



## What We do If Your Alarm Goes Off:

Your security system is programmed for different types of alarms, each type is handled in a different way. Below describes just some of the different types of alarms we respond to.

### Burglar Alarm

Residential/Commercial: If you trip your alarm accidentally, don't panic!

1. Our Central Station will call your home or business to determine if the alarm is false.
2. If an incorrect pass code is received or there is no answer we dispatch the police.
3. We call the authorized person on your call list in the order designated.
4. If we receive a cancel signal from your system, the police will not be called or will be canceled. (cancel signals are sent when the alarm system is turned off with a valid code and within a certain time limit)

### Fire alarms

Residence:

1. We follow the same procedure as above with the exception we call the fire department. If you have accidentally set off a fire alarm. You will need to clear the smoke from the premises before you can reset the alarm. Smoke detectors work whether your alarm is turned on or not.
2. On commercial accounts we will notify the fire department first, then contact the premise and then the contacts on the emergency call list.

### Silent Panic/Holdup

1. The police are dispatched on all Panic and Holdup alarms received. We will wait 15 minutes and then call the location and then the emergency call list.

### Low Battery

1. We will call the premise and notify you of the low battery.

### Missing Test

1. We will contact you on missing test, in most cases this is caused by the customer changing phone service and the new provider disconnecting the alarm.