



Alarm Monitoring Procedures

PASSCODE

Your passcode is a number or word, of your choice, that you must give to the Monitoring Station staff when cancelling an alarm at your premises or when you wish to inquire or make changes to your account. The passcode can be a password or a number and must be at least 4 characters and not more than 10. The passcode should not be any word that can cause confusion about a possible emergency (Help, Fire, 911, Police, Emergency, etc.) or anything that can be considered vulgar or derogatory. **For your security, we cannot accept alarm cancellations or account information changes without your passcode.**

KEYPAD CODE

Your keypad code is normally a 4 digit number that you use to arm and disarm your alarm system. Most systems have multiple codes available so that system users and responding parties can have their own codes.

Standard Monitoring Station Procedures

Note 1: Individual instructions by the customer always override the standard procedures.

Note 2: When the Monitoring Station calls a responding party they will call down the list and then stop calling as soon as the first responding party has been reached.

Note 3: When the Monitoring Station calls the premise and reaches an answering machine/voice mail, they will make a second call before leaving a message.

Note 4: If the Monitoring Station receives an alarm and they are unable to reach anyone at the premise and they dispatch, the Service Department will follow up with you on the next business day to find out if you require service or additional training.

Note 5: If the Police were dispatched for a Burglary alarm and no responding parties are available and the premise is not secure, the Police will call to inform the Monitoring Station of the situation and they will keep trying to reach a responding party.

IF A CANCEL CODE IS RECEIVED WE ARE DONE WITH THE ALARM. IF WE HAVE ALREADY DISPATCHED, WE WILL CANCEL THE DISPATCH. THIS APPLIES TO ALL TYPES OF SIGNALS.

WHEN CALLING RESPONDING PARTIES, IF THEY DO NOT KNOW THE PASSCODE THE MONITORING STATION CAN VERIFY THE FIRST AND LAST NAME THEY HAVE ON FILE.

IF THE CUSTOMER REQUESTS SERVICE THE MONITORING STATION WILL PROVIDE THEM WITH THE LOCAL CUSTOMER SERVICE NUMBER.

BURGLARY/SLOW ENTRY ALARM/ID SECURITY ALERT

- The Monitoring Station will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voice mail is available
- If no code/invalid code is given they will contact responding parties.
- If no responding parties are available, Police are dispatched.
- If there is no answer, Police are dispatched and responding parties are called.
- The Monitoring Station will leave messages, where able, when calling responding parties.
- Once a responding party takes responsibility for the call NO OTHER responding party is contacted.
- The Monitoring Station will notify Police of the responding party's name and ETA or if no responding party could be reached.
- If a call is received by the Monitoring Station stating that the alarm is false, they will request a pass code.
- If no/invalid code is given then no action is taken from the phone call.

NOTE: Burglary alarms are subsequented for 30 minutes. When you receive a subsequent alarm check the history to see if someone was notified of the original alarm. If yes, please make one attempt on the first subsequent signal at contacting that person to advise them of additional alarms received on all numbers listed for that person, including if they were reached at premise. If no, no need to try contacting anyone.

NOTE: Police dispatch procedures related to their false alarm bi-laws will take precedence over this standard procedure.

NOTE: If the customer does not want to have Police dispatched, a letter is needed in their file. However, a letter is not needed if the customer requires verification before Police dispatch.

TAMPER

- The Monitoring Station will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voicemail is available.
- If there is no answer, no code/invalid code is given they will contact responding parties.
- If they have not reached a responding party, they will dispatch the Police.

PANIC/HOLDUP/DURESS

- The Monitoring Station will **immediately dispatch the Police.**
- They will then call the premise twice and let the phone ring six times. **NO message is left.**
- If no answer or no code/invalid code is given, they will call responding parties to notify them of the situation.

FIRE

- The Monitoring Station will call the premise once and let the phone ring six times. A message is left, if an answering machine/voicemail is available.
- If someone is reached on site advising it's a false alarm they do not need a passcode.

- If there is no answer on site, they will dispatch the Fire Department and call responding parties to advise them of the situation. A message will be left if an answering machine/voicemail is available.
- They will notify the Fire Department of the responding party's name and ETA or if no responding party could be reached.
- If someone calls into the Monitoring Station stating a false alarm, a passcode will be requested.
- If no code/invalid passcode is given, they will disregard the call.

CARBON MONOXIDE

- The Monitoring Station will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voicemail is available.
- They will call responding parties and a message is left if an answering machine/voice mail is available.
- If no responding party is reached, they will dispatch the Fire Department.
- If anyone calls into the Monitoring Station stating a false alarm, a passcode will be requested.
- If no code/invalid passcode is given, they will disregard the call.

MEDICAL

- The Monitoring Station will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voicemail is available.
- If there is no answer, they will dispatch the Ambulance.
- They will then call responding parties and leave a message if an answering machine/voicemail is available.
- They will notify the Ambulance department of the responding party's name and ETA or if no responding party could be reached.

No passcode is needed for MEDICAL signals.

DEFIBRILLATOR

- The Monitoring Station will immediately dispatch the Ambulance.
- They will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voicemail is available.
- They will call responding parties and a message is left if an answering machine/voice mail is available.
- They will notify the Ambulance department of the responding party's name and ETA or if no responding party could be reached.

No passcode is needed for DEFIB signals.

SUPERVISED CLOSING/LATE TO CLOSE

- The Monitoring Station will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voicemail is available.
- If there is no answer or no code/invalid pass code given, they will call responding parties and a message is left if an answering machine/voice mail is available.

- If someone is at the premise, they will ask for a code and advise him/her to arm the system or provide alternate schedule.

LATE TO OPEN/NOT OPENED

- The Monitoring Station will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voicemail is available.
- They will call responding parties and a message is left if an answering machine/voice mail is available.
- If they reach a responding party, they will ask for a code, advise them of the situation and request an alternate schedule.

EARLY OPENINGS

- The Monitoring Station will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voicemail is available.
- If no answer or no code/invalid code is given, they will call responding parties and a message is left if an answering machine/voice mail is available.
- If someone is at the premise, they will ask for a passcode and for an alternate schedule.

THIS IS A CODE REQUIRED SIGNAL!!

LOW TEMP/HEAT LOSS/HIGH TEMP/HIGH WATER/SUMP PUMP/REFRIGERATION ALARM

- The Monitoring Station will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voicemail is available.
- They will call responding parties and a message is left if an answering machine/voice mail is available.
- If no responding party is reached, they will continue call every 30 minutes for 1.5 hours.
- If no one was contacted after the 1.5 hours and messages were left the Monitoring Station will log the alarm, no other follow up will occur.

LOW BATTERY (to be called 24 hours a day)

- The Monitoring Station will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voicemail is available.
- They will call responding parties and a message is left if an answering machine/voice mail is available.
- If no one was contacted and messages were left the Monitoring Station will log the alarm, no other follow up will occur.

If the low battery continues it may not allow signals to be sent or may send false Burglary signals to the Monitoring Station before it dies.

LOW POWER/AC FAILURE (No power or no power going to the panel)

- This signal will log to history, no one is contacted.

**** If your customers require phone notifications for AC failures, we recommend updating the signal classification to **High Priority Trouble**.**

Please note: This should only be used when there is a clear and critical need. Overuse may impact the overall effectiveness of high-priority alerts.

**** For customers who rely on AC power for critical equipment—such as sump pumps, freezers, or medical devices—we strongly recommend installing dedicated environmental or equipment-specific sensors to ensure appropriate and timely alerts.**

SUPERVISORY (to be called 24 hours a day)

- The Monitoring Station will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voicemail is available.
- They will call responding parties and a message is left if an answering machine/voice mail is available.
- If no one was contacted and messages were left the Monitoring Station will log the alarm, no other follow up will occur.

POD TROUBLE/COMBUS TROUBLE/TROUBLE/OTHER TYPES OF TROUBLES FROM PANELS

- The Monitoring Station will call the premise twice and let the phone ring six times. A message is left on the second attempt, if an answering machine/voicemail is available.
- They will call responding parties and a message is left if an answering machine/voice mail is available.
- If no one was contacted and messages were left the Monitoring Station will log the alarm, no other follow up will occur.

UNIDENTIFIED SIGNAL

- The Monitoring Station will verify the customer's file to see if the unidentified signal is the result of an inputting error.
- If no error was found, they will call the premise and ask for a passcode and an explanation.
- If a valid code was received, they will notify the servicing alarm company of the unidentified signal to get the correct information for this signal in the future.
- If there's no answer, no code/invalid code given, they will page service or the Technician on-call to determine what the signal could possibly be and what steps to follow next (dispatch the authorities and/or call responding parties).
- If there was no answer at the premise and no response from the Technician after 15 minutes, the Police will be dispatched and the responding parties called.
- If no code/invalid code was given and no response from the Technician after 15 minutes, they will call the responding parties. A message is left if an answering machine/voice mail is available.
- If no responding parties are reached, they will dispatch the authorities.

- When the Monitoring Station has finished handling the signal they will notify the servicing alarm company of the unidentified signal to get the correct information for the signal in the future.

NOTE: If the account is only monitored for Fire the Fire Department will be dispatched instead of the Police. If the account does not have Burglary or Fire zones there WILL BE NO dispatch.

NON-VALID CALLER ID

- The Monitoring Station will search the database to see if the Non-Valid Caller ID matches another account.
- If there is a match, they will create a manual alarm on the account it matches and follow procedures for that signal.
- If there is no match and no signal was received, they will leave a message for service for the next business day.
- If there is no match and a signal was received, they will check the customer's file for an inputting error.
- If there was no error, they will call the number that came in with the signal.
- If someone answers, they will identify themselves as the Alarm Monitoring Company and ask if they are located at the address of the alarm.
- If the address is the same, they will follow regular procedures.
- If the address is different, they will disregard the signal.
- If there is no answer at the premise, they will page the Technician on-call.
- If there is no response after 15 minutes, they will follow regular procedures for the alarm received.

LATE TO TEST

- Late to Test signals are automatically e-mailed to the Dealer in a Daily Report.

These are set to be system handled.

CONNECT/DISCONNECT

- The Dealer will notify the Monitoring Station of connects and disconnects.

These must come from the Dealer.

- When a Customer calls in to disconnect their system, the Monitoring Station will refer them to their Dealer.
- In some cases, the Customer may call the Monitoring Station as they have been unsuccessful in reaching their Dealer and they need to disconnect their system.
- At this point, the Monitoring Station Supervisor or Manager will take the Disconnect.
- If none are available, the Monitoring Station staff will take the Disconnect with the Customers' contact info in case they need to call them back.

DISREGARD/PUT ON TEST

- When a Technician/Dealer requests an account to be put On Disregard/Test they are to provide the Monitoring Station with a valid code and specify a time in which they will be done.
- The Monitoring Stations will repeat all of the information back to them to ensure the date/time the account will come off of test is correct.
- The account will automatically go back into service at the time indicated by the Technician/Dealer.
- If the Technician/Dealer is done working on the account, they are to call into the Monitoring Station and clearly state they are done testing and to take the account Off Disregard/Test.