

## **Monitoring Center Response Guidelines**

Vector Security<sup>®</sup> is committed to reducing false alarms, one of the most pressing issues facing the security industry and emergency response agencies today. In an effort to eliminate unnecessary responses, please share these guidelines with everyone who will be using your alarm system, as well as your designated emergency contacts. These guidelines will be followed each time an alarm is triggered unless you notify your local Vector Security office that you would like to customize your response.

### **Burglar Alarm**

The Monitoring Center will place a call to the premises then verify the dialed telephone number. If the person answering the call provides the correct passcode, no further action will be taken. If the person answering the call is unable to provide the correct passcode, the enhanced verification contact will be called. If the enhanced verification contact is unable to verify that the alarm is false, the police will be notified and an emergency contact will be called.

### **Medical / Emergency**

The Monitoring Center will place a call to the premises, verify the dialing telephone number, and then notify the emergency response agency or the enhanced call verification contact, in the order you determine. In the event of unintentional alarm activation, the person answering the verification call should provide a passcode. If the Monitoring Center is unable to verify that the alarm is false, the emergency response agency you designate will be called, and an emergency contact will be called.

### **Panic / Hold-up / Safe Alarms**

Residential – The Monitoring Center will place a call to your premises. If the person answering the call provides the correct passcode, no further action will be taken. If there is no answer, a busy signal, no passcode, or an incorrect passcode, the police will be notified. After 30 minutes, the Monitoring Center will contact the home or an emergency contact.

Commercial – The Monitoring Center will contact the police upon receipt of the alarm signal. After 30 minutes, the Monitoring Center will call the telephone number assigned to the premises, or an emergency contact will be notified.

### **Carbon Monoxide Detectors**

The Monitoring Center will call the telephone number assigned to the premises and instruct the person answering to evacuate all occupants. The Monitoring Center will also ask the person answering the phone if any of the occupants are feeling ill. The person answering the phone will also be advised that the fire department will be notified and that no one should re-enter the building until the fire department gives permission. If no one answers the Monitoring Center call, then the fire department will be notified.

### **Fire / Sprinkler**

Residential – The Monitoring Center will call your premises, and if the person answering the call provides the correct passcode to verify that no emergency exists, no further action will be taken. If there is no answer, a busy signal, no passcode, or an incorrect passcode, the fire department will be notified and an emergency contact will be called.

Commercial – In compliance with the National Fire Protection Association (NFPA) requirements, the fire department will be notified upon receipt of the alarm signal. The Monitoring Center will then call the telephone number provided for the premises, and if the person answering the call provides the correct passcode to verify that no emergency exists, the fire department will be notified. The fire department may or may not choose to cancel the response. When calling the premises and there is no answer, a busy signal, no passcode, or an incorrect passcode, an emergency contact will be called.

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**Supervisory Signals** (non-alarm signals, including low-batteries, open/close transmission, trouble conditions, etc.)

Residential – Between 7 a.m. and 11 p.m. EST, the Monitoring Center will call the telephone number provided for the premises and request a passcode from the person answering the call. If there is no answer, a busy signal, no passcode, or an incorrect passcode, an emergency contact will be notified of the trouble condition. Supervisory Signals received outside of these hours will be processed beginning at 7 a.m. EST.

Commercial – Supervised open/close signals during authorized times by authorized users will require no action. Open signals outside of scheduled hours require prior authorization or authorization when the Monitoring Center calls the telephone provided for the premises. If the Monitoring Center is unable to verify the early open, the police and emergency contact will be notified. Late closes for supervised systems will require a passcode to extend scheduled hours. The Monitoring Center will call the telephone number provided for the premises and, if necessary, the emergency contacts to get authorization. All other supervisory signals will result in a call from the Monitoring Center to the telephone number provided for the premises for notification and the proper passcode. If there is no answer, a busy signal, no passcode, or an incorrect passcode, an emergency contact will be notified.

## **IMPORTANT INFORMATION ABOUT YOUR MONITORING SERVICE**

### **Passcodes**

Passcodes – a word or number that lets Vector Security know that an individual is authorized to use your security system – are always needed to prevent notification of the authorities in the event of unintentional alarm activation. Vector Security can activate passcodes to accommodate anyone for any period of time, including babysitters, houseguests, cleaners, and employees requiring temporary after-hours access.

### **Unintentional Alarm Activations**

If your security system is unintentionally activated, enter the passcode given to you by Vector Security. You will receive a courtesy call to the phone number you provided for the premises. The Monitoring Center will let the telephone ring 5-6 times. This call is your electronic verification. If you do not receive a call, please call the Vector Security Monitoring Center. Cancelled alarms are a lower priority than actual alarm signals and will be processed accordingly at the Monitoring Center.

### **Electronic Verification (Burglary only)**

In the event of an unintentional alarm activation, enter the disarm code given to you by Vector Security. The Monitoring Center will attempt to call the primary contact you provide for the premises. If the call results in no answer, a busy signal, or an answering machine/service, the authorities and other contacts will not be notified. No further action will be taken.

### **Enhanced Call Verification Contact**

In an attempt to verify an alarm signal prior to notifying the authorities, the Monitoring Center will call the person you designate if the premises primary contact cannot be reached. Usually this person is contacted via cell phone.

### **Emergency Contact**

The names and contact information you provide to the Monitoring Center are used for notification purposes after the authorities are contacted. You should provide you emergency contact(s) with instructions on what they should do in the event that the Monitoring Center contacts them.

### **Review Monitoring Center Information**

Review and confirm the names and telephone numbers you provided as contacts on a regular basis. If you add call intercept services, or if you already have this service, make sure the Monitoring Center has the bypass code.

### **Repeat Alarms within a Two-hour Period**

Authorities will be notified of alarms on the same zone once every two hours. Emergency contacts will be notified on repeat alarms and may request the authorities dispatch to the premises. Alarms on new zones will be treated as a new event, which will result in notification of the authorities if not verified.