



## Systems Integration for the Home and Business

192 W. Larch Rd. Ste F, ■ Tracy, CA 95304 ■ Phone: 209-839-8686 ■ Fax: 209-839-8585  
Concord, CA 94520 ■ Phone: 925-603-8686

# Instructions for Cancelling Monitoring Services

1. As per the contract you are required to send a written minimum 30-day notice (signature is required). The 30-days begins when Paradigm receives the notice.
  - i) Paradigm recommends that you send the notice certified mail to insure receipt. If you do not send it certified mail you cannot guarantee receipt.
  - ii) You may fax it to 209-839-8585 (It is your responsibility to verify that we have received the fax - You should call the office after sending).
  - iii) You can email a scanned copy (need actual signature - you will need to call the office to get the email address) you will receive a confirmation receipt - if you do not receive it within 2 business days you will need to resend or call the office.
  - iv) If you send your letter regular mail you should check with the office within 5-days to verify receipt.
  - v) Mail cancellation letters to:

Paradigm Integration Inc  
192 W. Larch Rd Ste F  
Tracy, CA 95304-1632
2. Paradigm will need access to the site and phone lines to reprogram the panel to remove the dial out feature from the programming. In some cases we can reprogram the panel via an active phone line, however if the phone will not connect or for older systems we will need to send a technician out to reprogram the panel. (You are responsible for all monitoring fees until system can be reprogrammed).
3. Your contract is a 3-year self-renewing contract, if you are not cancelling on a 3 year anniversary, but you have met the first 3 year obligation we may opt to waive the early cancelation fee provided that your account is paid current and you provide us with the 30-day written notice and still have access to the panel via phones. If you are cancelling prior to completion of the initial 3-year obligation there is an early cancellation fee.
4. If you disconnect your phones prior to cancelling service there will be a service charge for us to go to the site and reprogram the panel. Based on current service rates.
5. If you have sold the property prior to giving Paradigm the 30-day notice - it is your responsibility to make arrangements with the new owners to reprogram the panel.
  - i) The realtor should be able to give you the information needed.
  - ii) We will help you contact the new owners, but it is your responsibility to make sure we get access.
  - iii) You are responsible for all contractual fees until we are able to reprogram the panel.
  - iv) If it is necessary for us to go to the site then you will be responsible for the service call.
6. Reprogramming of the panel can be done anytime within the 30-day notification period based on scheduling - we make all efforts to wait until the latter part of the time period.
7. You will need to notify your insurance company that you have cancelled your service. Most insurance companies give a discount for monitored security systems and frequently contact us for verification and deactivation or reprogram information.
8. Any refunds due will be paid within 60 days from the receipt of the cancellation letter (provided that we are able to reprogram the panel within the 30-days).