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Moni Security Reviews: Are the Extras Worth the Extra Price?

Posted by: [Daniel Thrasher](#) [2 Comments](#) Updated: July 5, 2017



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Moni (formerly Monitronics) is a solid middle-of-the-road home security system provider with an industry-leading alarm response center, but their prices are fairly high relative to the value they provide. To get the full experience, you'll have a lot of add-ons to pay for, but the number of options is impressive which is one reason why they are ranked #9 on our annual [top home security reviews](#).

Customer Service & Reputation	★★★★☆
Price	★★★★☆
Equipment	★★★★☆
Technology	★★★★☆
Security Performance	★★★★★

★★★★☆
3.17 / 5

Summary: Moni is a solid option for home security; however, they have higher prices for the same equipment and service of many of their competitors.

Pros and Cons

PROS	CONS
<ul style="list-style-type: none"> • Good customer service • Alarm.com interactive monitoring • Home automation options • Lifetime equipment warranty • In business since 1994 	<ul style="list-style-type: none"> • High monthly costs and activation fees • Possible rate increase after 12 months • Contracts can last up to 5 years, depending on dealer • High early termination fees

Moni Pricing and Packages

Packages	Core	Connected	Comprehensive
First 12 Months Monthly Price	\$19.99	\$29.99	\$39.99
After 12 Months Monthly Price	\$39.99	\$49.99	\$59.99
Activation Fee	\$99	\$99	\$149

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Monitoring type	Landline	Cellular	Cellular
Website	View Plans	View Plans	View Plans
Contract Length	36 or 60 months	36 or 60 months	36 or 60 months

Moni Package Comparison

There are three main packages available from Moni: Core, Connected, and Comprehensive. At a glance, these packages seem pretty similar, just with additional equipment and features as you pay more. However, there's one important distinction: The Core package is a landline-only option. We recommend springing for a cellular monitoring package (Connected or Comprehensive), because landlines are subject to tampering and outages, and aren't compatible with home automation features.

Packages	Core	Connected	Comprehensive
Website	View Plans	View Plans	View Plans
Full-color, touchscreen keypad	✓	✓	✓
Pet-sensitive motion detector	✓	✓	✓
Door/window sensors	✓	✓	✓
Keychain Remote	✓	✓	✓
Yard sign and window decals	✓	✓	✓
Indoor video camera	✗	Additional cost & service	✓
Medical Monitoring	✓	✓	✓
Heat, Smoke & Freeze Monitoring	Additional cost	Additional cost	Additional cost
Carbon Monoxide Monitoring	Additional cost	Additional cost	Additional cost
Water Detection	Additional cost	Additional cost	Additional cost
Two-Way Voice	Additional cost	Additional cost	Additional cost
Local Weather Alerts	✗	✓	✓

Unique Features

Home Automation

In addition to their equipment and service options, Moni has some great home automation technology that lets you monitor your home remotely from your smartphone, tablet, or computer. With the Connected or Comprehensive packages, you can take advantage of Z-Wave technology for wireless control over almost anything in your home. You can remotely lock your doors, adjust your thermostat, manage your lights, and control many home appliances or devices. All of these features are included in the Comprehensive package, but can be added a la carte in the Connected package for an additional equipment cost.

Authorized Dealers

Moni uses authorized dealers, which is a different approach than many other national home security companies. One of the downsides of this structure is that your experience will vary depending on your local dealer. Depending on your location, the price, equipment availability, and contract details will vary.

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What Factor is Most Important to You in a Home Security System?

- Setup Cost
- Monthly Cost
- 24/7 Monitoring
- Smart Phone Access
- Customer Service
- Equipment Warranty
- Home Automation

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and contract details will vary.

Equipment Warranty

The company's equipment is manufactured by Honeywell or GE and comes with a lifetime warranty. Equipment comes with free installation and each package includes a touchscreen keypad, motion detector, door and window sensors, keychain remote, and a yard sign with window decals. It's up to your dealer how installation is done, but be aware that dealers prefer to drill holes in your wall for items like the keypad. Unfortunately, if you'd rather do the installation yourself — a feature more companies are opting for over professional installation — you're out of luck with Monitronics.

Medical Monitoring

Alongside the main three packages, Moni offers two different packages that include medical alert equipment and monitoring. The HomeTouch Medical Packages are priced at \$46.95 per month and \$56.95 per month, and they add medical alert equipment and monitoring, including a medical pendant or watch. In the event of an emergency, you can push the pendant button and get an immediate response from a CSAA-certified operator who will dispatch emergency personnel when needed.

Note that Moni only offers medical alert equipment alongside a traditional security system package, so if you're only looking for a standalone service, consider Medical Guardian or other medical alert system providers instead.

Can I Take Moni With Me When I Move?

If you decide to move in the middle of your contract with Moni, you can take advantage of their Free Move program. As long as you're more than one year into the term, you can transfer your service without any interruption and set it all up for free, with no additional charge for installation. Your monthly rate should stay the same as well.

Customer Reviews

Positive reviews

“I appreciate the way Monitronics did their service. They came and upgraded my system. The technician that came did a wonderful job and instructed me on how to use the touchscreen and how to go through the menu. He upgraded two of my sensors as well while he was here. Everything went well.” —Nathaniel, Consumer Affairs, Dec 29, 2015

“I am pleased with the service that Monitronics provided when they came to my house. They were friendly and showed me all the different features of the new system that they installed. Overall, it was an excellent service.” —Serika, Consumer Affairs, Jan 23, 2016

Negative reviews

“Monotronics has one of the most UNFRIENDLY, PAINFUL cancellation process. took 10 days of knock down, drag out brawling. endless hoops to jump through. and once we did all of that, they pestered us with calls instead of fulfilling the cancellation request. we had no problem with their service, but all good will evaporated due to their cancellation process. customers should not be treated like trash just because they no longer want or need your service.” —Russ C., BBB, Oct 16, 2015

“What company makes you mail a letter to request a 30 day notice for cancellation? After waiting on hold for over 20 minutes that is what we were told. It felt as if the company has made it as difficult as possible to close an account in the hopes you won't.” —Melanie E., Yelp, Portland OR, July 29, 2015

Should You Choose Moni?

Moni has interactive monitoring, comes with a lifetime equipment warranty, and offers a comprehensive set of additional services and home automation options. However, Moni is a bit pricey—especially with their high activation fees—and their packages are pretty average in value compared to other providers, especially at their price point. Using local dealers means inconsistent service and policies, which is another concern. If you go with Moni, be sure to do

your due diligence on local authorized dealers before signing a contract. If you are interested in checking out the competition, read our reviews of our [top 5 best home security systems](#).

Moni Customer Reviews



3.05 stars (2 user reviews)

[Write Review](#)



About Daniel Thrasher



As a lifelong tech enthusiast and writer, Daniel loves communicating his passion for quality home security systems and the exciting advancements in home automation technology. He also sleeps easier knowing that his home is secure, which allows him to focus on his passions of writing, making comedy music, and creating 2D animations.

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DO NOT USE THIS COMPANY !!!!!!! We have been loyal, paying customers since 2008. After purchasing new windows, we needed contacts replaced on 9 windows. After calling and speaking with a representative, we were quoted a price of over \$600. This is when we decided to check with other security companies. After receiving a much lower rate from a local company, we called to terminate the service. We were told that we would receive an email that we would need to sign and return. Over a week passed and no email. We called them three times and three times were told they had an incorrect email address. After finally receiving the letter via email, we were told that we needed an installer's code which would be emailed to us in 24-48 hours. This was started around the 3rd week of April. On May 3rd, we were told that we would be charged for the entire month of May!!!!!! Not one person was willing to exhibit decent customer service towards us! We did what was asked on our end and expected them to be fair in doing their part!! I wouldn't recommend this company to Satan!!!!

- *Steve Thiel*

I agree I cancellel in Oct they didn't until Jan then I had to pay for another month went had no service they agreed to up date to wireless and never did that eithe then sent my bill to a collection agency for 85 dollars like they can't. Survive without it when it was there fault to begin with I would not recommend this company to my worst enemy