

Canada ACN Home Security

→ Vivint & Protectron



Security Statistics

- 1 home in 5 will suffer a burglary or fire incident in the next 6 years
- 1 home in 3 will have a medical emergency this year
- A burglary occurs in the every 15 seconds
- A home security system makes you 3 times less likely to be broken into
- 9 out of 10 convicted burglars agree they would avoid a home protected by a security system
- Burglaries of residential properties accounted for 70.3 percent of all burglary offenses
- Home security systems may save you up to 20% on your home owner' s or renter' s insurance

Key Customers

Individuals



Families
with
Children

People That
Recently
Had a Life
Event Occur



People
Who
Travel
Often

vivint.Smarthome™
Authorized Dealer

Welcome to Vivint

Who is Vivint?

One of the largest security and home automation companies in North America

Vivint's mission

Protecting families, increasing energy efficiency, simplifying lives

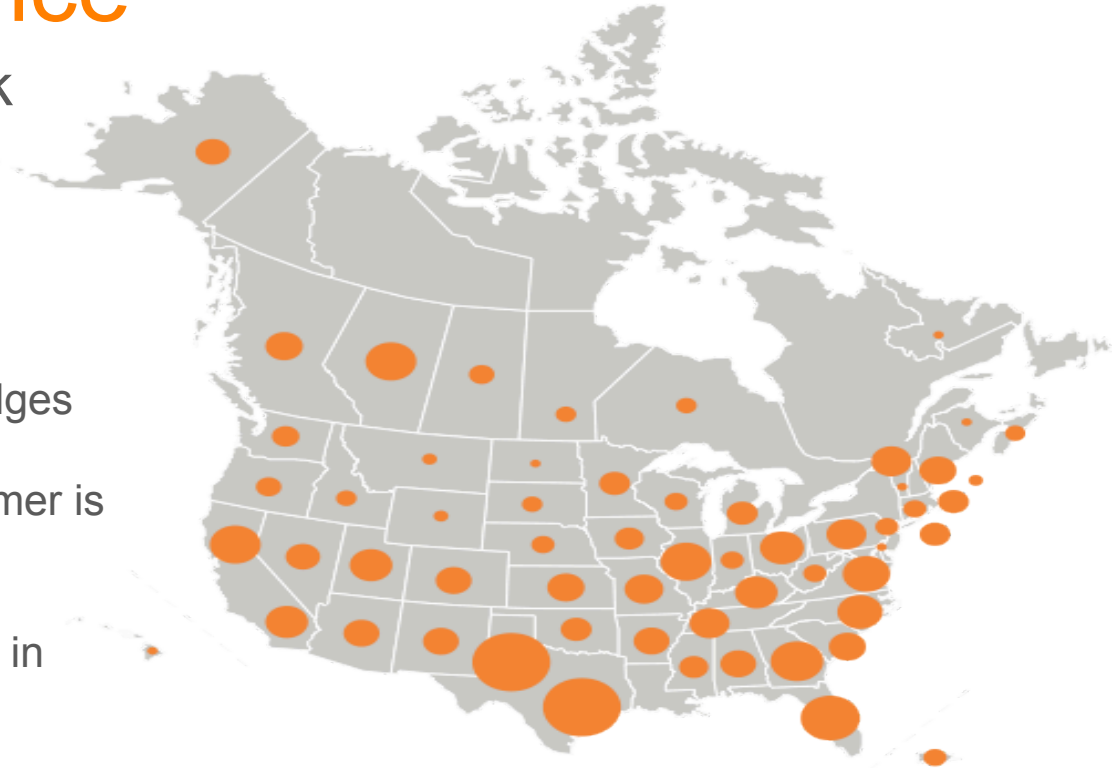
What they do

Provide simple, affordable home automation

Customer Service

Installer/service network

- Across the US and CA except Quebec
- Employees are part of a Vivint branded fleet, including fleet vehicles, uniforms and I.D. badges
- Average time to service customer is 72 hours
- 95% of problems are resolved in one service visit



Why Vivint?

wireless technology



2-way live communication



mobile access



energy management



custom alerts & notifications



remote video monitoring

- Vivint gives you the ability to manage your entire system through your computer, tablet, smartphone or any web-enabled device.
- You can access video monitoring, lighting and lamps controls, door locks, thermostats, alert notifications and much more.
- Protect your home from anywhere thanks to Vivint's mobile app and with cellular technology, there are no wires to cut, making your home always secure.
- Customers receive cloud-based, LCD color touch screen panel that allows them to control their system while they are at home or away, to manage their entire system through a computer, tablet, smart phone, or any web-enabled device. Home automation is affordable and completely wireless.

Product Overview - Packages



SMART
Protect

- ✓ Smart home security
 - SkyControl Panel
 - 24x7x365 monitoring
 - Customized security equipment
 - Free Vivint mobile app



SMART
Protect & Control

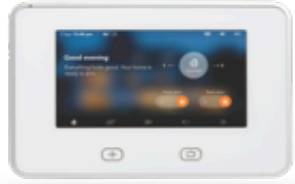
- ✓ Smart home security +
- ✓ Home Control
 - Choice of 2 smart home products



SMART
Complete

- ✓ Smart home security +
- ✓ Home Control +
- ✓ Cloud Storage

Product Overview - Equipment



SkyControl
Panel



Door
Lock



Wireless
Camera



Outdoor
Camera



Smart
Thermostat



Doorbell
Camera &
Intercom



Space Monkey
1T Storage



Z-wave Light
Switches
(compatible)



Garage Door
Control



Appliance
Control



Motion
Detector



Flood
Sensor



Fire
Fighter



Glass Break
Detector



C.O.
Detector



Recessed Door/
Window Sensor



Medical
Pendant



Key Fob



Smart Protect



Protect your home and family

- SkyControl panel
- Wireless technology
- 24 / 7 monitoring and support
- Remote access and mobile app
- Custom event notifications
- Lighted yard sign
- Up to \$420 of customizable equipment



Smart Protect and Control



Stay connected with home

- Includes **Smart Protect +**
- The choice of any two automation devices:
 - Automatic door locks
 - Programmable thermostat
 - Indoor camera
 - Doorbell camera
 - Garage door controller
 - Outdoor camera



Smart Complete



Everything in one simple package

- Includes **Smart Protect & Control +**
- Space Monkey data storage:
 - Local copy + cloud backup
 - 1 TB of storage space
 - Fully encrypted
 - IOS, Android, Mac & Windows compatible
 - Remote access

Space **MONKEY**



How to Order

You should educate yourself and your customers at the online portal

Go to Your ACN Direct Online Store

Select Home Security

Select Shop Now

vivint.SmartHome
Authorized Dealer

Vivint Security & Home Automation

Order Now: 877-479-1668

Call to order or select "Shop Now" below to browse packages!

Home security has never been smarter. Protect what matters most with Vivint's new SMART Security packages featuring the latest in home automation, security and energy management!

vivint.

Shop Now



How to Order

RESIDENTIAL

877-479-1668*

8 am-Midnight ET

Seven Days a Week

BUSINESS

877-479-1668*

8 am-Midnight ET

Seven Days a Week

Customer *MUST* be on the line

**English Only*

vivint.SmartHome
Authorized Dealer

— get at least —

\$1,300
worth of **FREE**
EQUIPMENT

BUY ANY VIVINT SERVICE AND YOU'LL
HELP SECURE A CHILD'S FUTURE.

CALL 877-479-1668

*Service plan required. [Click here](#) for plan details.

ACN

Customer Expectations

Easy professional installation

- Customers can set a convenient time and date
- Mon - Sat from 9 am to 8 pm ET
- First available appointment is typically within 3 days
- Most installations are completed within 7 days

Confirmation of Order

Email confirmation that includes:

- Account number, Order summary, Activation fee amount, Monthly payment, Total up-front payment, Payment method, Installation appointment information

Ordering Tips

- Customers should use Business ID on each order
- Customers must provide their own valid email address
- Customer must provide credit card for purchase
- Customers must read, understand and acknowledge the Terms and Conditions
- Requires a 42 month contract

Online Account Management

Customer will receive an email with instructions on accessing the online Account Management page

Welcome home

Email

Password

Keep me signed in

Sign in

[Forgot password?](#) [Need an account?](#)

FAQs

HOW DO I GET VIVINT INSTALLED IN MY HOME? - *In order to sign up for Vivint through ACN, you must:*

Own your own home. No rentals.

Pass a credit check

Have a valid credit card, debit card or checking account

Not be under contract with another security provider

Agree to a 42-month monitoring agreement

HOW LONG WILL IT TAKE TO INSTALL VIVINT IN MY HOME? - *With a business model designed for ongoing service and support, Vivint employs certified technicians throughout North America. These technicians are typically available for next day service, as well as 24x7x365 monitoring and customer service support.*

WHAT IF MY HOME IS PREWIRED FOR SECURITY? - *While we do not install new hardwired systems, we can use your existing hardwired equipment. If, for some reason, your hardwired equipment does not work with our products, we will install a wireless system.*

DO I NEED A LANDLINE PHONE TO GET A SYSTEM? - *No. Our wireless system uses cellular technology, giving you greater security than ever before.*



Protectron[™]
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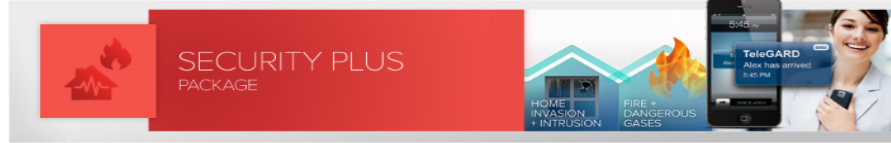


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PACKAGES

GREAT PACKAGES:

[COMPARE OUR PACKAGES](#)



SECURITY PLUS PACKAGE

HOME INVASION + INTRUSION | FIRE + DANGEROUS GASES

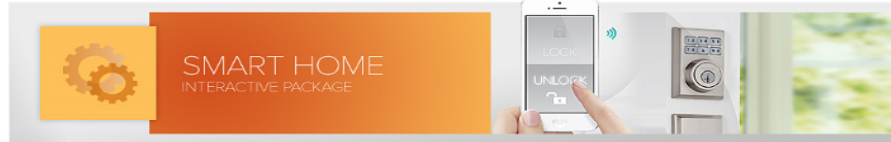
TeleGARD
Alex has arrived
5:45 PM

A banner for the Security Plus Package. It features a red background with a house and fire icon. To the right, there are icons for 'HOME INVASION + INTRUSION' and 'FIRE + DANGEROUS GASES'. Further right, a smartphone displays a 'TeleGARD' notification: 'Alex has arrived 5:45 PM'. A woman is shown smiling while holding the phone.



STAY CONNECTED + INTERACTIVE PACKAGE

A banner for the Stay Connected + Interactive Package. It features a blue background with a padlock icon. To the right, there is a white interactive device and a hand holding a smartphone.



SMART HOME INTERACTIVE PACKAGE

LOCK | UNLOCK

A banner for the Smart Home Interactive Package. It features an orange background with a gear icon. To the right, there is a smartphone displaying 'LOCK' and 'UNLOCK' options, and a white smart lock device.

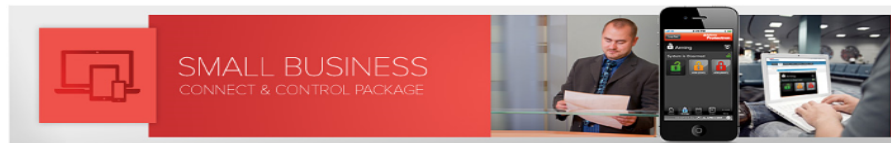


EXISTING SYSTEM REPLACEMENT PACKAGE

HOME INVASION + INTRUSION

TeleGARD
Alex has arrived
5:45 PM

A banner for the Existing System Replacement Package. It features a teal background with a house icon. To the right, there is a white keypad, a smartphone displaying a 'TeleGARD' notification: 'Alex has arrived 5:45 PM', and a woman smiling.



SMALL BUSINESS CONNECT & CONTROL PACKAGE

A banner for the Small Business Connect & Control Package. It features a red background with a laptop and tablet icon. To the right, there is a man in a suit holding a document, a smartphone, and a laptop.





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RESIDENTIAL PACKAGES

SECURITY PLUS PACKAGE



INTRUSION MONITORING
Our state-of-the-art monitoring centres always keep an eye on your home and are ready to respond when an alarm occurs.



LIFE SAFETY MONITORING
Protect your family and home from fire and smoke. Use the panic button on your system to require emergency services when you need them.



QUALIGARD™ + PROGARD™
Designed to extend the life of your security system and protect you against unexpected repair bills.



NOTIFICATIONS
Receive notifications at all times about the status of your system, be aware of comings and goings in your home, and much more!



COLOUR TOUCH SCREEN INTERFACE
Manage your system with this intuitive and user-friendly interface.

WHAT'S INCLUDED:



Panel



Wired Motion Detector



Wired Smoke Detector



1 Wired Surface /
1 Wired Recessed
contacts



Lawn Sign



Deterrence Decals

Land line required for monitoring





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RESIDENTIAL PACKAGES

STAY CONNECTED + INTERACTIVE PACKAGE



INTRUSION MONITORING

Our state-of-the-art monitoring centres always keep an eye on your home and are ready to respond when an alarm occurs.



LIFE SAFETY MONITORING

Protect your family and home from fire and smoke. Use the panic button on your system to require emergency services when you need them.



INTERACTIVE SERVICES

Manage your interactive system from your smartphone, tablet or computer.



QUALIGARD™ + PROGRAD™

Designed to extend the life of your security system and protect you against unexpected repair bills.



NOTIFICATIONS

Receive notifications at all times about the status of your system, be aware of comings and goings in your home, and much more!



COLOUR TOUCH SCREEN INTERFACE

Manage your system with this intuitive and user-friendly interface.



WIRELESS TRANSMISSION (CELLULAR)

No need for a traditional phone line, so you are not vulnerable to line cuts or tampering.



LOW TEMPERATURE MONITORING

Monitors abnormal temperature variation and saves you from damages resulting from freezing.



VOICE RESPONSE

Whatever the emergency, Voice Response (two-way voice) allows our operators to gather timely information and provide an effective and appropriate response. We can interact with you when an alarm is triggered.



WHAT'S INCLUDED:



Touch Screen Panel



Motion Detector with Low Temp Detection



Smoke Detector



2 Wireless Surface contacts



Levin Sign



Deterrence Decals

Two-Way Voice Response Included





Protection
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RESIDENTIAL PACKAGES

SMART HOME INTERACTIVE PACKAGE



 <p>INTRUSION MONITORING Our state-of-the-art monitoring centres always keep an eye on your home and are ready to respond when an alarm occurs.</p>	 <p>LIFE SAFETY MONITORING Protect your family and home from fire and smoke. Use the panic button on your system to require emergency services when you need them.</p>	 <p>INTERACTIVE SERVICES (advanced subscription) Manage your interactive system from your smartphone, tablet or computer.</p>	 <p>QUALIGARD™ + PROGARD™ Designed to extend the life of your security system and protect you against unsuspected repair bills.</p>
 <p>ADDITIONAL INTERACTIVE HOME AUTOMATION SERVICES*</p> <ul style="list-style-type: none"> Lighting & small electrical appliances remote control Interactive remote control thermostat <p><small>*Certain conditions apply. Equipment not included.</small></p>	 <p>INTERACTIVE REMOTE CONTROL DOOR LOCK Lock and unlock your door remotely with electronic door lock.</p>	 <p>WIRELESS TRANSMISSION (CELLULAR) No need for a traditional phone line, so you are not vulnerable to line cuts or tampering.</p>	 <p>LOW TEMPERATURE MONITORING Monitors abnormal temperature variation and saves you from damages resulting from freezing.</p>
<p>INTERACTIVE PHOTO PLUS MONITORING SERVICE</p> <p>In addition to receiving a photo on your smart phone or computer as soon as motion is detected, you can view activity at your home in real time both day and night thanks to the system's night-vision capability.</p> 		 <p>NOTIFICATIONS Receive notifications at all times about the status of your system, be aware of comings and goings in your home, and much more!</p>	 <p>VOICE RESPONSE Whatever the emergency, Voice Response (two-way vocal) allows our operators to gather timely information and provide an effective and appropriate response. We can interact with you when an alarm is triggered.</p>

- **Two-Way Voice Response Included**
- **Photo Surveillance service (image sensor) also included**
- **Advanced interactive services subscription is included**

WHAT'S INCLUDED:



All other Home Automation services are also included (equipment extra).





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RESIDENTIAL PACKAGE – EXISTING CUSTOMERS

EXISTING SYSTEM REPLACEMENT PACKAGE



INTRUSION MONITORING

Our state-of-the-art monitoring centres always keep an eye on your home and are ready to respond when an alarm occurs.



LIFE SAFETY MONITORING

Protect your family and home from fire and smoke. Use the panic button on your system to require emergency services when you need them.



NOTIFICATIONS

Receive notifications at all times about the status of your system, be aware of comings and goings in your home, and much more!



QUALIGARD™ + PROGARD™

Designed to extend the life of your security system and protect you against unexpected repair bills.

WHAT'S INCLUDED:



Reprogramming of Existing System



Lawn Sign



Deterrence Decals

- **Two-Way Voice Response** Included
- **Photo Surveillance** service (image sensor) also included
- **Advanced interactive services subscription** is included

All other Home Automation services are also included (equipment extra).





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COMMERCIAL PACKAGE

SMALL BUSINESS CONNECT & CONTROL PACKAGE



INTRUSION MONITORING
Our state-of-the-art monitoring centres always keep an eye on your business and are ready to respond when an alarm occurs.



QUALIGARD™ + PROGARD™
Designed to extend the life of your security system and protect you against unexpected repair bills.



INTERACTIVE SERVICES
Manage your interactive system from your smartphone, tablet or computer.



NOTIFICATIONS
Receive notifications at all times about the status of your system, be aware of comings and goings in your business and much more!



WIRELESS TRANSMISSION (CELLULAR)
No need for a traditional phone line, so you are not vulnerable to line cuts or tampering.



WHAT'S INCLUDED:



Concord 4 panel,
8 zones on-board
hybrid ready, 6 partitions



GSM Module



Deterrence Decals

Commercial Requirements:

- Single Story
- <5,000 square feet

Panel includes more partitions





Protectron
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ORDER PROCESS

- Available in all Provinces
- Phone Order is Preferred Method
 - Package Questions
 - Complete Order Over Phone

844-238-8546

9 AM – 8 PM Mon. – Fri.

Key Order Reminders

- 48 Month Term
- 5-10 Days to Install



ACN



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ONLINE WEB FORM

REQUEST A CALL!



SECURITY PLUS PACKAGE

\$29.95 monthly*
\$249.00 Activation fee*



Contact Details:

Name:*

Address:*

City:*

Postal code:*

Telephone:*

Mobile:*

E-mail:*

Residential Site Commercial Site

Contact time preference:

Please provide **two** dates to contact you:

First Choice:*

Second Choice:*

Package Qualification

By clicking "YES" you allow us to conduct a credit check and communicate your payment terms to recognized credit agencies.

YES

*Required fields

Order / General Inquiries:

To order or for general inquiries, please contact

Reliance Protectron at

1-844-238-8546

Opening hours: **9am – 8pm (ET)**
Mon to Fri

[FAQ](#)

SUBMIT





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FREQUENTLY ASKED QUESTIONS

Does the price of the packages include professional installation?

Yes, a technician will install your security system and will explain how your new system works and answer all your questions. He can also sell and install any additional equipment components needed.

Can I subscribe to Reliance Protectron's remote monitoring service even if I already have a security system?

Yes, the Existing System replacement package is especially designed for you.

Can I take my security system with me when I move?

Yes, if you move and would like to have your security system installed at your new address, Protectron will re-install and reprogram your system for a flat fee.

