

Thank you for choosing Cox Homelife to protect your home and your family. Please read through each statement carefully and check the appropriate boxes. If there is anything you don't understand, please ask your installation technician.

### CUSTOMER EDUCATION

As the primary user of the system, I acknowledge that I:

- Have been trained in the proper operation of the system
- Have the operating instructions
- Have set my Master Keypad Code
- Can access my online Web portal account
- Understand how entry and exit delays work, and how much time I have to disarm my system
- Know how to cancel accidental alarm activation
- Have set a memorable Central Station Passcode for canceling false alarms
- Know how to test the system, including communication with the Central Monitoring Station
- Have service numbers for Customer Support and the Central Monitoring Station

### SYSTEM INTEGRITY

To ensure system integrity, I acknowledge that:

- Moving my Touchscreen control panel after installation may adversely affect its functionality
- My system may be affected by pets, and I agree to contact Cox if I acquire any new or additional pets
- There is sufficient sound on all audible alarms to alert any occupants with normal hearing
- It is my responsibility to educate the other members of my household on system operation, passcodes and passwords
- I understand that I am responsible for obtaining an alarm permit if required by my local municipality, and that I must provide and maintain my alarm permit number and expiration date within my Web portal account**

\_\_\_\_\_  
Customer Initial

### SYSTEM INSTALLATION

Following the installation of my system, I certify that:

- I have received a signed copy of my Cox Homelife Service Agreement electronically
- All monitoring, safety and/or home automation equipment installed in my home meets my needs and expectations
- All sensors were tested and performed satisfactorily
- All devices and sensors are neatly and firmly in place
- I understand and acknowledge that during any User Orientation Period, whether it is automatic or required by law, my system will NOT be monitored for burglary alarms. This means that Cox will NOT respond to any burglary alarm signals, notify authorities or dispatch law enforcement, even if it is caused by an actual intrusion or burglary-related event. Unless the UOP or its equivalent is required by law in my area, I may request termination of the UOP at the time of installation by notifying my installation technician, who will assist me in contacting the Central Monitoring Station.
- The broadband connection to my Touchscreen is operational and cellular backup has been verified
- Warning decals and yard signs have been provided
- I have received a Welcome Packet and have reviewed the contents with my installer
- I am satisfied with the work completed

### EXCEPTIONS

Please initial next to either exception statement if it applies to you.

\_\_\_\_\_ **Cellular Backup Not Available.** I acknowledge that cellular service at my home is weak or nonexistent and, therefore, my Cox Homelife system will not operate on cellular backup if my broadband connection goes down.

\_\_\_\_\_ **Components Not Installed.** I acknowledge that I elected not to install one or more components provided with my Cox Homelife system in my home, and I understand the negative impacts and risks associated with that decision. I understand there is a fee to have those components installed at a later date.

Each of the above points has been explained to me, and I acknowledge that the installation is complete and the system works to my satisfaction.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Installer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name