

Vivint FAQ's



COMMON CUSTOMER AND ASSOCIATE QUESTIONS

Q. HOW DO I SIGN UP FOR A VIVINT SYSTEM IF I'M AN INDEPENDENCE ENERGY ALLIANCE ASSOCIATE?

A. You can enroll online through your Power Source or over the phone by calling 1-855-819-8158. This Vivint enrollment line is specific to our purposes. If you refer your customers to this phone number for their own enrollments, be sure to tell them to reference your Associate ID when they call so you get your Customer Points. The online form for enrolling customers directly through a replicated site is coming soon, but you can enroll them through your Power Source now.

Q. WHAT COMPONENT COSTS ARE INCLUDED WITH THE PURCHASE OF A SYSTEM?

A. Our three packages include the following components:

Home Security

- 1 Go!Control
- 3 door/window sensors
- 1 motion detector
- 1 key fob
- 1 yard sign

Energy Management

- 1 Smart Thermostat
- 1 lamp/appliance control
- 12 energy efficient light bulbs
- Home Security Package Features

Home Automation

- 1 video camera
- 1 automatic door lock
- Energy Management Package Features

Q. ARE VIVINT PRODUCTS AND SERVICE AVAILABLE IN MY STATE?

A. Vivint products are available in every US state, except for Louisiana, and most parts of Canada. However service in certain areas within each state might be limited or unavailable. Please call Vivint customer service if you are unsure about whether Vivint is available in your area.

Q. WHAT IS THE TECHNOLOGY THAT CONNECTS MY VIVINT SYSTEM? IS IT THROUGH A HOME PHONE LINE?

A. You do not need a home phone line for your Vivint system to operate like many other security systems, which, when cut by an intruder, would render the system useless. The components of the Vivint Home Automation system are controlled by Z-Wave Technology—a wireless, low frequency wave designed and used specifically for remote control applications. The system is tamper-proof, and the Z-Wave will not interfere with other signals.

Q. WHAT IS THE DIFFERENCE IN CONTROL FUNCTIONALITY BETWEEN THE GO!CONTROL PANEL, SMARTPHONE INTEGRATION, AND THE KEY FOB?

A. The Go!Control central panel and the smartphone application allow you to control any aspect of your system in the same way. The key fob allows you to control a select number of features, including: arming and disarming your system, controlling your automatic door locks, triggering panic alarms, turning system controlled lights on and off, and opening your garage door or other output functions.

Q. HOW DOES THE SMART THERMOSTAT WORK? HOW DOES IT SAVE ME MONEY ON MY ENERGY BILLS?

A. The Smart Thermostat allows you to program automatic climate schedules and adjust your home's temperature remotely with a smartphone. This means that you won't be paying to heat or cool your house when you're not there, which saves our Smart Thermostat users an average of \$24 a month.

Q. WHAT IF I WANT SOME PRIVACY FROM MY SURVEILLANCE CAMERAS?

A. All Vivint security cameras are equipped with a privacy button.

Q. WHAT IF I ALREADY HAVE AN ALARM SYSTEM INSTALLED?

A. There are two things to consider in this situation:

- 1.** Check to see if you're in an existing agreement—if you are, you may want to call your current provider and negotiate your time commitment with them.
- 2.** As for existing equipment, most alarm equipment, except the control panel, can be utilized. However, you should call and confirm this with a Vivint phone representative at 1-855-819-8158.

Q. WHEN I GET NOTIFIED THAT MY ALARM HAS BEEN TRIGGERED, HOW DO I FIND OUT IF IT WAS AN ACTUAL EMERGENCY OR A FALSE ALARM?

A. You will need to contact your local police department. However, in most cases, if the alarm that is triggered signifies an actual emergency, the authorities will notify the Central Monitoring Station who will then contact you.

Q. WHY DO I NEED TO FILL OUT A PERMIT APPLICATION?

A. Depending on where you live, you may be required to register your alarm with your local authorities or obtain a permit so emergency personnel can be dispatched to your home.

Q. WHAT IS VIVINT'S CANCELLATION POLICY?

A. Vivint's cancellation policy differs depending on your location: United States and Puerto Rico (except Alaska and New York), 3 days after installation; Alaska, 5 days after installation; New York, 3 days after installation for the standard agreement and 7 days after installation for the Panic Pendant addendum; Canada, 10 days after installation; Seniors (70+ years old), 30 days after installation.

Q. CAN I CHANGE MY BILLING DATE?

A. Yes. Vivint bills every five days, depending on what is most convenient for you. You can receive your bill on the 1st, 5th, 10th, 15th, 20th, or 25th of the month.

Q. DOES IT COST ANYTHING TO MAKE A PAYMENT OVER THE PHONE OR ONLINE?

A. No. Paying a bill online or over the phone is completely free.

Q. HOW DO I FIND A MANUAL FOR MY SYSTEM?

A. You can download full versions of system manuals and panel "cheat sheets" that will give you a quick look at basic commands and functions by selecting a product within Vivint's technical support pages at (<http://www.vivint.com/support/technical/products>) and opening to the documents tab.

Q. WHAT IF I HAVE A PROBLEM WITH MY VIVINT SYSTEM? WHO DO I CALL?

A. If you have installation, system, or service questions for Vivint, the number to call is 1-855-484-8468. Keep in mind when you call Vivint, you will always speak directly with a Vivint employee, not someone halfway across the world. Vivint does everything in house, so you're always guaranteed their award-winning service.

Q. HOW CAN I OBTAIN A CERTIFICATE FOR MY INSURANCE TO RECEIVE A MONTHLY DISCOUNT FROM THEM?

A. Many insurance companies will give you a discount just for having a security and home automation system installed. However, they often require a certificate proving the installation has taken place. You may download one at (<https://account.vivint.com/resources/certificate>), or call Vivint with your insurance company's name and fax number, as well as your agent's name, and they will fax it to them directly.

Q. WHAT HAPPENS IF I MOVE?

A. Vivint gives you one free move certificate. That way, if you move, they will provide you with another system free of charge.

Q. WHAT MINIMUM CREDIT SCORE MUST I HAVE IN ORDER TO QUALIFY FOR A VIVINT SYSTEM?

A. You must have a FICO score of 600 or higher to qualify for a Vivint system.

Q. CAN I PURCHASE A VIVINT SYSTEM IF I DON'T OWN MY OWN HOME?

A. No. Anyone renting his or her apartment or home is not eligible to purchase a Vivint system.

Q. I'M AN ASSOCIATE SELLING VIVINT SYSTEMS AND I ENROLLED A CUSTOMER WHOSE STATUS IS SHOWING AS "PENDING" INSTEAD OF "ACTIVE" IN POWER SOURCE. WHY IS THAT?

A. There is often a short lag between a customer's enrollment and when they go Active, due to the amount of time it takes for Vivint to send a rep out and physically install the system in the customer's home.