

## **Second Call Verification for The Commonwealth of Virginia**

Vector Security, Inc. takes its role as an industry leader very seriously. We have always worked with local emergency response agencies to help ensure high standards. Changes often take place to better the industry without our customers even noticing, however, there are times when customer interaction is needed. Recent changes in the alarm industry will not only affect our customers, but also the operation of our alarm monitoring services.

In 1995, the Department of Criminal Justice began to regulate all alarm companies in the Commonwealth of Virginia to protect the public from unethical companies. In a recent update to this regulation, to help control the amount of false alarms received by emergency agencies, the Department of Criminal Justice enacted "Second Call Verification." This new regulation requires all alarm monitoring stations to make a second call to the customer or keyholder at an alternate number in an attempt to verify whether the alarm is an actual alarm or caused by something other than an intruder. The second call requirement only applies to burglary alarms, not fire or hold-up.

From the Emergency Data Sheet link, please print an Emergency Data Sheet. Take a moment to complete this form and include a Second Call Verification number. We recommend your cellular phone number. The person at this alternate number **MUST** know your passcode/word. Remember that we will always call the premises first. Until this form is received in our office, we will notify the first person currently listed on your contact list in an attempt to verify the need for the authorities to be dispatched. In addition, if you disarm your system after activation and we receive a cancel signal, we will dispatch the authorities only if when calling the premises the phone is answered and the answering party does not have a passcode.

VA License # DCJS License #11-2048 Contractor's #2705-020459A