



Five Diamond Committee  
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## Five Diamond Central Station Agreement

This agreement between the Central Station Alarm Association (CSAA) Five Diamond Committee (FDC) and \_\_\_\_\_ the Monitoring Service Provider ("Provider") defines the terms and conditions under which the Provider may participate in the Five Diamond Certificate Program ("Program") and the conditions necessary for the Provider to request the issuance of Five Diamond Certificates ("Certificate").

### **A. Terms and Conditions**

1. As a condition of participation in the Program the Provider agrees to maintain an alarm monitoring Central Station with a UL listing and/or FM approval of a type and level specified by FDC and is subject to review and change at anytime in the sole and exclusive determination of FDC. The Provider agrees and understands that participation in the Program requires North American Member status in the Central Station Alarm Association ("CSAA"). If either of these conditions is not maintained by the Provider it will be deemed in non-conformance with the requirements of the Program.
2. The Provider shall be, and maintain its status as, a Five Diamond Central Station in full compliance with the requirements of FDC currently in effect and as may be amended in the future.
3. The Provider central station operators shall be trained and certified through the CSAA Central Station Operator Level 1 and/or Advanced level Online Courses prior to working unassisted at an operator position and shall maintain this status on an ongoing basis.
4. The Provider shall not knowingly have CSAA certificates in force which are not in conformance with the Five Diamond Certificate criteria at the time of certificate issuance.
5. The Provider agrees that participation in the Five Diamond Certification Program commits the Provider to the highest level of customer service and to industry best practice. The Provider further agrees to ongoing job related education and to working toward the advancement of industry standards through active participation in the committees and programs of the Central Station Alarm Association.
6. The Provider agrees that compliance with these requirements is subject to verification through random inspections by a nationally recognized FDC approved field testing laboratory such as UL and/or FM. The Provider understands that the testing laboratory will charge a fee for inspection according to a published schedule as negotiated FDC and that the Provider will pay the testing entity its fee including all applicable travel and related expenses.
7. The Provider understands that if the condition creating a non-conformance is not cured to the sole satisfaction of FDC at the end of a 60-day cure period from the date of notification of non-conformance, FDC may cancel any or all of the Certificates issued and in force at the time of such non-conformance and the Provider shall be prohibited from issuing new or renewal certificates until the Provider is deemed to be in conformance by FDC.

# Five Diamond Central Station Agreement - Continued

8. The Provider shall be solely responsible for the maintenance of all administrative accounts by which Provider's central station administrator are granted access to otherwise confidential FDC and/or CSAA information. In the event a central station administrator's employment is terminated by any means for any reason, the Provider shall notify CSAA and the CMOOR Group within 24 hours thereafter, in writing, by sending an email message to that effect to membership@csaintl.org providing the name of the terminated central station administrator and the date of termination. Notwithstanding the provisions of paragraph 7 above, the failure of the Provider to comply with the requirements of this paragraph 8 shall constitute sufficient and independent justification for immediate termination of the Provider's participation in the Program and cancellation of all of the Certificates issued and then in force.

## **B. Conditions for Certificate Issuance**

The Provider agrees that a submission of a "Request for Certificate" to Five Diamond is evidence that the alarm system at the Subscriber location indicated is in compliance with the following conditions for the certificate requested.

1. As a condition of issuing and maintaining a Certificate the alarm user ("Subscriber"), as an aide in false alarm reduction, shall authorize the Provider to use multiple call verification for all burglar alarm signals.
2. The Provider shall physically inspect and test the premises system covered by the certificate at least every 3 years or more often as required by other applicable codes or standards. Records of such tests shall be retained by the Provider for 4 years from the date of inspection.
3. As a condition of issuance the Provider agrees that it shall utilize equipment at the Subscribers premise which is listed or approved for the intended purpose by a nationally recognized and FDC approved testing laboratory such as UL and/or FM and meets the ANSI control panel standard for false alarm reduction, CP-01, for new systems. Pre-existing 'legacy systems' shall comply with the standards in force at the time of initial system commissioning. Provider agrees that if a 'legacy' system experiences repeated false alarms it will update the control panel to a CP-01 compliant control as a requirement for continued certification.
4. Test signals from the Subscriber control panel shall be transmitted to the Central Station not less than monthly or more frequently as required by codes and standards.
5. The Provider shall verify that the certificated system is in compliance: for burglar alarm systems with NFPA 731, IQ or UL; for a fire alarm system, NFPA 72.

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Note: This document must be signed by an officer or manager of the corporation.

Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_