

Standard Procedure :

SECTION 1

BURGLARY SIGNAL - 1.10

(a) Between 6:00 and 21:00 instructions are to:

1. Check for special instructions for the alarm and confirm the alarm isn't subsequent
2. Call premises to verify
3. If unavailable, call first two keyholders to notify (one keyholder equates to all numbers for that key holder, for example cellular, pager, business)
4. If unavailable, dispatch authorities
5. Then call remaining keyholders to notify
6. If dispatched, call authorities to update of keyholders status
7. Notify Dealer via Work Order unless otherwise instructed

(b) Between 21:00 and 6:00 instructions are to:

1. Check for special instructions for the alarm and confirm the alarm isn't subsequent
2. Call premises to verify
3. If unavailable, dispatch authorities
4. Then call keyholders to notify
5. If dispatched, call authorities to update of keyholders status
6. Notify Dealer via Work Order unless otherwise instructed

(c) If it is a subsequent alarm on any burglary zone and has been dispatched within the last 24 hours and found to be a false alarm, do not

1. Check for special instructions for the alarm
2. Call premises to verify
3. If unavailable or no ID, call keyholders to notify
4. If unavailable, reoccur every 30 minutes until a keyholders is notified

d) If the account is a "Notify only" account (does not provide an option for dispatch)

1. Check for special instructions for the alarm
2. Call premises to verify
3. If unavailable or no ID, call keyholders to notify
4. If unavailable, reoccur every 30 minutes until a keyholders has been notified

If customer requests a dispatch, advice that that option is not available on their account at this time, but they may speak with their service department and have that changed. For the alarm in question however, if the police are needed the customer will have to call them.

CANCEL/ABORT - 1.20

"Cancel/Abort" signals are only accepted on burglary signals.

A "Cancel/Abort" signal received within 5 minutes of a burglary signal(s) indicates that an authorized person has disarmed the system. If authorities have been dispatched, they are to be cancelled

- i. If a "Cancel/Abort" is received after 5 minutes and the authorities have been dispatched, call the premises immediately to determine whether or not the authorities should be cancelled - If the alarm cannot be verified false, do not cancel dispatch

CANCEL/CALL - MNEMONIC "CA2" - 1.21

"Cancel/Call" signals are only accepted on burglary signals.

A "Cancel/Call" signal received within 5 minutes of a burglary signal(s) indicates that an authorized person has disarmed the system. If authorities have been dispatched, they are to be cancelled.

- i. If a "Cancel/Call" is received after 5 minutes and the authorities have been dispatched, call the premises immediately to determine whether or not the authorities should be cancelled - If the alarm cannot be verified false, do not cancel dispatch.

2. A "Cancel/Car signal requires the Operator to call the premises, log the name of the person spoken to and the cause of the alarm. If service related, create a Work Order

- a. Do not dispatch, unless requested by someone at the premises,
- b. If unavailable, leave a message, and then clear the signal as "cancel received." No further action is needed at this point.

LINE CUT/DVAC (SURGARD/EUROPLEX) - 1.30

Check screen to see if single or multiple Accounts have lost communication:

If single Account:

1. If the line cut signal is restored
 - A. For non-ULC/UL accounts, notify Dealer via Work Order
 - B. for ULC/UL accounts, notify keyholders and notify Dealer via Work Order
2. If no restoral is received
 - A. Check to see what type of account the signal is coming in on
 - i. If it is a Fire System, notify keyholders do not dispatch
 - ii. If it is a Burg System, proceed to B
 - B. Check to see if the account is open or closed, if the account does not record the open or close signals we consider it closed
 - i. If open, notify keyholders - do not dispatch
 - ii. If closed, treat as burglary, following any specific instructions on the account.
 - C. Call the Dealer to see if they would like a ticket opened with Bell for a "Level One Diagnostic Check'. Make sure the Dealer is aware that Bell may charge for this option and that any charges incurred will be the responsibility of the Dealer
 - D. Send a Work Order to the Dealer If multiple Accounts:
 - I. Enter comments in each account stating that account has experienced circuit trouble
 2. Contact Bell and open a ticket
 3. Notify Dealer of situation. If ULC, notify customer as well

TAMPER - 1.31

1. Check what type of tamper signal is coming in
 - i. If it is a zone or sensor tamper, notify keyholders - do not dispatch
 - ii. If it is a panel, module, system, radio or zone expander, proceed to number 2
2. Check to see what type of account the signal is coming in on

- i. If it is a Fire System, notify keyholders - do not dispatch
 - ii. If it is a Burg System, proceed to number 3
 3. Check to see if the account is open or closed, if the account does not record the open or close signals we consider it closed
 - i. If open, notify keyholders - do not dispatch
 - ii. If closed, treat as burg, following any burg instructions specific to that account
 4. Notify Dealer via Work Order unless instructed otherwise

DURESS/PANIC/HOLD UP ALARM -- 1.40

1. Check for special instructions for the alarm and confirm the alarm isn't subsequent
2. Call premises to verify unless otherwise instructed. Do not leave a message.
3. If unavailable or no ID, dispatch authorities, providing Police/Guard have not been dispatched within the last 15 minutes. Dispatch again if a re-trip occurs beyond 15 minutes, or any time a new zone is received
4. Notify Dealer via Work Order unless otherwise instructed

MEDICAL ALARM –1.50

1. Check for special instructions for the alarm and confirm the alarm isn't subsequent
2. Call premises to verify (no passcode required - only first and last name)
3. If unavailable or requested, dispatch ambulance
4. Call keyholders to notify
5. If dispatched, call authorities to update of keyholder status
6. Notify Dealer via Work Order unless otherwise instructed

FIRE ALARM - 1.60

NOTE: Always search the address of the account before dispatching the fire department to ensure backup systems are not on test - If

backup system is on test; notify the shift supervisor or lead operator for further instructions

(a) For Residential and Commercial Accounts

1. Check for special instructions for the alarm and confirm the alarm isn't subsequent
2. Call premises to verify (no passcode required - only first and last name)
3. If unavailable and no fire dispatch within the last 15 minutes dispatch fire department - If fire dispatched over 15 minutes or new zone, call fire department to notify
4. Call keyholders to notify
5. Call authorities back to update of keyholder status
6. Notify Dealer via Work Order unless otherwise instructed

(b) FOR ALL ULC Accounts and Apartment Buildings/High-rise:

1. Check for special instructions for the alarm and confirm the alarm isn't subsequent
2. Dispatch FD immediately (Ignore code instructions to call premises first)
 - i. If fire dispatched within the last 15 minutes for this zone clear signal as subsequent
3. Then call premises to verify (no passcode required, only first and last name)
4. If verified false, call fire department back and notify
5. If no answer on site, call keyholders to notify
6. Call authorities back to update of keyholder status
7. Notify dealer via Work Order unless otherwise instructed

GAS DETECTOR - 1.61

1. Check for special instructions for the alarm and confirm the alarm isn't subsequent
2. Call premises to notify
3. If unavailable dispatch Fire department
4. Call keyholders to notify
5. If dispatched, call authorities to update of keyholder status
6. Notify Dealer via Work Order unless otherwise instructed

CARBON MONOXIDE - 1.62

1. Check for special instructions for the alarm and confirm that the alarm isn't subsequent
2. Call premises to notify
3. If unavailable, call keyholders to notify
4. If unavailable, dispatch fire department
5. Notify dealer via Work Order unless otherwise instructed

SECTION 2

CLOSING/EXIT ERROR (NON ULC) - 2.10

IF CLOSING RECEIVED LESS THAN FIVE MINUTES BEFORE/AFTER ALARM:

1. Call premises to verify
2. If unavailable or no ID, call keyholders to notify
3. If unavailable, reoccur for 30 minutes (only reoccur once)
4. If unavailable, notify Dealer via Work Order and disposition

ALARM ON CLOSE/EXIT ERROR (11I C/UL) - 2.11

When this type of signal comes in on a ULC account, we disregard the close and process as a regular burglary signal. When notifying keyholders, state that the alarm came in with an arming and is possibly an exit error.

1. Call premises to verify
2. If unavailable or no ID, call keyholders to notify
3. If unavailable dispatch authorities
4. Notify dealer via Work Order

OPEN/NOT CLOSED - 2.20

1. Do not dispatch
2. SIMS delays all Opening signals for 30 minutes
3. Only verify Opening if present time is outside schedule time
4. A User-defined Opening does not require a verification call

LATE TO CLOSE PROCEDURE - 2.30

1. Check schedule and history for any changes or special comments
2. If nothing noted, call premises to verify time extension
3. If unavailable, call keyholders to notify and adjust the schedule accordingly
4. If unavailable,
 - A. Non UL/UL accounts extend the schedule 1. hour, maximum of 2 calls then extend to the closing time of the next business day, The Supervisor will make a discretionary call on accounts without weekend schedules.
 - B. ULC/UL accounts extend and call every 30 minutes until someone is notified.
(If the customer habitually fails to adhere to the schedule, the Dealer should be notified to get an updated schedule from the customer).

NOT OPEN- LATE TO OPEN - 2.40

1. Check schedule and history for any changes or special comments
2. Call keyholders to notify and adjust the schedule accordingly
3. If unavailable, extend the opening time 30 minutes. Change the closing time to the end of the business day.

EARLY OPEN 2.50

Call on this signal regardless of whether or not the open is user defined. This signal comes up so that the promises will be called.

1. Check history for any changes to schedule or special comments
2. If nothing noted, call premises to verify they are open for the day
3. If unavailable, call keyholders to notify and adjust the schedule accordingly
4. If unavailable, extend the schedule 1 hour. If this falls within the regular schedule, adjust the closing time to regular closing time.

EARLY CLOSE - 2.60

1. Call keyholders to notify of early closing. Do not reoccur

SECTION 3

CHRONIC/RUNAWAY TROUBLES

Chronic: Three trips within the last seven days

Runaway: Signal comes in every one to five minutes for at least thirty minutes straight

These types of signals are an indication of a problem with the system and most likely a serious one. Though the signal may be restoring it is not an indication that the system is working properly. Ensure that the signal is notified on.

NON-ULC CHRONIC TROUBLE SIGNALS

09:00 – 17:00 Monday to Friday

1. If the customer has already been made aware of the original trouble
 - i. Call the dealer only and get the signal on test for the period of time service will need to resolve the problem
 - ii. Send a work order and clear the signal
2. If the customer has not been notified of the original trouble
 - i. Call the premises only; leave a message if there is no answer
 - ii. Call the dealer and get the signal on test for the period of time service will need to resolve the problem
 - iii. Send a work order and clear the signal
3. If you are unable to reach the dealer, after confirming with the Supervisor put the signal on test until noon of the next business day.

17:00 -- 09:00, Weekends & Holidays

1. Call the main service number and leave a message if unavailable

i. If there is an on-call, notify them and get the signal on test for the period of time service will need to resolve the problem (Do not call emergency numbers)

ii. Send a work order

2. If you do not reach the dealer, after confirming with the Supervisor put the signal on test until noon of the next business day.

RUNAWAY AND ULC/UL CHRONIC/RUNAWAY TROUBLE SIGNALS

All hours:

1. Call the premises and key holders, leaving messages where able. Do not reoccur to reach them.

i. Call service to get the signal on test for as long as service will need to resolve the problem (Call emergency after-hours phone numbers if necessary)

ii. Send a work order

2. If you do not reach service put the signal on test till noon of the next business day

i. Create a key event and reoccur it to try service every 30 minutes until someone is reached.

LOW/HIGH TEMPERATURE - 3.05

WE MUST NOTIFY IMMEDIATELY EVEN IF ZONE RESTORES

1. Check for special instructions for the alarm

2. Call premises to notify

3. If unavailable, call keyholders to notify

4. If unavailable, reoccur every hour until someone is notified

POF POWER OFF - 3.10

(a). If residential account:

Notify Dealer only. Ignore code instructions to call keyholders.

(b). If commercial account:

Between the hours of 8:00 - 21:00

1. Check history for restoral - If the zone restores, disposition the signal

2. Check screen to see if isolated signal

3. If isolated Incident:

i. Notify premises and record name

ii. If unavailable, call keyholders to notify

iii. Notify Dealer via Work Order unless otherwise instructed (One Work Order every 24 hours)

iv. If unavailable, reoccur every hour for a maximum of three attempts

4. If power outage in area, check with Supervisor or Senior Operator if signal may be entered as "power out in area" and disposition the signal as "trouble".

Between the hours of 21:00 – 81:00

1. If isolated incident:

i. If not restored, notify Dealer via Work Order unless otherwise instructed (One Work Order every 24 hours)

2. If power outage in area, check with Supervisor or Lead Operator if signal may be entered as "power out in area and disposition the signal as "trouble".

LOW BATTERY/DC FAILURE - 3.15

If there is a power off signal that has not yet restored, then premises and keyholders- are called immediately regardless of the time and the type of account.

08:00 – 21:00: (local time to account)

1. Check for special instructions for the alarm

2. Check history for restoral - If the zone restores, disposition the signal

3. Call premises to notify

4. If unavailable, call keyholder to notify

5. Notify Dealer via Work Order unless otherwise instructed (One Work Order every 24 hours)

6. If unavailable, reoccur every hour until a keyholder has been notified

21:00 – 08:00: (local time to account)

1. Check history for restoral - If the zone restores, disposition the signal

2. Ignore code instructions to call keyholders
3. Notify Dealer via Work Order unless otherwise instructed (One Work Order every 24 hours)

FIRE PANEL TROUBLE - 3.20

(a). Commercial account:

1. Check for special instructions for the alarm
2. Call premises to notify even if signal restores
 - i. If unavailable, call keyholders to notify
3. Notify Dealer via Work Order unless otherwise instructed (One Work Order every 24 hours)
4. If unavailable, reoccur every hour until someone is notified

(b). Residential account:

1. Check for special instructions for the alarm
2. If restored, notify Dealer via Work Order (One Work Order every 24 hours)
3. if not restored
 - i. Call premises to notify
 - ii. If unavailable, call keyholders to notify
 - iii. Notify Dealer via Work Order unless otherwise instructed (One Work Order every 24 hours)
 - iv. If unavailable reoccur every hour until someone is notified

SPRINKLER TAMPER LOW/HIGH PRESSURE - 3.25

WE MUST NOTIFY IMMEDIATELY EVFN IF ZONE RESTORES

1. Check for special instructions for the alarm
2. Call premises to notify
3. If unavailable, call keyholders to notify
4. Notify Dealer via Work Order unless otherwise instructed (One Work Order every 24 hours)
5. If unavailable, reoccur every hour until a keyholder has been notified

PRIMARY PHONE LINE/ GENERAL TROUBLE 3.30

Code instructions must be followed If there is a specific trouble description.

1. Check for special instructions for the alarm
2. Check history for restoral If the zone restores, disposition the signal
3. Call premises to notify
4. If unavailable, call keyholders to notify
5. Notify Dealer via Work Order unless otherwise instructed (One Work Order every 24 hours)
6. If unavailable, reoccur every hour until a keyholder has been notified

SUPERVISORY TROUBLE 3.35

1. Check for special instructions for the alarm
2. Check history for restoral - If the zone restores, disposition the signal
3. Call premises to notify
4. If unavailable, call keyholders to notify
5. Notify Dealer via Work Order unless otherwise instructed (One Work Order every 24 hours)
6. If unavailable, reoccur every hour until a keyholder has been notified

ULC TROUBLE/ DEFINED SUPERVISORY SIGNALS 3.40

WE MUST NOTIFY IMMEDIATELY EVEN IF ZONE RESTORES

- 1, Call premise to notify
2. If unavailable, call keyholder to notify
3. Notify Dealer via Work Order unless instructed otherwise (One Work Order every 24 hours)
4. In unavailable, reoccur every hour until a keyholder has been notified

SIREN/BELL DAMAGED 3.45

1. Notify Dealer only via Work Order unless instructed otherwise (One Work Order every 24 hours)

FUSE BLOWN – 3.50

t. Notify Dealer only via Work Order unless instructed otherwise (One Work Order every 24 hours)

DATA LOST- 3.55

1. Notify Dealer only via Work Order. Ignore ALL instructions to call anyone. (One work order every 24 hours)

EMERGENCY- 3.60

1. This signal will come In with specific instructions. Call to notify even if signal restores.

FLOOD/HIGH WATER 3.70

WE MUST NOTIFY IMMEDIATELY EVEN IF ZONE RESTORES

1. Check for special instructions for the alarm
2. Call premises to notify
3. If unavailable, call keyholders to notify
4. If unavailable, reoccur every hour until a keyholder has been notified

UNRESTORED SIGNAL - 3.75

- I. Check for special instructions
2. Call premises to notify
3. If unavailable, call keyholders to notify
4. Notify Dealer via Work Order unless otherwise instructed (One Work Order every 24 hours)
5. If unavailable, reoccur every hour until a keyholder has been notified