



FAQ for Allied Protective Systems Customers

Following are answers to questions you might have about the transition of your account from Allied to Guardian Security Systems. We hope that you find them helpful.

About my Monitoring Service

Q: Will my monitoring agreement change?

A: No. Your contract and account information will remain the same.

Q: Will I have the same password?

A: Yes. All of the information we need to monitor your security system will remain the same, including your password and the list of people you want us to contact if your alarm goes off and you are not available.

Q: When will Guardian begin monitoring my security system?

A: For the near future, your alarm system monitoring will remain exactly the same. You will be notified when Guardian takes over the monitoring of your account, which we anticipate completing by the end of March 2015. At no time will your monitoring service be interrupted as part of this transition.

Q: Whom do I call for service and dispatch during the transition?

A: For now, you should continue to call the Allied customer service group for assistance at [405-842-5333](tel:405-842-5333).

Q: Does the Guardian monitoring center have power back up?

A: Yes. Our monitoring center is supported by two separate feeds from a substation adjacent to our property as well as three (3) 500KW backup generators, which are automatically activated in the event power is interrupted.

Q: I understand about burglary, fire and medical signals; but, once you begin monitoring my account, do you call about other signals?

A: We do attempt to call on trouble signals as a courtesy to our customers. While we do call on most trouble signals we receive, it is important that you call the monitoring center if you have a yellow "trouble" light on your keypad panel. We call on residential trouble conditions between the hours of 8:00 a.m. and 9:00 p.m. The exceptions are smoke, fire, carbon monoxide or high water detection conditions; because these are safety hazards. These are called on 24 hours a day. We also call on commercial trouble conditions 24 hours a day, unless instructed otherwise by the customer. The single exception is for "Late to Test" alerts. These are called on between the hours of 8:00 a.m. and 9:00 pm, based on the customer's time zone.

Q: Will my alarm still work if I cancel my landline telephone?

A: We offer alarm monitoring through a cellular network as well as Wi-Fi monitoring, which are great security features because they eliminate the need for a landline telephone. If you cancel your landline, please contact us at [866-491-3199](tel:866-491-3199) or [918-491-3199](tel:918-491-3199) for assistance.

Q: What if my power goes out?

A: All of our alarm systems include a backup battery that will power your alarm for several hours.

About my Bill and Payments

Q: Will my bill change?

A: The amount of your payment will remain the same. If your account is paid by credit card or bank draft, nothing will change. If you receive your bill in the mail, you should continue to receive your invoice about the same time each month, with the first one arriving in January from Guardian. For auto-pay customers, your bank or credit card statements will show 'Guardian/CSG Nationwide' for your monthly payment.

Q: Can I pay my bill online?

A: Yes! Simply visit the My Account page, under the Support section at www.csg-guardian.com and follow the steps to register your account. You may also elect to enroll in auto pay for worry-free payment.

Q: Do you charge to make a phone payment?

A: No. We are happy to process your payment free of charge. If needed, you may reach us at [877-642-4567](tel:877-642-4567).

About Guardian Security Systems

Please watch for an official “welcome” from Guardian Security once we have transitioned your monitoring service to our center. This welcome letter will include contact information for assistance 24 hours a day, seven days a week. In the meantime, here are more frequently asked questions and their answers to help you get to know us:

Q: Who is Guardian Security?

A: Guardian Security is part of one of the largest independently owned and operated alarm companies in the country, Central Security Group, and we are honored to serve hundreds of thousands of customers across Oklahoma, providing wireless security and innovative home automation solutions. Based on the commitment to service we made 40 years ago, we continue to evolve – both our standard of service and the products we offer.

We care about our customers! At Guardian Security, each member of our professional staff is dedicated to the most positive customer experience. All of our employees have gone through an intensive criminal background check, licensing and training. We take great pride in our work and constantly strive to ensure that our workmanship and services exceed the expectations of our customers. We also encourage feedback and questions. Our welcome letter will include the best ways to reach us.

Q: What is Guardian’s license number?

A: Our state license number is 0002.

Q: What are Guardian’s hours of operation?

A: We never close. We are at your service around the clock, 24 hours a day, 365 days a year.

Guardian’s Exclusive Programs and Benefits

Q: Does Guardian have a referral program?

A: Yes! And it’s a great way to receive credits on your account. For every referral you provide who becomes our customer, we will apply a \$75 credit to your account. The credit amount may be doubled for referrals who become customers within 60 days of your original installation date. Visit [here](#) for more information.

Q: Do you provide a security system certificate to help receive a discount on my homeowners insurance premium?

A: Yes! Many insurance companies discount homeowners insurance premiums for owners of a monitored alarm system. The discount may be enough to nearly pay for your alarm monitoring! Visit [here](#) for more information. To receive the insurance verification certificate, we will need to test your system to ensure it is signaling us properly. Please contact us for assistance after you have received your official welcome letter.

Q: Will I receive a new, Guardian yard sign?

A: We would be happy to send you a yard sign upon request.

For additional information, please visit www.csg-guardian.com/faq.