

TMA Five Diamond Checklist 2019

TMA's Five Diamond 100% Operator Certified Monitoring Center Designation

- NEW
- RENEWAL

Company Name: _____

- Complete the Application form
- Provide a copy of your UL/FM/ETL Certificate
 - Include a certificate from an inspection completed this calendar year (expiration date should be in 2020).
 - If your inspection date has been delayed, submit the certificate that you have on file with the understanding that you must provide current year's inspection to TMA with a new certificate upon completion.
 - If your monitoring center is located in Canada, include the ULC listing.
- Download and attach your company's roster for TMA's Online Operator Level I and/or Level II courses. For new applications include all operators. If renewing, include only **new operators that have joined your monitoring center since the last renewal period.** If you do not have any new operators, simply write "no new operators" on the application form. (See "How to Export Student Transcript" instructions.)
- Verify your 2019 TMA Membership is in good standing with your accounts payable department
- Complete and sign the Five Diamond Logo License Agreement
- I would like to learn more about TMA's new Five Diamond Dealer Program, please contact me with additional information and program forms.
- If you choose to participate in TMA's new Five Diamond Dealer Program:
 - Complete and sign the Five Diamond Dealer portion of the Logo License Agreement
 - If available, include a list of Dealers you have invited, or plan to invite, to participate
 - If you opt to participate in the new program TMA will send you a Five Diamond Dealer Packet to distribute to your dealer(s). (Dealer documents include: Five Diamond Dealer Application and TMA Membership Application). **NOTE:** *There is no additional cost for you to participate in the Dealer Program, however Dealers must be current members of TMA.*
- Notarize the Application form (for USA based companies)
- Return the completed application, with all required materials:
 - By email (preferred method) to: Malory Todd at mtodd@tma.us
 - By mail to: The Monitoring Association, 8150 Leesburg Pike, Suite 700, Vienna, VA 22182
- Include payment or copy of payment receipt for TMA Five Diamond Application Fee, \$250.00
Please note: *Applications require payment in order to be processed.*
 - Pay online: <http://tma.us/pay-app-fee> (login is your email address). *Application fee is non-refundable.*
 - Pay by check: The Monitoring Association, 8150 Leesburg Pike, Suite 700, Vienna, VA 22182
 - Pay by phone with credit card: call Malory Todd at 703-660-4914
- If you would like to purchase a TMA Five Diamond plaque (not required), visit our TMA Member Portal <http://www.tma.us/order-plaque>

Have questions or need assistance? Contact Malory Todd at **703-660-4914** or mtodd@tma.us.

TMA Five Diamond Application 2019

TMA's Five Diamond 100% Operator Certified Monitoring Center Designation

- NEW
 RENEWAL

Company Name: _____

Company Five Diamond Contact: _____

Company Address: _____

City/State/Zip: _____

Direct Telephone: _____ Fax: _____

Email: _____ Website: _____

We are a TMA member in good standing.

We are a: Full-service company Contract monitoring only

We are a TMA NRTL-approved monitoring center.

How many operators do you currently employ in your monitoring center? _____

How many new operators have been hired in your monitoring center since the last renewal period? _____

We have attached all required documents (see the program checklist for details).

We would like to participate in TMA's new Five Diamond Dealer Program, we have checked the appropriate box on the Five Diamond Logo License Agreement. (See the checklist and Dealer Program flyer for details on how to obtain program documents and what to submit.)

As of the signing of this document, I attest that 100% of our monitoring center operators have successfully completed a TMA Central Station Operator Level I or Level II Online course. (Include a copy of current roster. See the checklist for details on how to access and download.)

Signature of Company Officer

Signature and Seal of Notary Public

How to Export Student Transcripts

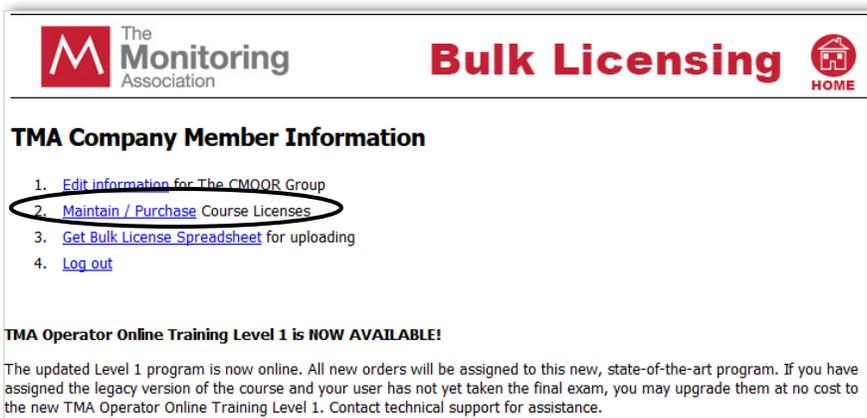
- 1) Go to <https://www.csaalarmtraining.com> and click “Manager Site Login” at the bottom of the page.



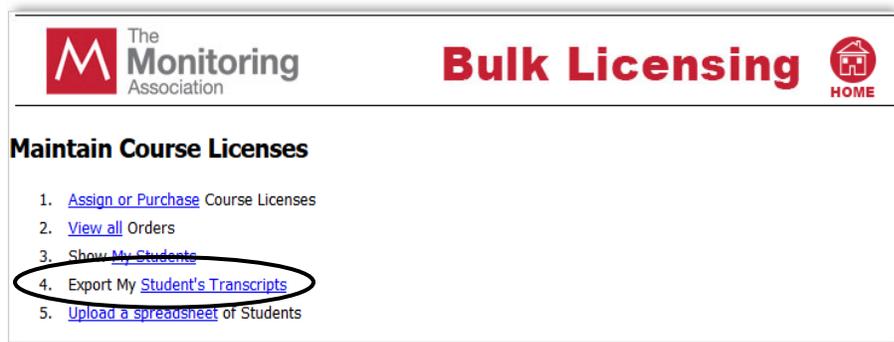
- 2) Enter your manager site login information. If you have any trouble logging in, email Malory Todd at mtodd@tma.us.

Click here to retrieve it.)'"/>

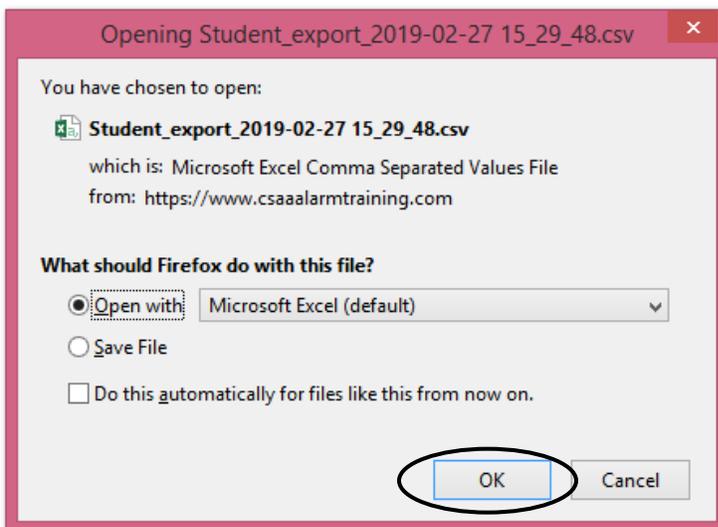
- 3) Once logged in, click “Maintain/Purchase Course Licenses”.



4) On the next page, select “Export My Student’s Transcripts”.



5) A Microsoft Excel Dialog box will pop up. Click “OK” and an Excel sheet will open with a list of all of your operators who have completed the TMA Operator Online Training Course.



6) In the Excel sheet, sort column O, “DATE PASSED,” by date. Before saving and sending to TMA, remove all operators who have taken the course prior to 2018, then save the spreadsheet using your company name. Up-to-date student transcripts are available for export at anytime.



<u>COMPANY</u>	<u>STUDENT</u>	<u>COURSE</u>	<u>SCORE</u>	<u>TEST STAT</u>	<u>DATE PURCHASED</u>	<u>DATE PASSED</u>	<u>DATE EXPIRES</u>
ABC Alarm Company	Central St		33	F	'2016-06-01 00:00:00	'2017-04-19 00:00:00	'2017-06-01 00:00:00
ABC Alarm Company	Alarm Ind		92	P	'2014-03-16 00:00:00	'2015-01-22 00:00:00	'2015-03-16 00:00:00
ABC Alarm Company	Central St		0.00	I	'2008-10-06 00:00:00	'0000-00-00 00:00:00	'2009-10-06 00:00:00
ABC Alarm Company	False Alar		0.00	I	'2010-06-25 00:00:00	'0000-00-00 00:00:00	'2011-06-25 00:00:00

Have questions or need assistance? Contact Malory Todd at **703-660-4914** or mtodd@tma.us.



The Monitoring Association Non-exclusive, Limited, Revocable TMA Five Diamond Logo License

It is understood and agreed that the TMA Five Diamond logo is the sole and exclusive property of The Monitoring Association ("TMA") but may be used in accordance with the terms and conditions set forth below by TMA members ("Member(s)") in good standing who annually qualify for the TMA Five Diamond certification.

Use of the Five Diamond name and/or logo shall constitute consideration for, agreement to, and acceptance of the following terms and conditions of this license by user:

1. The attached logos are the sole and exclusive trademark property of TMA. These logos may be used only by TMA members in good standing who annually qualify for Five Diamond certification, if and only if, such use is made pursuant to the terms and conditions of this limited and revocable license. Any failure by a user to comply with the terms and conditions contained herein may result in the immediate revocation of this license, in addition to any other sanctions imposed hereunder by TMA. The enforcement (or lack thereof) of these terms and conditions, and compliance therewith, against the undersigned shall be made by TMA in its sole discretion.
2. TMA hereby grants a Member who qualifies an annual, non-exclusive, limited, revocable license to use the TMA's Five Diamond name and trademark for the purpose of advertising and promoting its services; provided, however, that such use shall conform to the standards and guidelines specified herein. TMA hereby represents and warrants that it has all rights necessary to grant the undersigned the rights and license herein and the undersigned's use thereof as contemplated hereunder shall not violate any rights of any person or entity.
3. **The TMA Five Diamond name and logo and the use thereof may not be assigned, leased, granted, or transferred in any way by the Member to any other party.**
4. The logos may not be revised or altered in any way and must be displayed in the same form as produced by TMA. The logos must be printed in their official color or in black.
5. The logo may be used in a professional manner on the Member's business cards, stationery, literature, advertisements, storefront window, or in any other comparable manner to signify the Member's Five Diamond Certification.
6. The logo may not be used in any manner that, in the sole discretion of TMA discredits TMA or the Five Diamond program or tarnishes its reputation and goodwill; is false or misleading; violates the rights of others; violates any law, regulation or other public policy; or mischaracterizes the relationship between TMA and Member.
7. Any use contrary to the foregoing or reference to the Five Diamond name or logo inconsistent with the above must be approved by TMA in writing prior to use.
8. TMA assumes no liability for or arising from the misuse neither of the Five Diamond name or logo, nor for or arising from the use of the Five Diamond name or logo beyond the terms of this Five Diamond Certification Agreement, regardless of whether a revocation of this license occurs as a result of such use or misuse. The undersigned further agrees to indemnify and hold harmless TMA for any liability incurred resulting from third party claims against TMA to the extent arising from the undersigned's use of the Five Diamond name or logo in violation of the terms hereof or other misuse by the undersigned of the Five Diamond name or logo.
9. Revocation of this license does not terminate or transfer any liability of a member for or arising from the use or misuse of the Five Diamond name or logo.
10. In its sole discretion, the TMA may alter or replace the Five Diamond logo from time to time, without advance notification or liability.
11. Use of the logos shall create no rights for users in or to the logos or their use beyond the terms and conditions of this limited and revocable license. The logos shall always remain the sole and exclusive intellectual property of TMA. TMA shall have the right, from time to time, to request samples of use of the logos from which it may determine compliance with these terms and conditions. Without further notice, TMA reserves the right to prohibit use of the logos if it determines, in its sole discretion, that a user's logo usage, whether willful or negligent, is not in strict accordance with the terms and conditions of this license, otherwise could discredit TMA or tarnish its reputation and goodwill, or the user is not an TMA member in good standing.

12. While using the Five Diamond name or logo hereunder, Member shall inform TMA immediately of any potential infringement of a TMA mark or trademark which comes to Member's attention. TMA retains the right to determine if, in fact, an infringement exists and whether or not to pursue legal action and, while using the Five Diamond name or logo hereunder, Member will reasonably cooperate in any such undertaking. TMA will control the legal action including the financing thereof, and Member shall have no right in any recovery arising from any such legal action.
13. Any questions concerning use of the logos or the terms and conditions of this license should be directed to the TMA Executive Director, Celia Besore at 703-242-4670, Ext. 13 (dial 0 first) or at cbesore@tma.us.

TMA Five Diamond Dealer Program

If your company participates in contract monitoring or have a dealer program, **you have the option to invite your dealers to use the "System Monitoring Provided by a Five Diamond Monitoring Center" logo as detailed below.** Please indicate that you are interested in participating in this program by marking the appropriate box in the "TMA Five Diamond Application Form."

1. You will provide your dealer with the **three (3)** TMA Five Diamond Dealer Program enrollment forms for them to complete and return to TMA, with the appropriate membership payment.
 - a. The Monitoring Association (TMA) Non-exclusive, Limited, Revocable The "System Monitoring Provided by a Five Diamond Monitoring Center" Dealer Logo License Agreement (Logo) form
 - b. The TMA Five Diamond Dealer Program Application 2019.
 - c. The TMA Security Technology Services Provider Five Diamond Dealer Program Membership Application Form
2. Upon approval by TMA, TMA will notify your company and provide your dealer with the required logo for the period of a year, renewable yearly, and while your company continues to provide monitoring services to the dealer.
3. The logo license will be declared null and void if either the dealer stops being monitored by your company or the dealer fails to renew the license yearly, or the dealer fails to renew its TMA membership.
4. Failure to follow these provisions may result in infringement of this agreement and jeopardize your company's TMA Five Diamond designation.

I hereby agree to submit to the terms stated above.

Company Name _____

Representative Name _____

Signature _____ Date _____

ACKNOWLEDGED AND AGREED:

The Monitoring Association

Representative Name _____

Signature _____ Date _____



8150 Leesburg Pike, Suite 700
 Vienna, VA. 22182
 703-242-4670
www.tmaweb.org

NEW: TMA Five Diamond Dealer Program

For Alarm Companies With Accounts Monitored by TMA Five Diamond Members

The Monitoring Association, along with the TMA Five Diamond Committee, is excited to announce the new TMA Five Diamond Dealer Program. The program provides Five Diamond Member companies with dealers an additional benefit for participating in the Five Diamond Program. Dealers of currently designated Five Diamond companies who choose to participate will have access to a special logo and will be listed in the TMA website's Five Diamond section.

Why Should I Participate in the Five Diamond Dealer Program?

- The new distinction between the Five Diamond designated company and Five Diamond dealer logos will help protect the integrity of the Five Diamond logo and Five Diamond designation for currently designated companies.
- Inviting your dealers to participate in the dealer program can be considered a customer benefit for them.
- The implementation of this program could expand the reach of Five Diamond to alarm monitoring centers and dealers previously unfamiliar with it.

What are the requirements?

- Dealers are only allowed to participate if they have accounts monitored by a currently designated Five Diamond company.
- As the Five Diamond designated member, you choose which dealers to invite to participate in the program. No dealer will be allowed to participate without their Five Diamond monitoring company's approval. You will be responsible for explaining the steps and benefits of the dealer program to each dealer.
- Once interested Five Diamond companies have renewed their designation for the current year, they will receive the Five Diamond Dealer Program Application Packet to distribute to their dealers.
- Dealers wishing to participate will be required to complete and return the dealer program application and TMA Membership application to Malory Todd, Member Services Manager, at mtodd@tma.us. Upon approval, they will become a TMA Security Technology Services Provider member.

How Can I Participate or Find Out More?

- Complete your 2019 TMA Five Diamond Application/Renewal, indicating in the appropriated areas your desire to participate in the dealer program.
- Once your application has been submitted and approved, TMA will provide you with the Five Diamond Dealer Program Application Packet.

Have questions or need assistance? Contact Malory Todd at **703-660-4914** or mtodd@tma.us.