

MONITORING STATION DISPATCH PROCEDURE - (DEFAULT)

When a security system device is triggered within your premise:

1. An audit will sound and the signal will be transmitted via phone line to the monitoring station.
2. A live operator at the station will be notified of the event coming from your premise and all relevant information is displayed on their computer monitor.
3. The operator is able to see your full account, profile; acct. number, type of system and full description of devices installed, type of all alarm (fire, environmental, burglary or panic alarm) your physical address, and telephone contact list.
4. The first call back on an alarm is always to the premise where the alarm is installed. The next call is to the first person on the call list and so on to the last person listed.
5. The operators' first duty is to obtain verification of the alarm status, in other words is the alarm signal a real alarm or false alarm?
6. They verify the nature of the signal by placing a call to the physical address phone number.
7. Anyone who answers will be asked for the account number or a pre selected password if the correct information is not given then the operator will notify the rest of the contact on the key holder list.
8. If the correct information is given on call back then the operator will follow the instructions of the individual on site. They or any other key holders that are notified can ask for a dispatch of a security guard or for no action to be taken.
9. If a dispatch is requested by a key holder then a uniformed guard will be dispatched and will arrive on site to perform a site inspection to determine whether the alarm signal was false or if it was an actual alarm due to forced entry or other causes.
10. The guard will then contact Police or Ambulance services if required.
11. A full report will be generated and filled with your account history.
12. Your monitoring service includes 4 guard dispatches within a one year period. If there is an alarm and guards are required to respond to the site they will be called to the premise to investigate and verify up to two times within a one year period.
13. It is beneficial if we have 3 to 4 contact people to notify about any alarms or trouble conditions.
14. Any managers with key access would be assets in identifying alarm activity or any individuals on site.
15. If there is fixed security guards or concierge on site after hours it will be beneficial to not regarding any alarms.
16. It should also be noted that if the building is locked after hours and on weekends that our guards response will not be able to access the building unless they are given the appropriate access cards, keys and alarm codes to enter the building and your particular suite.
17. This service included with the standard monitoring and dispatch we are providing and additional fees apply.
18. If there is security or concierge on site after hours then the "security key holder service not required. If you are interested in the service it can be incorporated with your service fee at any time.