



<Address Block>

Dear «Dealer_Name»,

We hope you have heard the exciting news that United Central Control (UCC) has acquired the wholesale monitoring of Priority One Alarm Monitoring and Accu-com Video that an upgrade of your monitoring will occur in the coming weeks. Since the acquisition on July 12, 2023, we have sent email notices and made phone calls to each Priority One Security Dealer and Accu-com video dealer. This letter is a further effort to ensure you stay informed about the upgrade process every step of the way. To that end, we have also setup the following web page:

Teamucc.com/priorityone

There, you will find a copy of the email notification and press release announcing the acquisition. We have also included a contact form to request information, or you can email dealersupport@teamucc.com with any questions. New information will be posted on this page as it becomes available, and notifications will be sent by email.

In this update, we're pleased to share the following information:

- Your new UCC dealer number and your dealer information on file with UCC (please confirm)
- stages web dealer access information
- Migration Transfer Phase Updates

YOUR New UCC DEALER ID is listed below along with YOUR Dealer Information on file at UCC. Please review it carefully and let us know if there are any changes that need to be made.

Dealer #	<Dealer Number>		
Dealer Name	«Dealer_Name»		
Dealer Address 1, 2	«Address_1»	«Address_2»	
City, State, ZIP	«City»	«State»	«Zip»
PHONE, EMAIL	«Phone_Number»	«Email»	
CS CALLBACK #	The default callback number is 800-299-900 unless you have a custom number displayed here		«Central_Dispatch_Number»
NEW UCC DEALER #	«UCC_Dealer_»		
Stages web ADMIN PC	«ADMIN_PC»		

* Please report any discrepancies or missing information to dealersupport@teamucc.com

stages Web

LOGIN INFORMATION



Industry Leading Dealer Access – You will have **complimentary access to our stages web dealer portal**, which is loaded with useful tools to help you run your business from anywhere, anytime.

In order to receive access you must participate in one of our weekly stages Web training webinars being conducted each week on Tuesdays and Thursdays for all new dealers. If you have not registered please go to Teamucc.com/priorityone and click the registration link, or scan the **QR code** to go directly to the registration page.

Once you have completed your training you will receive your stages web dealer access LOGIN credentials and a stages Web Quick guide filled with tips on helping you navigate the web portal.



If you have additional employees who need a stages web login, keep in mind that they will need to attend one of our Tuesday or Thursday training sessions before we are able to issue them a login.

If you have not received your login and have completed training, please contact dealersupport@teamucc.com or call 855-756-5558 and they will assist you.

To login to stages web visit www.teamucc.com and click the “Dealer Portal” button in the top right corner, or go to directly to <https://dealer.teamucc.com>.

Example:



COMPANY PROFILE ▾ MONITORING SERVICES ▾ DEALER SUPPORT ▾ STAY CONNECTED ▾ EMPLOYMENT CONTACT US

DEALER PORTAL

IMPORTANT NOTES ABOUT STAGES WEB

1. After training, we will send you a Stages Web Quick Guide to help you navigate stages on your own.
2. Once you receive your guide and login credentials, login to view your data and familiarize yourself with stages web features.
3. You'll notice that all of your Receiver IDs have changed. You will be able to look up your next available account number in stages web. Instructions are on page 4 of the Quick Guide.
4. If you have multiple dealer numbers you can have either separate logins for each one, or you can have them all under one login. Please contact Dealer Support and let them know your preference if you have multiple dealer numbers.



Migration Transfer and Phase Updates

We're excited to announce that a final conversion of your data has been loaded into UCC's stages automation system and updates are in progress!

As of today, we have three (3) phases in progress for "Go Live" dates:

Phase 1: Analog and Voice lines supporting Traditional alarm accounts - Go Live estimated date is **August 29th**

- This date is pending confirmation from telecommunication carriers in the next few days.

Phase 2: Immix Video account manual reprogram of accounts **in progress**, completion ETA **August 31st**

- The reprogramming of video accounts started on August 5th and has been going smoothly. Our expected completion date has moved up from September 12th to August 31st.

Phase 3: IP receiver routing supporting Traditional IP alarm accounts, and third party services, Go Live estimated date it **August 31st**.

(i.e. Alarmnet, Telgard and a special Nurse Call application)

If you have any questions please do not hesitate to reach out to our Dealer Support department at any time; dealersupport@teamucc.com, or (855) 756-5558.

Respectfully,

A handwritten signature in black ink that reads "Teresa Gonzalez".

Teresa Gonzalez
United Central Control
President

Missed an update? You can find additional information including Important Contact Numbers and past notifications at teamucc.com/priorityone or scan the QR code.

More updates will follow as we move forward with the migration!

