

Your monitored estate  
at your fingertips

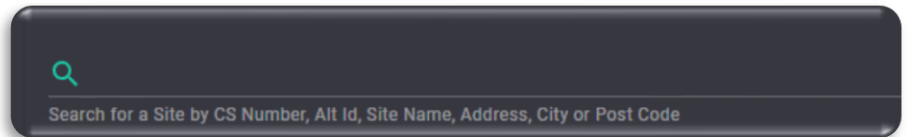


## Cancellations and Suspending Systems

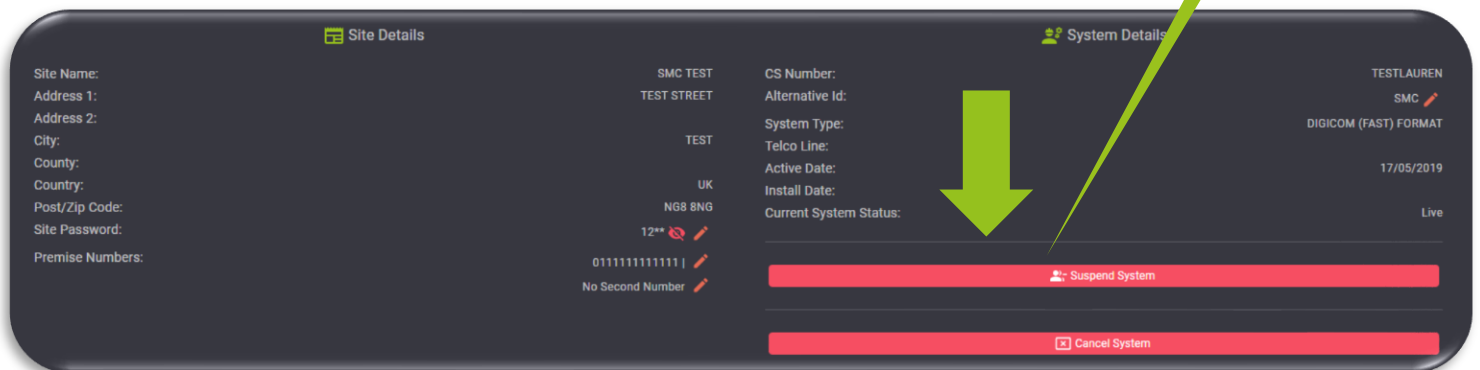
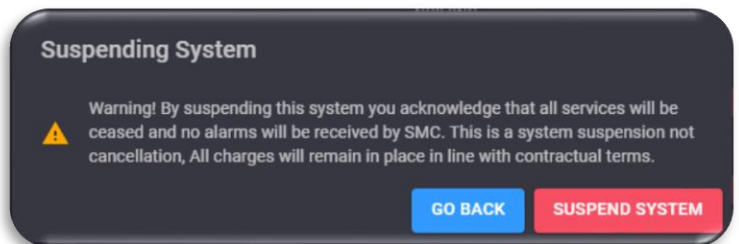
### Suspensions.



To suspend a site, first find the site through "Estate" and search using either the CS number, Alt ID, Site Name, City or Postcode.



To suspend a system, select 'Suspend System'. This is not a cancellation, and all charges will remain in place.



### Suspending System

✓ System has been suspended successfully. Please remember that you have now acknowledged that all services will be ceased and no alarms will be received by SMC. This is a system suspension not cancellation, All charges will remain in place in line with contractual terms.

RETURN

When the system has been suspended you will be presented with this message.



To reinstate the system, find the site through estate and select "Unsuspend System".

### Unsuspending System

✓ System has been put back live successfully.

RETURN

System Details

CS Number:	TESTLAUREN
Alternative Id:	SMC
System Type:	DIGICOM (FAST) FORMAT
Telco Line:	
Active Date:	17/05/2019
Install Date:	
Current System Status:	Suspended
Suspended Date:	11/07/2024

Unsuspend System

Cancel System

### Cancellations.

TOUCH

- Home
- Dashboard
- Estate
- Sites

To request to cancel a site, first find the site through "Estate" and search using either the CS number, Alt ID, Site Name, City or Postcode.



Search for a Site by CS Number, Alt Id, Site Name, Address, City or Post Code

System Details

CS Number:	TESTLAUREN
Alternative Id:	SMC
System Type:	DIGICOM (FAST) FORMAT
Telco Line:	
Active Date:	17/05/2019
Install Date:	
Current System Status:	Suspended
Suspended Date:	11/07/2024

Unsuspend System

Cancel System

To cancel a system entirely, select 'Cancel System'.

### Cancel System

Cancellation Category:

Cancellation Type:

Please enter any additional comments as to why you are cancelling this system. If none, please leave blank.

The Date and Time must be greater than 28/06/2024 16:58:10

Cancel Start Date: 28/06/2024

Cancel Start Time: 16:58

**CANCEL** CANCEL SYSTEM

There are no URNs associated with this site

Choose the reason the site is to be cancelled and include any necessary additional information.

Cancellation Category:

- Liquidation/Receivership
- Customer Moved without Notice
- Poor Service
- Price too high
- Customer Vacating Premises
- None Payment of Account
- Lost to Competition/XFR OUT
- Site Closed/Building Demolished

Enter the time and start date the site is to be cancelled from.

### Cancel System

✓ Cancellation has been queued successfully and passed over to an SMC User for review. You may view this on the Touch Forms dashboard. You can also cancel your request if in error.

**RETURN**

You will receive this notification when your cancellation request has been successfully sent to the admin team for processing.