

1. Speak to people who own an alarm system to obtain good references.
2. Look in the Yellow Pages under Security Control. Phone companies to determine membership with the Canadian Alarm and Security Association (CANASA) and the Better Business Bureau.
3. Request company literature **by mail**.
4. Choose three companies and ask for a **no obligation** home survey.

Complete one questionnaire per company:	#1	#2	#3	NOTES
Question				
1. Is your company a member of BBB?				
2. Is your company a member of CANASA?				
3. Can you provide customer references?				
4. Do you have liability insurance?				
5. Do you require a service contract?				
6. Do you offer a product warranty? How long?				
7. Does warranty cover parts and labour?				
8. Do you offer periodic equipment maintenance or adjustment? At what cost?				
9. Do you offer alarm response services? At what costs?				
10. How long have you been in business in Edmonton?				
11. How many service staff do you have in Edmonton?				
12. Do you have 24 hour response for repairs? Is it on duty or call out?				
13. Do you have City of Edmonton business licensing?				
14. Does your company have "Alarm Verification" procedures in place for false alarms?				
15. Does your company offer fire, building temperatures, furnace failure services?				
16. Who is your monitoring company?				
17. Will you notify me if you change monitoring companies?				
18. COST: Obtain at least three estimates from different retailers.				
19. ADDITIONAL MONTHLY COSTS: Maintenance contract Alarm monitoring Alarm response Any other costs				

**Your best weapon is your brain. Use common sense, imagination, and good judgment.**