



Midco SmartHOME/Vivint Comparison

	Midco SmartHOME™	vivint.SmartHome™
Price	\$39.99/mo.	Starting at \$34.99/mo. Additional equipment purchases could affect price
Contract	None	None
Professionally Monitored	Yes	Yes
Touchscreen	Leased	Purchased (cost spread over 60 mos.)
Starter Kit	3 door/window sensors and 1 motion sensor at no cost	Customer's Choice: \$300 in emergency/security equipment at no cost
Additional Equipment Purchases	12 month spread pay - no interest	60 month spread pay - no interest
Install Fee	\$100	\$0 (\$200 install fee waived)
Equipment Warranty	One year	Lifetime
Remote App Access	Yes	Yes
Local, Dedicated Install and Support Teams	No	Yes
Camera Recording and Storage	No	Yes
Emergency Response/ Security Equipment	<ul style="list-style-type: none"> Door/Window Sensor Glass Break Sensor Motion Sensor Motion Beam Sensor Smoke/CO Detector Garage Door Sensor Water Sensor FireFighter 	<ul style="list-style-type: none"> Door/Window Sensor Glass Break Sensor Motion Sensor Smoke Detector CO Detector Garage Door Monitor Wireless Keypad Flood/Freeze Detector Medical Panic Pendant
Home Automation Equipment	<ul style="list-style-type: none"> Indoor Camera Door Lock Thermostat Outlet and Lamp control Smart Bulb 	<ul style="list-style-type: none"> 4k Outdoor Cameras 4k Doorbell Camera 4k Indoor Camera (Cameras all feature two-way talk) Video DVR with 30-day nonstop recording Smart Door Lock Smart Thermostat Smart Garage Door Control Vehicle Tracking Outlet and Lamp control Integration with Alexa, Google Home, MyQ, etc.



Midco SmartHOME/Vivint FAQs

General

What is happening to Midco SmartHOME?

The Midco SmartHOME™ home security product is being discontinued – and current customers will lose Midco SmartHOME service on April 15, 2021. As of that date, all functionality associated with Midco SmartHOME such as professional monitoring, cameras, sensors, app access, etc., will cease to work.

Why is this happening?

A number of suppliers that provide the equipment and network service necessary for Midco SmartHOME to function will shut down their networks or cease operations.

What do I do now?

Midco® is dedicated to making this as smooth a transition as possible. We are collaborating with Vivint Smart Home Security to provide exclusive offers for our Midco SmartHOME customers. Vivint is a national provider with dedicated local sales and support teams. They offer state-of-the-art equipment and a user-friendly service.

Vivint will reach out to you directly with a special promotion, or you must contact your dedicated sales representative at 1.866.201.7019 or **TransitionService@Vivint.com**, which is the only way to receive these exclusive deals.

This switch will not be automatic. If you choose to take advantage of the Vivint offer, you will need to schedule a consultation with their sales team, which will assist you in designing a customized home security solution that meets your unique needs – no one-size-fits-all solutions.

Service

What options do I have?

Once your Midco SmartHOME service is discontinued, you can choose to transition home security service to Vivint (or new provider of choice) or choose to no longer have home security service.

What if I still have a contract?

Outstanding contracts will be void and any early termination fees will be waived.

Can I still use my Midco SmartHOME system?

Once Midco SmartHOME service is discontinued, you will no longer have access to the app, professional monitoring, or any security and automation functionality.

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Equipment

What do I do with my equipment and can it be used with Vivint services?

Your equipment is yours to keep, it does not need to be returned to Midco and you'll need to chat with a Vivint representative to see if its compatible with new services. If your equipment needs to be properly disposed of and recycled, feel free to drop it off at any of our Customer Experience Centers, or contact Midco for a return label. You may also contact your local electronics recycling or hazardous waste site for instructions.

What should I do with my touchscreen?

Panels are leased equipment and not customer owned. However, they do not need to be returned and you may follow the same instructions as above.

Vivint

Why Vivint Smart Home Security?

After extensive research and discussions with home security and automation providers, Midco chose to collaborate with Vivint because we feel you'll receive the level of service and quality that you expect. Vivint is a strong, growing company committed to customer satisfaction - which is why there's a generous promotion to current Midco SmartHOME customers.

What major changes will I see with Vivint service?

Service, support and billing will be provided by Vivint, and there will be no association with Midco. Vivint will install equipment but is waiving installation fees for a limited time.

Is there a price change if I move to Vivint?

There will be a \$5 price decrease with Vivint, compared to your current service. Vivint will also reach out to you directly with a special promotion, or you can contact 1.866.201.7019 or TransitionService@Vivint.com, which is the only way to receive these exclusive deals.

Can I use my Midco SmartHOME equipment with Vivint?

Be sure to visit with your Vivint sales representative to determine if there are any possibilities for integration.

Will Vivint installers remove my old Midco SmartHOME equipment?

Vivint will request that you remove old equipment in preparation for their installation.

How do I get support for my new Vivint system?

You can get support by contacting Vivint's dedicated support team at 1.866.201.7019. Vivint offers local technicians across much of the same area Midco serves, meaning you can schedule onsite tech support quickly and easily, if needed.

How is the Vivint system different than Midco SmartHOME?

The equipment and general function of the systems are very similar. You will find the most differences in the look and feel of the app and touchscreen. Your Vivint technician will provide full education on your system during installation.

Still have questions? Go to [Midco.com/Contact](https://www.midco.com/Contact) or call **1.800.888.1300**.