

# resideo

## Use Resideo's LTE Upgrade Rebates To Get Ahead of the Sunset!

Upgrading your customers to the latest communication technology gives you a great opportunity to maintain your relationships—and create RMR-generating opportunities. It's as simple as discussing the additional services your organization already provides. The more you upgrade your customers, the larger rebate you will earn.

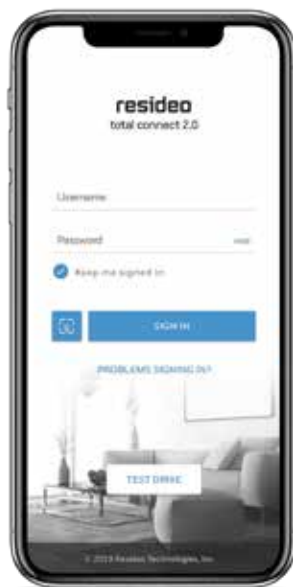
**You can earn up to a \$55 credit to your ADI account.**



LTE Communicator Upgrade

**Receive \$20**

Upgrade from 3G/4G or CDMA to LTE



Smart Security and Smart Home Package Upgrade

**Receive \$20**

Upgrade from the Security Package to Smart Security or Smart Home Package



Video Storage Upgrade

**Receive \$15**

Upgrade from no video storage to 7-day or 30-day Video Storage package

## What accounts qualify?

All AlarmNet® accounts which are active and currently using a 3G/4G or CDMA communicator are eligible for the LTE Communicator rebate. They may also be eligible for a rebate for upgrading to the Smart Security or Smart Home Package in addition to a separate rebate for upgrading their video storage plan. Eligibility is based on their current subscribed services. Please note: Rebates cannot be used in conjunction with any other offers from Resideo.

## LTE Communicator Upgrade

For each 3G/4G or CDMA communicator replaced with a new LTE communicator, Resideo will apply a \$20 credit to your ADI account. Please use AlarmNet 360™ to apply for the credit.

### Applying for the Rebate:

1. Install the new communicator on the premises.
2. Using AlarmNet 360, follow the appropriate steps for device replacement. Make sure to select this is an "LTE Upgrade" during the upgrade process. If you replace the communicator directly on the panel, visit AlarmNet 360, then visit the 3G/4G and CDMA Status Dashboard to apply for the rebate.
3. **Rebate must be applied for within the same calendar month or the immediate following month the LTE communicator replacement occurs. If rebate is not applied for within that time frame, eligibility for all three rebates will be forfeited.**
4. The rebate will be credited to your ADI account number 6-10 weeks from the rebate application date.

*Resideo recommends applying for the rebate at time of LTE communicator upgrade.*

## Smart Security and Smart Home Package Upgrade

To receive an additional \$20 rebate, upgrade an account to the Smart Security or Smart Home package while completing the LTE Communicator upgrade. This upgrade is eligible when moving billing packages from Security to Smart Security or Smart Home.

- Any account that receives a rebate, must remain in the same billing package for six months. If not, Resideo will issue a chargeback on your ADI account for the rebate amount.
- **Package upgrade must happen within the same calendar month or immediate following month the LTE communicator replacement and rebate application occurs. If no package changes are made within this time frame eligibility for this rebate will be forfeited.**
- You do not need to apply for this rebate. Resideo will automatically check eligible accounts for package upgrades if the LTE Communicator rebate is applied for successfully.

## Video Storage Upgrade

Receive an additional \$15 rebate for upgrading to the 7-Day or 30-Day video service plan while completing the LTE Communicator upgrade. Upgrade eligible accounts when moving from no video storage to 7-day or 30-day.

- These accounts must stay active for six months after upgrading to one of the Total Connect Video storage plans. If not, Resideo will issue a chargeback on your ADI account for the rebate amount.
- **Video storage upgrade must happen within the same calendar month or the immediate following month the LTE communicator replacement and rebate application occurs. If no video storage changes are made within that time, eligibility for this rebate will be forfeited.**
- You do not need to apply for this rebate. Resideo will automatically check eligible accounts for video storage upgrades if the LTE Communicator rebate is applied for successfully.
- Stand-Alone video accounts do not qualify.

### Program Rules:

- The LTE upgrade process must be completed through AlarmNet 360 to qualify for these rebates.
- This rebate offer runs from 01/01/2021 to 05/31/2023 and is only applicable to communicators swapped during this period.
- Resideo reserves the right to change or cancel this program at any time.
- Rebate must be applied for within the same calendar month the LTE communicator replacement occurs, or the immediate following month. If rebate is not applied for within that time frame eligibility for all three rebates will be forfeited. For example, a communicator swapped on May 13, 2023 has until July 1, 2023 to complete the rebate process.
- Additional services and video storage must be added to the customer's account at the time of the LTE upgrade and rebate application. If not completed in that time frame, rebate eligibility will expire.
- If an account which received any rebate is terminated prior to a full 6 months of service post communicator upgrade, the rebate value may be forfeited and Resideo will charge your ADI account for the rebates paid.
- If a customer account removes any of the new services or video storage before 6 months after the credit date, Resideo will issue a charge for the full rebate amount at time of service downgrade.
- Rebates only available when adding or upgrading an LTE Communicator on any installed and active AlarmNet 3G/4G or CDMA account.
- All rebate claims are subject to Resideo's final review and approval.
- Offer only valid for AlarmNet customers in good standing.
- Communicator may only be used to apply for a rebate one time.
- Void where prohibited by law.
- Rebates cannot be used in conjunction with any other offers from Resideo.