ALARM.COM®
SERVICES FEATURE OVERVIEW

WIRELESS ALARM COMMUNICATIONS	Commercial Basic Interactive	Commercial Interactive Gold
Wireless Signal Forwarding: Primary or Redundant – Enables wireless alarm signal communication to the central station as the primary or redundant signal path. No phone line or Internet connection is needed.	✔	✔
Crash & Smash Protection – Alarm.com exclusive and patented technology, enables alarm signal transmission to the Central Station even if the security system is destroyed or disabled by an intruder. This happens during dialer delay period, entry delay or alarm dialing process .	✔	✔
Supervision - Monitor panel connectivity with signal supervision between the control panel and Alarm.com to know when a panel is not responding.	✔	✔
Daily Supervision -Checks the signal once every 24 hours.	✔	✔
6 Hour Supervision -Checks the signal once every 6 hours.	✔	✔
Hourly Supervision -Checks the signal once every hour.	**Service Plan Add-on**	✔
Wireless Two-Way Voice – In the event of an alarm, have a two-way conversation with the central station through the security panel so they can assess the situation and determine the appropriate response.	✔	✔
REMOTE MONITORING AND CONTROL		
Remote Arming/Disarming – Arm/disarm system remotely via web or mobile apps.	✔	✔
System Status and Summary of Recent Activity – View an at-a-glance summary showing the current system status and any recent activity at the property via web or mobile apps.	✔	✔
User Code Management – Add/delete/edit user codes remotely, and track which users arm/disarm the system at what times. For systems with multiple partitions, choose which partition(s) each user code can access.	✔	✔
Searchable 60-Day Event History – Search a 60-day history of events reported by the system, including alarms and other activity, via web or mobile apps. Customize the time frame of the search, and filter by device or event type. Download results as HTML or Excel files.	✔	✔
Multiple Permission-Based Web Logins – Create different *"sub-users"* for the account and grant varying levels of permissions for each user to view/change various settings in the Alarm.com online account.	✔	✔
Multiple Partition Support – For compatible Concord and NetworX control panels with multiple partitions, arm or disarm individual partitions via the web, add and assign new user codes to a specific set of partitions, see which sensors are in which partition, and filter the online event history by partition.	✔	✔
Multi-System Access – Access multiple security systems from a single account through a convenient drop-down menu in the Alarm.com online account and mobile apps.	✔	✔
CUSTOMIZED NOTIFICATIONS		
Alarms – Receive email/text message notifications for any type of alarm reported by the security system. *(These automated alarm alerts are in addition to and independent of the emergency response services provided by the central monitoring station.)*	✔	✔
Arming/Disarming – Receive email/text message notifications when the security system is armed or disarmed.	✔	✔
System Events – Receive email/text message notifications for power failures, sensor tampers and malfunctions, panel low battery, and other types of system events.	✔	✔
No-Show Alerts – Receive email/text message notifications if a certain person did not disarm the security system during selected times on chosen days.	✔	✔
Arming Reminders – Receive email/text message notifications if the security system is not armed by a particular time on chosen days.	✔	✔
Geo-Services – Intelligently trigger arming reminders and events based on Geo-Fence settings and mobile phone location.	✔	✔
Sensor Activity Monitoring – Even when the security system is disarmed, receive email/text message notifications for non-alarm activity reported by sensors including: door, window, cabinet, motion, and other various sensors. Notifications are sent to selected recipients when specified activity is detected. Times when sensor activity should send a notification are customizable. *(The Alarm.com module communicates ALL sensor and system activity that occurs 24/7 to Alarm.com's Network Operations Centers, then sends customized notifications to selected recipients.)*	✔	✔
Unexpected Activity Alerts – Based on learned activity patterns, receive alerts whenever unexpected activity occurs.	**Service Plan Add-on**	✔
Sensor-Left-Open – Receive email/text message notifications if a particular door, cabinet, or window sensor is left open for an extended period during specified time frames. Receive a Restoral Notification once the sensor is closed again.	✔	✔
Severe Weather Alerts – Available within the United States, receive alerts from the National Weather Service—directly on the security control panel screen—if there is an approaching tornado, tsunami or fire.	**Service Plan Add-on**	✔
Weather to the Panel – Get current weather and up to 6-day weather forecasts displayed on the security control panel screen and keypads.	**Service Plan Add-on**	✔
Voice Notifications for Alarms – Get automated phone notifications for alarm events.	**Service Plan Add-on**	
Voice Notifications for Non-Alarms – Get automated phone notifications for non-alarm sensor activity, including door openings, motion detection, etc.	**Service Plan Add-on**	

SERVICES FEATURE OVERVIEW

COMMERCIAL FEATURES		
Arming Schedules		
Scheduled Arm/Disarm – Create a schedule to arm or disarm the system at preset times each day.	**Service Plan Add-on**	✔
Auto Re-Arming – Program your system to re-arm itself after inactivity. For example, automatically arm after 30 minutes of inactivity, but only between 8 p.m. and 6 a.m. Monday through Saturday.	**Service Plan Add-on**	✔
Commercial Reports – Receive daily, weekly and monthly activity reports for one or more locations.		
Location Summary – Summary overview of Business Hours related events and sensor activity including sensor-by-sensor activity trends shown by time of day.	✔	✔
Location Open/Close – Detailed report of Business Hours related event history, including Opened/Closed On Time, Opened/Closed Early or Late, Not Opened/Closed and Opened Outside of Business Hours.	✔	✔
Alarms & Issues – Detailed report of all alarms and trouble conditions *(including low battery and tamper alerts).*	✔	✔
Sensor Activity – Summary overview of non-alarm activity reported by sensors *(including door, window, cabinet, motion and other sensors).*	✔	✔
Arming/Disarming – Detailed report showing the date and time for all system arming and disarming events.	✔	✔
Enterprise Security Console – Designed for commercial end users with more than one Alarm.com-enabled security system, log into a single online account to view system status and recent activity on all systems.	✔	✔
Enterprise Energy - View and manage thermostat settings across multiple locations. Create a single high/low temperature alert that covers all locations.	✔	✔
Inactivity Alerts – Get alerts if there has been no activity in an area after a certain amount of time has passed or during a certain time period.		✔
Open/Close Event Notifications – Receive email and text message notifications when a Business Hours related event occurs, including Opened/Closed On Time, Opened/Closed Early or Late, Not Opened/Closed and Opened Outside of Business Hours.	✔	✔
UL/ULC Supervision - Enable 180 second UL-1610/ULC-5304 Supervision between the control panel and Central Station. Requires a compatible system.	**Service Plan Add-on**	
ENERGY MANAGEMENT & AUTOMATION		
Lights – Send commands to turn lights on/off via web or mobile apps. Create automated light schedules to have specific lights turn on at certain times, for specified lengths of time. Create rules so a specific light turns on if a certain sensor is activated.	**Service Plan Add-on**	✔
Locks – Remotely control door locks via web or mobile apps, see lock status (locked/unlocked) and receive email/text message notifications when a lock is accessed by a specific user.	**Service Plan Add-on**	✔
Thermostats – Remotely control thermostat(s) via web or mobile apps and easily create custom schedules to set temperatures based on time of day, day of week, activity patterns and the status of the security system to make properties run more efficiently.	**Service Plan Add-on**	✔
Garage Doors – Remotely manage and control garage doors via web or mobile apps. View garage door status, receive garage door alerts and close automatically when system is armed.	**Service Plan Add-on**	✔
Water Management – Monitor and prevent water damage via the web. Check valve and water sensor status, remotely open and close valves, and receive alerts when water is detected by a sensor.	**Service Plan Add-on**	✔
Energy Monitoring – Track energy usage for the whole home and for individual energy-consuming devices. Allows for measurement of actual impact of Alarm.com energy-saving features.	**Service Plan Add-on**	
LiftMaster® Integration – Integration with any supported LiftMaster product. *(e.g. To control LiftMaster Garage Door Openers, Garage Doors AND LiftMaster Integration add-ons need to be added to the account.)*	**Service Plan Add-on**	✔
Lutron® Integration – Integration with any supported Lutron product. *(e.g. To control Lutron Lights, Lights AND Lutron Integration add-ons need to be added to the account.)*	**Service Plan Add-on**	✔
IMAGES		
Image Capture on Alarm – Capture motion activated images during system alarm events. The number of automatically uploaded images varies by image-capturing device.	**Service Plan Add-on 1**	✔
Image Capture on Disarm – Capture images during disarm events. Images can be uploaded to the image gallery. **Daily Views Rules** – Create rules to upload and send motion activated images captured during a specific time period. **On-Demand Peek-In** – Request system images on-demand to be uploaded immediately or upon next motion detection. **Additional Image Upload** – Upload additional images that were captured by the sensors and not automatically uploaded, such as extra alarm, entry delay or disarm images.	**Service Plan Add-on 2**	✔
Image Alerts – Option to receive email/text message image alerts on images captured.	**Service Plan**	✔

	Add-on **3**	
1: Images - Alarms Plan & Images - Plus Plan	**2 :** Images - Plus Plan Plan	**3:** Features Vary By Images Service

Notes: Image Sensor and other image-capturing hardware requirements vary by device. Images add-ons are not compatible with all panels.

COMMERCIAL VIDEO SURVEILLANCE

Alarm.com's commercial-grade video service, Secure-i, is a cloud based hosted service that flexibly addresses the unique video monitoring requirements of a range of commercial applications. With Secure-i you can provide your customers with 24/7 cloud recording with cameras from a leading IP camera manufacturer, Axis Communications. Please contact us for a full list of compatible cameras.	**Service Plan Add-on**

Commercial Video Service Plans:
Cloud 7 7 days of cloud storage for 7x24 video per camera
Cloud 30 30 days of cloud storage for 7x24 video per camera
Cloud 60 60 days of cloud storage for 7x24 video per camera
Cloud 90 90 days of cloud storage for 7x24 video per camera
Guest Account Add an additional user with individual customized permissions. Pricing per guest account
NAS Fee Enables hybrid 7x24 video recording to local NAS device

Notes: The availability of some features may vary according to system and firmware version. Energy Management and Home Automation services require an enabled Alarm.com system and compatible devices. Contact your Advanced Security Sales rep for Details.