesel generators supply 900 kilowatts of secure standby power, supported by independent 1,500 gallon fuel tanks

Dual or quad power is wired to all data center racks and critical infrastructure in both facilities

Redundancy UPS

Rapid Response - California

- Two APC 100kVA Uninterrupted Power Supply units, wired into a dual-buss configuration

Rapid Response - New York

- Four Liebert Uninterrupted Power Supply (UPS) units

  - Two Liebert / Emmerson 150kVA UPS units, wired into a dual-buss configuration

  - Plus, an additional two Liebert / Emmerson 200kVA UPS units, wired into a dual-buss configuration

Redundancy Vendor Diversity

- Multiple network providers utilized at each facility to ensure the highest quality and most reliable network connectivity available

- Managed by redundant FatPipe 1800-V300 Standard MPVPN, installed in High-Availability (HA) Pair, dynamic load balancing appliances to ensure the highest level of reliability and fastest routing speeds

- Three redundant Multiprotocol Label Switching (MPLS) from independent network providers with diverse-routed dedicated private SONET Rings create a real-time 24/7 link between facilities

- High-level security and multi-level carrier redundancies ensure continuous up-time and incredible speed

verizon

LUMEN

FAT Pipe

windstream
communications

Redundancy

Advanced network security systems in both data centers include:

- Dual Palo Alto Networks Next Generation Firewalls, Model PA-7050, installed in High-Availability (HA) Pair

- Dual Proofpoint Email Security Gateways

- Cortex XDR incorporates high profile packages within our firewalls to deter all known exploits
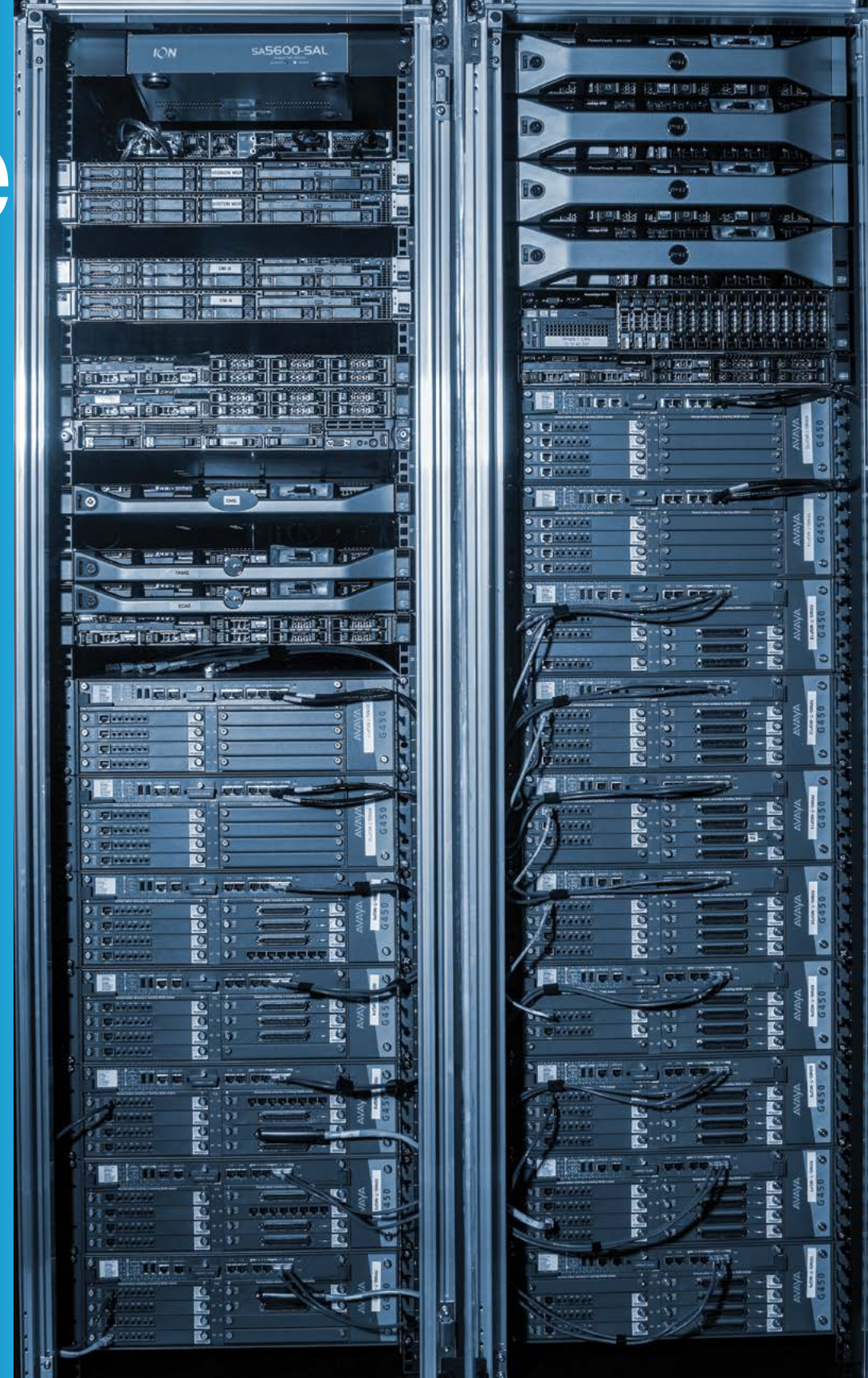
Telephony Infrastructure

Technology Stack

- Avaya Aura in a High Availability (HA) configuration with geo-redundancy

- CTI applications to support agent screen pop, click-to-dial, and 2-way voice to PERS and Alarm Panels

- Calabrio call recording solutions

- SIP provider integration using SONOS SBCs

- Ability to integrate to disparate platforms like Nice, Five9, Aspect and others

Telephony Infrastructure

Telecom Provider

- SIP and PSTN Integration with Verizon
- PSTN with Level3 / CenturyLink
- RESPORG with ATL
- ARIN IP addresses on BGP
- Fully redundant at both monitoring centers
- All communication providers utilize diverse routed dedicated private SONET Ring architecture with multiple entry points to each facility

Capacity

- Up to 4,000 channels of voice on SIP
- Up to 1,500 channels on PSTN

Disaster Recovery

- Rapid Response has a complete disaster recovery plan as well as an offsite DR facility

- Fail-over locations
  - Both the NY and CA centers are full load capable. Additionally, Rapid Response has a 30 seat DR facility in Syracuse that is connected to both centers

Monitoring Platform

- Designed to be fully integrated with multiple Application Programming Interfaces (API's)

- It supports highly customizable solutions developed by our in-house team

- Resilient application with IIS Server Farms

- Multi-language support

- PERS / mPERS support

- Integrated address validation and PSAP look up

- Custom scripting for Specialists to follow

Proprietary Monitoring Platform

- Rapid Response's monitoring services are built on a highly advanced SQL / Linux based proprietary processing platform with fully customizable Action Plans and Auto-Processes

- Web based application with unlimited number and nests for site groups

- Designed to be fully integrated with multiple Application Programming Interfaces (API's)

- Advanced features such as: limitless queueing, auto evaluations, interactive SMS, custom caller ID and vanity SMS

- IRIS is our inbound call interface. It streamlines subscriber calls and expedites auto-notifications and other actions

Custom Integrations

For Direct Dealer Partners That Own Their Ecosystem

- Providing a curated experience as customers sign up for service or make updates to their accounts

- Customize your user experience with signal delivery and workflows unique to your offering

- Incorporate events and updates from the monitoring center through our milestone integrations

- Keep up to date with your customer's experience through customizable reporting and data capabilities
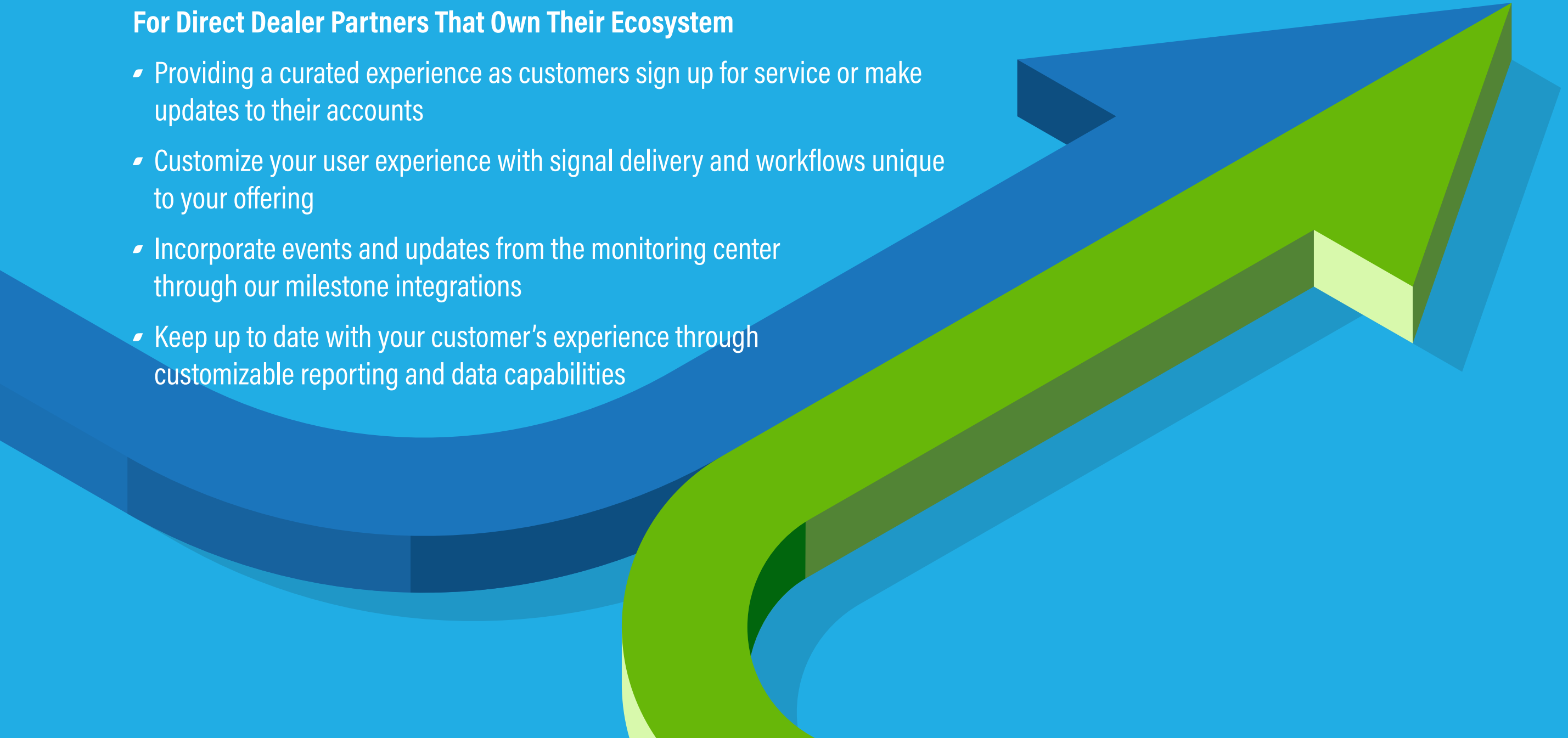
Only from Rapid Response
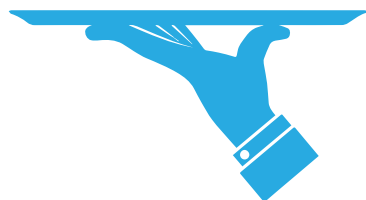
Rapid Atlas - Regulatory Requirement Service

Costs

Value

Driving
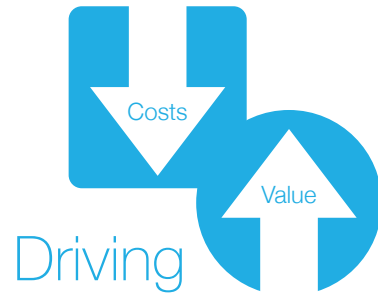
Faster On-Boarding

Curated Experience

Do you know...

- The requirements for 60,000 jurisdictions in the U.S. and 2,400 in Canada?

- Each jurisdiction has different requirements?

- Who is responsible to apply for your customers' permits?

- Who to contact to acquire the proper permits and how to apply?

Our service answers most questions regarding requirements

- Available to you FREE via an API connection. Our service provides you and your customers with what you need to know about regulatory requirements on demand and in real-time

- Eliminates the research needed to acquire the required permits in each jurisdiction in the United States and in Canada

- Our dedicated team of compliance experts work proactively to maintain accuracy

- Unmatched and exclusive to our partnership with you

Only from...
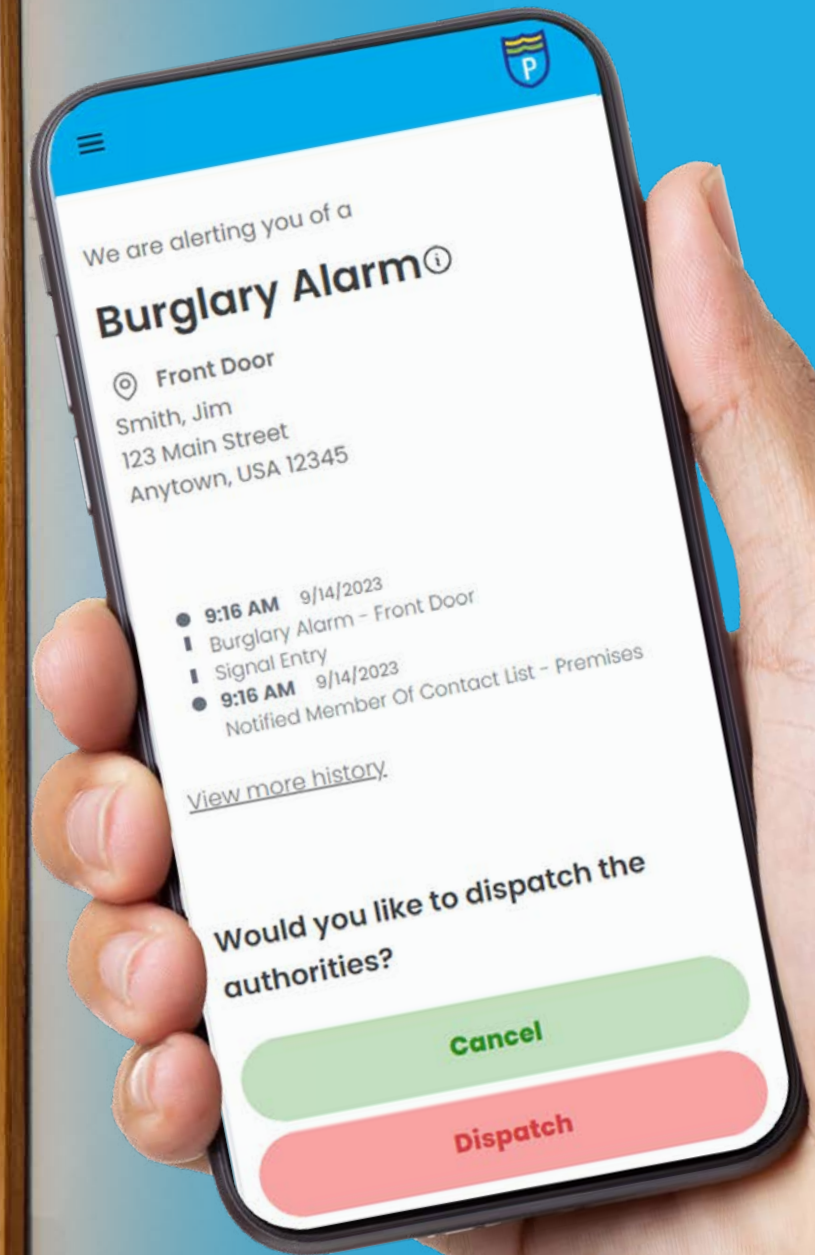
RAPID ATLAS

Are You
Permitted?

Tech Partners

NOTIFIER

SILENT KNIGHT

Hanwha Vision
Teldat

paloalto NETWORKS

DELL

SONITROL

numera

WH WorkHorse

Qolsys
QUALITY OF LIFE

actuate

Gamewell FCI
FIRE CONTROL INSTRUMENTS

FIRE·LITE ALARMS

V VIKING

MYTREX Inc.

MKS
MICRO KEY SOLUTIONS

1 STOP PORTAL

UL

AES CORPORATION

HomeAware

NAPCO
SECURITY TECHNOLOGIES

AlarmBiller
The #1 Billing Software for Security Dealers

clare

EAGLE EYE NETWORKS

M2M SERVICES

inovonics

Z-Micro Technologies

SABLE CRM
COMPLETE BUSINESS SOFTWARE

Sentry

BOSCH

Visonic

resideo

salesforce

eero

ICT

PACOM

RSPNDR

ALARM.COM

LogicMark
The Leader In Medical Alert Devices

AJAX
LINEAR
a Nice brand

Notus

TELULAR

Honeywell

its Payd

DMP

Anelto

DSC

GALLAGHER

Liebert
alula
Professional Smart Security

CHECKVIDEO

immix

verizon

Uplink

SECURITYTRAX
AN ALARM.COM COMPANY

Cornerstone
BILLING SOLUTIONS

P POTTER
The Symbol of Protection

CAT

ASAP
automated Secure
alarm protocol

CHeKT
Professional Visual Monitoring

EDWARDS

2GIG
a Nice brand

SYMPHIA
Powered by Cognyte

EBS

rapidSMS *gen3*

42% Average reduction in calls for service

App-free solution

rapidSMS notifies your customers *instantly* of an alarm via a text message with important information needed to make critical decisions in real time, *with* the ability to take action quickly.
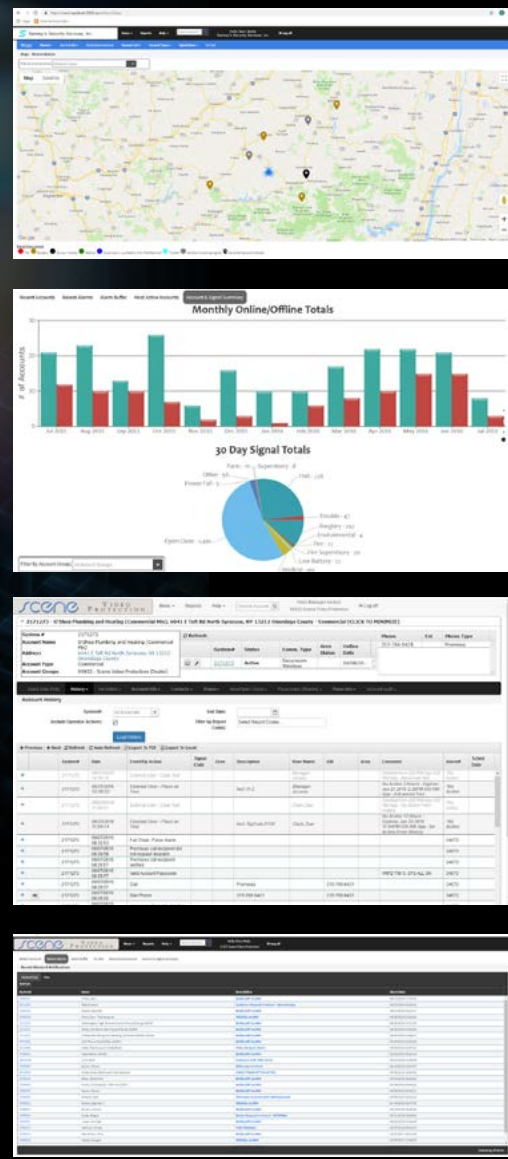
- Launched 2010
- Cancel an alarm
- Place an entire system on test
- View zone information in event history
- Real-time account activity and user interaction updates
- Optimized low priority workflow for customer service requests
- Review alarm cancellation requests

- Commercial "Unscheduled Open," "Fail To Close," and temporary schedule change options
- Greater speed and reliability
- Optional: provide instant feedback via survey after each alarm
- New customization options
- Dark mode option
- Flat text capable

We are alerting you of a

Burglary Alarm ⓘ

◉ Front Door
Smith, Jim
123 Main Street
Anytown, USA 12345

● 9:16 AM 9/14/2023
  Burglary Alarm – Front Door
  Signal Entry
● 9:16 AM 9/14/2023
  Notified Member Of Contact List – Premises

View more history

Would you like to dispatch the authorities?

Cancel

Dispatch

RapidWeb & RapidMobile

**Dealer App for iOS and Android devices with the functionality of RapidWeb in an intuitive feature-driven mobile interface**

Top Features Include:
- Custom Branded with Your Logo
- View Account Address in Map
- Send Alarm Cancel Request
- Enter No-Action / Live-Test
- View / Edit Account
- Passcode Lookup
- View Real-time Signal Activity
- View Video Clips
- Hear Real-Time Call Recordings

And Many More...
- View Account Data by Category
- Login Information Saved
- View Bad Phone List
- Advanced Search and Browse
- View Test Results
- View Account History (Auto-refresh)
- View Recent Alarms

Web-based portal

- Secure web-based portal providing real-time access to your account database on any internet enabled device

- Includes: Account adds, deletes and edits, view real-time signal activity, cancel alarms, view recorded video, listen to call recordings and much more!

Rapid **Mobile**
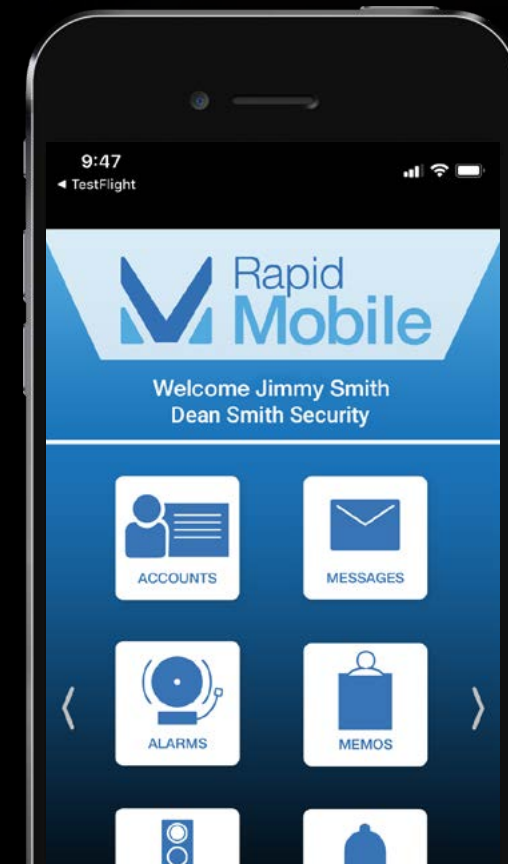
Customer Access

MySecurityAccount Top Features

Custom Branded with Your Logo • Request Alarm Dispatch / Cancel
Enter No-action / Live-test • View Account History • View Video Clips • Edit Account Info

Web-based

Secure customer portal providing access to individual customer accounts based on passcode and authority level

View / Edit functionality is pre-determined by you when access is setup

Customer App

For Managing a *Single* Site on iOS and Android devices with a friendly interface and easy-to-use feature set

View / Edit functionality is pre-determined by you when access is setup

Other Features Include:

- Call the Monitoring Center
- Call Service (Your Office)

  and many more…

Customer App

For Managing *Multiple* Sites on iOS and Android devices allowing users to manage unlimited accounts from a single login with the extensive features and functionality of RapidMobile

Other Features Include:

- View Account Address in Map
- Send Alarm Cancel Request
- View / Edit Account
- Passcode Lookup
- View Real-time Signal Activity
- Hear Real-Time Call Recordings

  and many more…
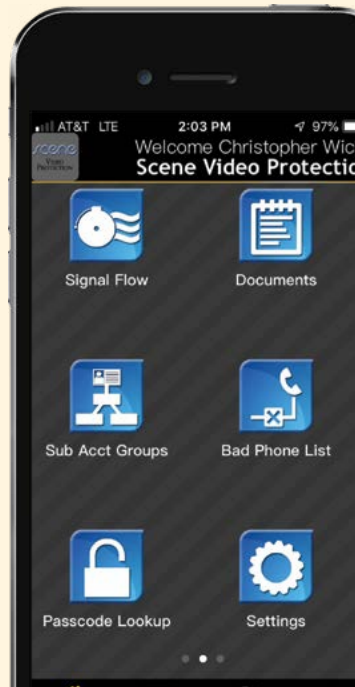
Automated Notification

SMS

- Instant notifications sent via "flat SMS" or "interactive SMS" using rapidSMS
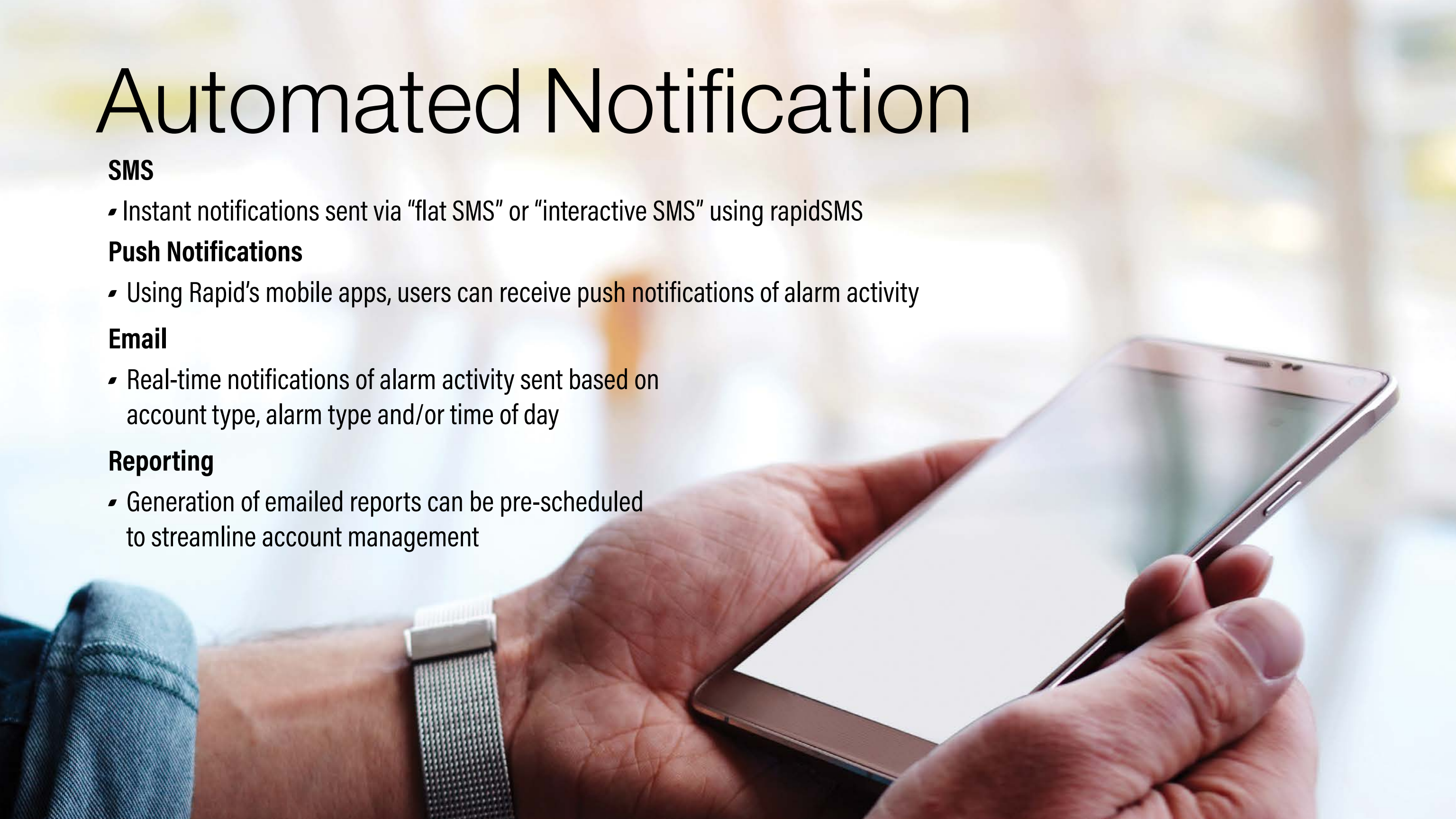
Push Notifications

- Using Rapid's mobile apps, users can receive push notifications of alarm activity

Email

- Real-time notifications of alarm activity sent based on account type, alarm type and/or time of day

Reporting

- Generation of emailed reports can be pre-scheduled to streamline account management

First Call Response

First Call Response is a state-of-the-art solution employing Natural Language Speech Recognition technology by Nuance

- Provides unfailing, fast and consistent response whether monitoring routine signals or during high-volume and storm activity, and it streamlines testing and notifying contacts with amazing efficiency

- Follows all action plans setup at account activation and instantly transfers to our trained staff whenever needed

- Easy to understand and to use. It is customer friendly and requires no training

- Ensures that during both routine and high-volume activity, your customers experience high-quality and immediate responses by the experienced Rapid Response Team

Migration Team

Average Tenure: 15 Years

- Review all data, communication paths and account information for accuracy
- Provide recommendations on action plan adjustments
- Coordinate with 3rd Party Service Providers for a smooth transition
- Electronically transition account data
- Monitor activity closely after transition and work with you to make any necessary adjustments

Professional Support from our Solutions Engineering Team

- Initial site visit to establish relationship and identify any adjustments needed before the transition
- Train your team on-site or via webinar
- On-site at your facility on day of transition

24/7

CSaaS Hosting Options
(Central Station as a Service)

UL 827A

CSaaS Monitoring

- Rapid Response provides all alarm receiving infrastructure, receives all alarm traffic, and acts as an emergency hot redundant center in the event that your central station goes down

Hybrid CSaaS Monitoring

- Rapid Response provides monitoring services for a pre-defined selection of accounts, while the hosted partner continues to monitor the balance of their accounts using our alarm receiving infrastructure

Full Sunset

- 100% of the alarm receiving infrastructure and alarm processing is provided by Rapid Response

Rapid Response Monitoring
400 West Division Street • Syracuse, NY 13204
800.558.7767 • rrms.com

New York | Nevada | California