



Understanding Your Bill

This sheet provides details on United Central Control (UCC)'s billing practices and outlines optional (elective) services and avoidable charges. Please note, with the exception of newly-activated 3rd party services, recurring charges are invoiced in advance prior to the month they occur and payment is due within 10 days of receipt.



Each month, you will receive a summary invoice via email. Summary invoices include payments received, recurring charges, pro-rated new accounts, any additional charges, and credits for deleted accounts.

New Accounts

This section is where you will first see charges for new accounts or for accounts with services added since the last billing period.

Please note: Fees for 3rd party signal transport and interactive services (AlarmNet, Connect24, ipDatatel, Telguard, Uplink, etc.) are billed to you only after those services are billed to UCC. When UCC is eventually billed from the service provider, it is usually for more than one month. As a result, the first time you receive an invoice for the fees associated with 3rd party services, they will almost always be for multiple months.

Recurring Billing

This section contains recurring charges that have not been added or changed since the last billing period.

Other Charges

Other charges include recurring/non-recurring dealer-level and non-recurring account-level charges. Examples of items included in other charges are Message Center Services, Excessive Activity/Runaway, 3rd Party Services, and Telephone Line DID and usage charges.

Cancelled Accounts

Cancelled accounts may have a final billing charge at the bottom of the invoice in "Other Charges".

Sample Summary Invoice

| | | |
|---|-----------|---|
| YOUR ALARM COMPANY YOUR ADDRESS YOUR CITY, ST, 00000 | | Invoice No. 12345 Customer No. 1234 Bill Date: 01/20/20XX |
| Previous transactions: | | |
| Previous balance | \$ 500.00 | |
| Payments through 12/17/XX | \$ 500.00 | |
| Other Adjustments | \$ 0.00 | |
| | \$ 0.00 | |
| Current Charges: | | |
| Recurring Accounts | \$ 500.00 | |
| New Accounts | \$ 49.00 | |
| Other Charges | \$ 0.00 | |
| | \$ 545.50 | |
| | | 31-60 days |
| | | 61-90 days |
| | | > 90 days |
| Please Pay | \$ 545.50 | \$ 545.50 \$ 0.00 \$ 0.00 \$ 0.00 |
| Temp status accounts (monitoring agreement needed) : 2 | | |
| *** THANK YOU for choosing United Central Control *** | | |
| *** Your invoice has been upgraded! *** *** See reverse for details *** *** Thank you for your business *** | | |
| -----cut along the dotted line----- ^ Please include this voucher with payment ^ | | |
| YOUR ALARM COMPANY YOUR ADDRESS YOUR CITY, ST, 00000 | | Invoice No. 12345 Customer No. 1234 Bill Date: 01/20/20XX |
| | | Please Pay : \$ 545.50 |
| | | Terms: Net 10 |
| UCC P.O. BOX 836 Williamstown, NJ 08094 | | |

Optional Dealer - Level Services

Dedicated Receiver Lines: Usage for dedicated receiver lines will be re-billed to your company at minimal cost.

Messaging Center Services: You may elect to have live alarm-trained operators answer calls in your company name whenever you choose. Contact Dealer Support (dealersupport@teamucc.com or (855) 756-5558) for packages and pricing.

Potential Fees That Can Be Avoided

3rd Party Excessive Activity (i.e. AlarmNet, Uplink, etc...): While uncommon, these companies may assess UCC additional fees for unexpected or extreme activity. Ensure you adequately address activity on these types of account to avoid UCC billing you for reimbursements from third party charges.

3rd Party Deactivations (i.e. AlarmNet, Uplink, Connect 24, etc...): To avoid paying additional monthly 3rd party monitoring fees for cancelled accounts, please make sure the units have been deactivated with your 3rd party vendor.

Credit Card Processing Fee: Payments made by credit card may incur a 1.25% administrative fee. Contact accounting to see if this applied to your company.

Late Fees: A 1.5% late fee will be added to outstanding invoices older than 45 days.

Bounced Checks: Bounced checks are subject to a \$25.00 administrative fee.

Please contact Dealer Support at dealersupport@teamucc.com or call (855) 756-5558 if you have any questions.