



Installation Quality Certification

IQ Certification Program

A TMA Product

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Installation Quality Certification Program Policies & Guidelines

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Scope of IQ Certification

On behalf of the IQ Certification Committee and TMA, welcome and congratulations in taking this important first step to improve consumer communications and best practices in the electronic security and detection profession.

These IQ Policies and Guidelines have been created by the IQ Certification Committee pursuant to the IQ Certification governing documents. IQ is a TMA program, with input provided by various industry stakeholders. Each of these policies and guidelines have been included for their effectiveness in running an effective program, increasing quality of service, promoting the highest level of professionalism and reducing false alarms.

In order to receive and maintain IQ Certified status, your company must abide by these Policies and Guidelines at all times, on all system installations and monitoring, and during the length of the relationship with the customer. The company IQ Compliance Officer is responsible for initial and continuing compliance with these Policies and Guidelines. This is an end-to-end process which starts in choosing the equipment best suited for the customer given the expectations of the consumer, utilizing quality installation techniques and understanding the needs of the customer, thoroughly training all users available during the commissioning process, and using false alarm abatement techniques and analytics to determine when consumers require additional training.

If embraced properly in this process of IQ certification, there will be an improvement in consumer satisfaction which directly improves the bottom line. Further, it focuses on the critical element of the monitoring center in preventing/abating false dispatches. With proper application of this IQ program, on ALL system commissioning, there will be a drop in dispatches of police, fire and emergency response services. The primary goals of this IQ program are (a) false alarm reduction, (b) best practice consistency through customer training, as well as all who interact with the system, (c) use of a protected FirstNet communications link, when available, with certification through TMA and (d) an ongoing analytics review for false alarm reduction processes.

This is an ongoing process and one that will require work for safety and security providers which must be drilled down to everyone in your operations. In order to receive initial IQ Certification, a company must, as part of the application process, certify that it is in compliance with all IQ Policies and Guidelines by signing and returning this document along with the IQ Application.

Please be sure to read all of the Policies and Guidelines carefully and ensure they can be consistently implemented and embraced in your operation. If you have any questions regarding any of the Policies or Guidelines, please address them to the IQ Certification Committee IQProgram@TMA.us. Keep a copy of this signed document in your company's IQ Compliance

Folder and display your IQ certification proudly. IQ serves as one of the best tools in your toolbox for quality and service differentiation.

This is a continuous improvement program and as such shall be updated as technology, customer demands, and installation techniques improve/change. By conformance to the IQ certification guideline process, you understand you shall comply with these ongoing best practices consistently upon promulgation of the enacted date.

In closing, don't commit to this prestigious IQ Certification program unless you and your team are truly committed to quality best practices, false alarm dispatch reduction techniques, comprehensive customer training and review of analytics addressing problematic areas.

Your commitment to quality

Your assurance of best practice

Your commitment to your customer

Your commitment to false alarm abatement

Your Points to Excellence

The Four Pillars of the IQ Certified Program

Quality – Process – Documentation – Follow-up

1- Professional design of systems with extensive end-user training and education, including a structured system commissioning process with compliance to the guidelines.

2- Ongoing internal processes to minimize false dispatches through analytical reports as provided by the monitoring facility and follow-up with mitigation techniques.

3- Documentation processes are completed from design through system commissioning.

4- Promotion of best practices through ongoing training, professionalism, and pride of your team.



Installation Quality Certification Policies

1. Introduction and Purpose of IQ Certification

To help electronic security companies that are proactively addressing the false alarm problem differentiate themselves from companies that are not, the IQ Certification Board created the Installation Quality Certification program, now managed by The Monitoring Association (TMA). This program will certify alarm companies that take steps to reduce false alarms and improve the quality in the delivery of electronic security.

To achieve and maintain IQ Certification status, a company agrees to implement the IQ Certification Guidelines, provide written documentation that the same has taken place, and apply for certification. Certification will be made by the IQ Certification Committee using only the criteria set forth under the program, based upon submission of a signed pledge that the guidelines are being followed. For definition purposes, the term “shall” is a mandatory requirement – the term “should” refers to a practice which is recommended when its application is suitable.

Once certified, a company must install and/or monitor every system following the Guidelines. Each system installed *and* monitored by an IQ Certified Company must follow the IQ Certification Guidelines on the installation and monitoring.

The IQ Certification Committee in performing its functions, does not assume or undertake to discharge any responsibility of the installing or monitoring company or any other party. The opinions and findings of the IQ Certification Committee represent its professional judgment given due consideration to the necessary limitations of practical operation and what is state-of-the art at the time the IQ Certification Guidelines are approved. The IQ Certification Committee and TMA shall not be responsible to any party for the use or reliance upon this program by anyone for any reason. The IQ Certification Committee and TMA shall not incur any obligation or liability for damages, including consequential damages, arising out of or in connection with the use, interpretation of or reliance upon this program. Participants in the IQ Certification Program agree to indemnify defend, and hold harmless the IQ Certification Committee and TMA from and against any loss, cost, or damage of any kind, to the extent arising out of a Participant’s own negligence or willful misconduct while participating in the Program.

3. Company Certification.

Application Procedure:

- To apply for status as an IQ Certified Company, a company shall submit the following:
 - A signed copy of the Compliance Officer Certification Form.
 - A copy of an insurance certificate naming TMA as an additional insured
 - A signed copy of the IQ Guidelines, signed by the IQ Compliance Officer and the Authorized Company Officer.
 - A copy of a written company policy that requires IQ Certification compliance by all employees, signed by the IQ Compliance Officer and the Authorized Company Officer.
 - A signed copy of the Police Dispatch Rate form, if a dealer.
- Have on file the following:
 - An IQ Application signed by a company officer notarized or stamped by a commissioner of oaths.
 - Name and title of the company or branch's IQ Certification Compliance Officer and evidence of required training.
 - Evidence of completion of TMA-approved courses, i.e., TMA's False Alarm On-line course or equivalent and all required continuing education to maintain certified status or equivalent training for all qualified installers of the company, one of whom must perform on-site inspection after the installation of each IQ Certified System.
 - A signed copy of the IQ Certification Guidelines.
 - Evidence of compliance with any required state licensing/registration if applicable in your jurisdiction(s) (e.g. a photocopy of the license(s)). Please disclose in the IQ Certification Program Application form all provincial and local licenses that the company maintains.
 - A copy of a written company policy stating that the company agrees to comply with the IQ Certification Guidelines and that each employee is responsible for compliance.
 - A copy of an insurance certificate indicating coverage for Errors and Omissions and general liability in the amount of 1 million dollars per occurrence, and 2 million dollars aggregate.

IQ Certification Compliance Officer: Each IQ Certified Company or Branch shall employ an IQ Certification Compliance Officer who shall be responsible for the company's compliance with the Policies and Guidelines set forth by the IQ Certification Committee. An individual may only serve as a Compliance Officer for one IQ Certified Company. The Compliance Officer shall:

- Maintain a file of copies of all application materials including evidence of training completion on an ongoing basis;
- Keep on file a completed copy of the Installation Quality Checklist for each system installed;
- Attend at least one (1) compliance officer call annually; and
- Have a customer's material that directly and solely relates to the IQ inquiry for that customer available to the IQ Certification Committee for review in event of a formal inquiry from that customer.

Re-certification: To apply for annual re-certification, a company must submit an application for re-certification as well as any of the required certification materials which may have changed since the time of last certification or re-certification.

Any company which fails to re-certify after two months of the expiration of its most recent certification shall be considered non-certified.

Fees and Benefits: The initial processing fee for a new applicant and re-application fees to be paid annually shall be determined by the IQ Committee. Once accepted as an IQ Certified Company, members will receive a standard compliance certificate and be authorized to use the Certificate and IQ Logos in advertising, sales promotions, municipal relations, and other promotional uses while they remain members in good standing. IQ will provide and authorize, upon assurances all IQ criteria are met, provisional license of its trademarks and copyrighted materials.

4. Reinstatement

A previously certified IQ Certified Company may have its certification reinstated by completing the requirements for re-certification and paying a reinstatement fee to be determined by the IQ Committee. An application for reinstatement must be submitted within 6 months of the date on which the company became non-certified. For companies wishing to reinstate their certification after such 6-month period, they must apply as a new applicant and pay the applicable new applicant fees.

5. Enforcement

The IQ Certification Committee shall handle all inquiries regarding any alleged non-compliance with the Guidelines. The IQ Certification Committee shall reasonably consider all inquiries regarding any alleged non-compliance and revoke certification based only on “official evidence” that the IQ Certification Guidelines are not being met. “Official evidence” shall mean a letter or other written communication from a governmental agency charged with regulating electronic security companies, which states that an IQ Certified Company has been fined or otherwise sanctioned or penalized for failing to comply with the applicable alarm licensing/registration statute, regulation or ordinance. The IQ Certification Compliance Officer of the allegedly non-complying IQ Certified Company shall be made available to the IQ Certification Committee or its designated inspectors for the purpose of investigating the alleged non-compliance. Reasonable notice shall be given to the putative non-complying company regarding the required appearance of its IQ certification compliance officer.

Upon receipt of a formal inquiry regarding a specific company’s alleged non-compliance, the IQ Certification Committee will encourage the inquiring entity (whether it be another company, consumer, or a governmental agency) to deal directly with the IQ Certified Company. If no resolution is reached, the Committee shall require that the inquiring entity describe the nature of the alleged non-compliance, specifically identify which policies and/or guidelines were violated and provide a copy of the evidence such non-compliance.

The Committee shall then investigate the inquiry by examining all material that it deems relevant in connection with such inquiry. The IQ Certified Company who is being investigated will be invited to participate in the investigative process.

Following the completion of its investigation, the Committee shall issue a ruling as to whether the IQ Certified Company is in compliance with the Guidelines. If the Committee determines that the IQ Certified Company is not in compliance with the Guidelines, the Committee shall provide written notice to such company, which notice shall state the nature of the non-compliance and require the IQ Certified Company to become compliant with the Guidelines within 21 days of receipt of the Committee’s notice and to notify the Committee accordingly. IQ Certified Companies that fail to become compliant within such 21-day period (or such longer period as may be allowed by the Committee in its discretion) shall have their certification revoked by the Committee.

The use of the IQ certification designation and all IQ certification materials are for the express use of companies certified by the IQ Certification Committee. Any use of IQ Certification materials or implication of IQ Certification by non-certified companies is strictly prohibited.

6. Appeals of Certification Denial and Revocation

Appeals involving the certification process, including appeals from decisions by the IQ Certification Committee to either deny or revoke certification, shall be handled by an Appeals Committee. Members of the Appeals Committee shall be appointed by the IQ Certification Committee and shall consist of one public law enforcement officer, one state regulator of the alarm industry, and one government employee charged with responsibility for false alarm management. A Committee member's term shall last three years, subject to reappointment.

Guidelines for Installation Quality (IQ) Certification

1. Introduction:

Adherence to the IQ Certification Code of Ethics and the IQ Certification Guidelines are conditions required for designation as an IQ Certified Company. Entry into the IQ program shall not be taken lightly; it requires an ongoing commitment from management and all staff. These requirements are based, in part, on studies and field tests undertaken to determine the most effective means of false alarm control and an appreciation of the burdens created by false alarms. They are subject to revision as further experience and investigation may show is necessary or desirable.

The IQ Certification Committee, in performing its functions in accordance with its objectives, does not assume or undertake to discharge any responsibility of the installing or monitoring company or any other party. The opinions and findings of the IQ Certification Committee represent its professional judgment given with due consideration to the necessary limitations of practical operation and state-of-the-art at the time the Guidelines are approved.

The IQ Certification Committee and TMA shall not be responsible to any party for the use or reliance upon these IQ Certification Guidelines by anyone for any reason. The IQ Certification Committee and TMA shall not incur any obligation or liability for damages, including consequential damages, arising out of or in connection with the use, interpretation of or reliance upon these voluntary IQ Certification Guidelines. Participants in the IQ Certification Program agree to indemnify defend, and hold harmless the IQ Certification Committee and TMA from and against any loss, cost, or damage of any kind, to the extent arising out of a Participant's own negligence or willful misconduct while participating in the Program.

2. Code of Ethics:

All companies participating in the IQ program and their employees, individually and collectively, agree to maintain the highest level of ethical conduct through adherence to the following code.

- a. We will further the public interest by contributing to the development of a better understanding and use of the capacities, abilities, and technical skills of the electronic security and life safety industry and by accepting our responsibilities to the communities within which we live and work.
- b. We will present our qualifications to prospective customers solely in terms of our ability, experience, and reputation and will strive continuously to improve our knowledge, skills, and techniques to make available to our clients the benefits of our professional attainments.

- c. We will always be mindful of the trust placed in us by our customers and of our responsibility to render services at the highest level of quality.
- d. We will ensure that all of our employees are carefully oriented so that they will clearly understand company operations, policies and procedures and their relationship with subscriber companies and employees.
- e. We will apply uniform and equitable standards of employment opportunity and assure that the best possible use is made of the abilities, technical and other, of our employees regardless of race, creed, color, sex, or age.
- f. We will endeavor to provide opportunity for the professional advancement of those employees who enter the electronic protection industry by assisting them to acquire additional knowledge and competence in their technical skills and to keep up with significant advances regarding state-of-the-art Industry changes.
- g. We will maintain a wholly professional attitude toward those we serve, those who assist us, toward other firms in the industry, toward the members of other professions, and toward the practitioners of allied arts and sciences.
- h. We will respect the reputation and practice of other firms in the electronic security and life safety industry, but we will expose, without hesitation, conduct which may be unethical according to this Code of Ethics.
- i. We will support all reasonable individual and cooperative efforts among alarm users, the police, fire officials, government and the electronic security and life safety industry to reduce false or unnecessary first responder dispatches.
- j. We recognize that the registration/licensing of Alarm systems/users is a key component to the successful reduction of false alarms in the electronic security system and electronic/life safety system.

3. Guidelines:

A. IQ Company Guidelines

- a) Each IQ Certified Company is required to notify IQ if it is not in compliance with all state/provincial and local regulations within the time frame permitted by the applicable law.
- b) Each IQ Certified Company shall form a Quality Control Team whose function is to identify, prevent, and/or eliminate false alarms and unnecessary dispatches. IQ certified companies shall respond to customer issues reasonably and promptly. Larger companies should include at least one key person from each of the separate departments (management, sales, installation, service, and monitoring). The names of the employees comprising the Quality Control Team shall be submitted upon initial certification and then after annually to the IQ Certification programs.

- c) IQ certified companies shall reasonably respond to requests and follow-up from monitoring centers and AHJs.
- d) The Quality Control Team shall evaluate all new equipment for potential problems, as well as environments and reevaluate all equipment in use for evidence of efficacy and problematic issues.
- e) The Quality Control Team shall develop and implement design features and technology aimed at eliminating user errors by installing and commissioning the system to the best extent possible. Subscribing to protocols established in ANSI CP-01 and the Security Industry Alarm Coalition (SIAC) shall be the bedrock of every system installed.
- f) Every possible opportunity shall professionally be utilized to avoid false dispatches and keep monitoring center traffic to a minimum. Customer education and, as needed, re-education, are not only a requisite tenet of the IQ certification program, but also help to ensure customer detection levels are kept to an expected level, as well as helping to make the customer satisfaction levels higher.
- g) The IQ certification protocol requires that a program be established and documented for ongoing review at least weekly to identify problematic dispatches and customer user errors which shall be promptly corrected.
- h) The Quality Control Team shall develop procedures to minimize or eliminate the creation of different operating procedures for each system and encourage the standardization of system indicators and operation.
- i) The Quality Control Team shall institute a policy that requires affirmation that a system is in test mode, either through a smart phone app or telephonically, before authorized technicians initiate work on any system previously known to be in service or active.

B. IQ User Training Guidelines & Protocols

- a) Each end-user of an electronic security and life safety system shall be provided with appropriate instruction and documentation electronically and, if requested, hard copy which contains consumer friendly and simple operating procedures; procedures should also be provided in the event of an accidental alarm in order to avoid unnecessary dispatches.
- b) Each user shall be thoroughly instructed in the proper operation of all equipment and procedures to be followed in the event of an accidental alarm by an individual properly trained to train system users.
- c) For every installation, the user shall be informed that the installation was performed following IQ Certification techniques. Each user shall be present, if practical, with the IQ Certification Checklist or an electronic copy, and each section of the checklist shall be explained to the user before it is checked.

- d) All equipment installed shall be listed for its intended purpose and installed per industry codes, standards, and manufacturer's specifications.
- e) Each end-user shall be instructed, in writing or through electronic documentation, of procedures to test the system.
- f) All customers shall be given the option to pause monitoring for seven (7) days after installation for a training period during which dispatch requests will not be made to law enforcement to ensure reductions of false alarms.
- g) Please reference SIAC's best practices to establish the most optimum customized plan for YOU, the IQ certified provider to mitigate false dispatches and unnecessary signal traffic to the monitoring center.
- h) Multi-Family System:
 - i) For the purposes of these guidelines, a multi-family system shall be defined as a system installed in a residential structure containing three or more individual living units with independent kitchen and bathroom facilities, whether designed as apartment buildings, tenements, condominiums, or garden apartments and where each living unit is provided with an independent security alarm system. The requirements for User Training contained in sub-clauses 2a, 2b, 2d, and 2e above shall be provided for each new user of the security alarm system.
 - ii) For every installation, the user shall be informed that the installation was performed following IQ Certification techniques. Each user shall be subjected to a review of the IQ Certification Checklist, and each section of the checklist shall be explained to the user prior to being checked. Upon completion of the checklist review, a copy of the completed checklist shall be provided to the user in hard copy or electronically.

C. IQ Employee Training Guidelines

- a) Training programs shall provide all employees assigned to train users with the knowledge to teach customers how to operate their systems. All employees of the IQ Certified provider shall be provided with at least one hour per month of training, appropriate to their responsibilities including but not limited to;
 - i) False alarm causes and solutions.
 - ii) Awareness of their responsibilities to the end user.
- b) The requirements of the IQ Certification Program, including the IQ Certification Guidelines.

- c) All qualified installers shall have completed a TMA-approved certified technician course or equivalent. Each IQ Certified System shall have at least one qualified installer on-site to inspect the completed installation and shall complete the IQ Checklist with the customer either in hard copy or electronically.
- d) Technical assistance and training, including technical classes at company meetings as often as necessary, shall be provided to sales personnel and customer service personnel to help avoid misapplication.

D. IQ System Design Guideline Criteria Targets

- a) System designs shall comply with all local ordinances and regulations and applicable industry recognized installation, service, repair, inspection and maintenance standards and best practices promulgated by NFPA, ICC, UL, ULC, ESA, TMA, SIA, and all applicable manufacturer specifications.
- b) Each system designer or sales person shall be a trained individual who is familiar with the environmental factors that may impair the operation of a device. They shall reasonably determine the proper location and application of each device given the parameters of the technology and environment.
- c) Each IQ Certified company is encouraged to develop a customized checklist for sales personnel to help them determine the proper location and application of each device given the parameters of the technology and environment. This shall be updated on a regular cycle and not to exceed an annual review timeframe.
- d) Each system design shall accommodate the presence of pets, sizes of pets, air infiltration, potential aberrations, hazardous locations, and technology limitations which could cause false dispatches.
- e) Customers shall be informed of the special design techniques involved when pets or other factors are intrinsic in the system.

E. IQ Equipment Guidelines

- a) All electronic security and life safety system equipment must be UL/ULC/C-UL listed, FM, or ETL, approved or equivalent, used only for the purpose intended by the manufacturer and installed per the manufacturer's specifications.
- b) All panic or medical emergency alarm activations shall cause an audible alarm.
- c) All holdup alarms (requiring push button activation) must use simultaneous two-button activation or a keyed or latching manual reset after activation. Latching panic/holdup devices require a restore signal sent to the monitoring facility upon restoration.

- d) Any electronic security and life safety system that has a touchpad, screen, smartphone or other device designed to allow the user to activate the alarm (when in the disarm mode) must be configured as follows: panic, fire, and medical emergency alarms must be audible; duress or holdup alarms can be silent. Duress codes shall be dramatically different from user codes. -
- e) Every residential electronic security and life safety system control panel shall have either: a) push on/off connectors to the battery and a description of the transformer location permanently affixed to the inside of the control panel; or b) an on/off switch that disconnects the battery and transformer from the central processing unit inside the control panel or an electronic means of reasonable disabling in case of a malfunction.
- f) Every electronic security and life safety system at time of commissioning shall use a control panel listed as meeting the current SIA CP-01 control panel standard.
- g) Every electronic security and life safety system shall have standby power sufficient to operate the system in non-alarm status without being the cause of alarm activation for a minimum of four hours.
- h) Every electronic security and life safety system shall have a supervised standby power supply that engages a local annunciation when standby power falls below the manufacturer's recommended specifications.
- i) Any residential system with an audible alarm shall have a sufficient number of sound-generating devices to alert or awaken all normal hearing occupants within the alarm site that an alarm has been activated.
- j) All intrusion alarm audible devices shall automatically silence no more than 30 minutes after activation or as dictated by local ordinance.
- k) Exterior intrusion alarm audible devices shall not be activated more than three times from the same device in a same arming period unless the cause of the activation is known and corrected.

F. IQ Installation Guidelines & Protocols

- a) Any system installed in accordance with UL ULC/C-UL, ETL, or FM specifications shall be considered acceptable under these standards.
- b) System installations shall comply with all local ordinances and regulations and applicable industry recognized installation, service, repair, inspection and maintenance standards and best practices promulgated by NFPA, ICC, UL, ULC, ESA, TMA, SIA, and all applicable manufacturer specifications.
- c) All work shall be completed in a neat and orderly manner.
- d) Electronic security and life safety system equipment, wiring and grounding shall be securely mounted to the building structure. A suitable moisture barrier shall be provided between equipment and exterior masonry walls.

- e) Electronic security and life safety systems which incorporate at least one (or more) fire detection devices shall be installed in compliance with the applicable adopted NFPA 72 [National Fire Alarm & Signaling Code], ICC International Building Code/International Residential Code or equivalent in the particular jurisdiction.
- f) Electronic security and life safety systems shall be installed in compliance with SIA CP-01 and incorporate (as applicable) false alarm reduction programming default settings.
- g) Wiring between a battery and power supply to a notification device shall be of a sufficient gauge to not have a voltage drop of more than 15%. When operating on backup power, the voltage measured at the notification device shall not be less than the minimum operating voltage specified [if provided] by the manufacturer.
- h) All splices shall be twisted securely or “hot” soldered and covered with electrical tape or secured with listed solderless crimp connectors. Connection wires to screw terminals shall be made using either a crimp or solder-type spade lug. Terminal boards with clamping washers may not require a spade lug or soldering. Solderless crimp connectors shall be crimped with a tool recommended by the manufacturer.
- i) Every electronic security and life safety system using a digital communicator, cellular communicator or IP transmitter shall have a proper telephone interface, router or device as required by the FCC or Industry Canada, accessible to the alarm user and mounted within 24 inches of the control panel. It is best practice to have a UPS on any routers utilized by the alarm system for communications or Wi-Fi which could impair communications.
- j) Each system shall be tested completely after installation. Test is to include operation on backup power.
- k) At the conclusion of each installation, a qualified company representative shall review with the customer the IQ Certification commissioning checklist, either as a hard copy or on their iPad and explain each section of the list before it is checked / clicked off. The system commissioning checklist must be completed by a supervising installer for each installation.
- l) As a best practice, wires should be tagged when being installed and not afterwards.
- m) All devices should be installed with a single continuous cable run not containing any splices wherever possible.
- n) Wiring should follow color codes established by the IQ installing company.
- o) Wire lists shall be affixed inside the control panel.
- p) All power consuming devices in the alarm system shall be point identified.

- q) Installations with less than 128 points of detection shall have no more than one device per point/zone; however, all power consumers such as wireless sensors, wireless CO, etc., (active sensor) shall be on individual zones.
- r) Installations with more than 128 points of detection should have no more than three devices per zone.
- s) Each zone should be individually annunciated to the monitoring station.
- t) Status of all zones and all panel troubles should be visible to the end user.
- u) Bell/siren circuit fault conditions should be transmitted to the monitoring station as a trouble signal if the system is disarmed, and as an alarm if the system is armed, if the panel technology allows.
- v) Commercial /industrial systems shall report arming and disarming signals with user identification to the monitoring station when there is no per call cost incurred.
- w) Residential systems should report test codes to the station a minimum of every seven days or as dependent of the applicable code.

G. IQ Monitoring Guidelines

- a) All systems shall be monitored by an IQ Certified Company.
- b) All systems shall be monitored in accordance with TMA Monitoring Guidelines in effect as of Jan 1st, 2020.
- c) It shall be standard operating procedure for all IQ Certified Companies to attempt to verify all burglar alarm signals using industry accepted Enhanced Call Verification procedures (TMA CS-V-01 Standard), as well as all other signals that can be prudently verified, before requesting police dispatch, unless there is a specific needed documented cause and effect countermanding this process (see Cii).
 - i) For accounts in jurisdictions where codes, laws, or regulations requires attempted verification, all signals covered by such law or regulation shall undergo attempted verification, with the only exceptions being those allowed by codes, ordinances, laws, or regulations.
 - ii) For IQ Certified installing dealers, an exception to this guideline may be made if the IQ Certified installing company has a strong reason to believe that this guideline will create a life/safety situation for the particular customer. In this event, the IQ Compliance officer shall place a written waiver of certification signed by the customer, which states the compelling reason for non-verification in the company's IQ Compliance file. If the monitoring of such an account is performed by a contract monitoring center, a copy of this waiver must be forwarded to the IQ Certified Contract monitoring center along with the request

for non-attempted verification dispatch, which must keep the copy of the waiver in its IQ Compliance file.

- iii) For third party monitoring centers that monitor accounts of non-IQ Certified installing dealers, an exception to this guideline may be made on accounts of non-IQ Certified dealers upon written request of the non-IQ Certified dealer. In such cases, the IQ Certified contract monitoring center shall make regular efforts to educate the non-IQ Certified dealer about the value of verification to the user, the community, and the industry. Evidence of these attempts must accompany each application for certification and recertification.
- d) Monitoring centers shall have a policy to create a data flow either through text, smart phone, email or postal service between the monitoring center and the installing/service company/department so that the installing/service company/department can call all customers who have experienced an alarm activation to investigate and prescribe corrective action as needed.
- e) Monitoring Centers providing contract monitoring services shall encourage all contractually related installation companies to attain IQ Certified Company status.
- f) You will make best efforts to embrace best practices and standards development.

This is a continuous improvement program and as such shall be updated as technology, customer demands, and installation techniques improve / change. By conformance to the IQ certification process, you understand you shall comply with these ongoing best practices upon promulgation of the enacted date.



I have read and understand the IQ Certification Program Policies and Guidelines. As compliance officer/CEO (or authorized officer) for my company, I agree to abide by these Policies and Guidelines. I understand that if I or my company is found by the IQ Certification Committee to fail to adhere to these policies and guidelines that my company's IQ Certification may be immediately revoked and that my company must remove the IQ Logos, marks and references from all company material and property at my company's expense.

IMPORTANT: The IQ Certification Committee, in performing its functions in accordance with its objectives, does not assume or undertake to discharge any responsibility of the installing or monitoring company or any other party. The opinions and findings of the IQ Certification Committee represent its professional judgment given with due consideration to the necessary limitations of practical operation and state of the art at the time the Guidelines are approved. The IQ Certification Committee and TMA shall not be responsible to any party for the use or reliance upon these IQ Certification Guidelines. The IQ Certification Committee and TMA shall not incur any obligation or liability for damages, including consequential damages, arising out of or in connection with the use, interpretation of or reliance upon these voluntary IQ Certification Guidelines. Participants in the IQ Certification Program agree to indemnify defend, and hold

harmless the IQ Certification Committee and TMA from and against any loss, cost, or damage of any kind, to the extent arising out of the Participant's own negligence or willful misconduct while participating in the Program.

You certify by seal compliance to all elements of the IQ certificate program at time of promulgation

 _____  _____
Compliance Officer / Technical Manager– Secondary Compliance officer Date

 _____  _____
CEO / Authorizing Officer– IQ Certified Company Date

IQ Program Director TMA reviewed Date

Notary / Magistrate / Stamped *Commissioner of Oaths* - as applicable in jurisdiction of Law [seal affixed and dated]