

DRAFT

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1. Alarm Verification and Notification Procedures

1.1. General

- 1.1.1. **Description.** Alarm Verification is a generic name given to many techniques used (1) to permit authorized personnel to appropriately identify themselves, thereby preventing emergency response agencies from being requested to respond to situations that do not represent an emergency; and (2) to confirm or deny the validity of alarm signals received at a Central Station or Monitoring Center (monitoring facility)
- 1.1.2. If differences exist between this standard and other written arrangements with the monitored premises, the other arrangements shall take precedence.
- 1.1.3. The term "UL Certificated" Service, as used in this document, refers to burglar alarm systems that have a UL certificate in force and therefore follow verification procedures outlined in the UL 827 Standard.
- 1.1.4. **Types of Verification.** Two broad forms of verification may be employed. These include:
 - 1.1.4.1. **Standard Verification.** Standard Verification is the attempt by monitoring personnel to verify that an emergency does not appear to exist at the monitored premises, by means of a phone call or voice contact
 - 1.1.4.2. **Enhanced Verification.** Enhanced Verification is the attempt by monitoring personnel to verify that no emergency exists, at the monitored premises, by means of more thorough procedures such as 2 verification calls, live audio or video, cross zoning, other means or a combination of these procedures.
- 1.1.5. **Methods of Verification**
 - 1.1.5.1 **Electronic Verification.** An electronic signal transmitted to the monitoring facility that indicates to its personnel or to its dispatch computer that no emergency appears to exist.

- 1.1.5.2. **Verbal.** A personal contact by means of telephone or audio conversation with an authorized pass code holder or other authorized person for the protected premises to verify that no emergency exists.
- 1.1.5.3. **Video.** An electronic picture, pictures or images viewing an area of the protected premises from which an alarm signal has been received which permits monitoring personnel to view the area which has an alarm to verify an emergency condition exists or alternately that no emergency appears to exist.
- 1.1.5.4. **Cross Zoning.** The application of redundant detection devices such that one motion detector or one photo-electric beam paired with some other device such as another motion detector, photo-electric beam, door contact, covering generally the same area. An alarm is recognized when both detectors in the pair are triggered.
- 1.1.5.5. **Electronic Biometrics.** The ability to verify the identity of authorized on-premises personnel through the use of detectors that utilize facial or body recognition, voice identification, hand geometry, fingerprint identification or other biometric characteristic identification technology.

1.2. **Standard Verification Procedures for Burglar Alarm Signals**

- 1.2.1 **Procedures for Alarm Signals Received from Systems without “UL Certificated” Service.** Monitoring facility personnel shall promptly call the protected premises for identification and verification of person’s authorized to be on customer premises.
 - 1.2.1.1 **If No Contact.** If there is no answer, the monitoring facility shall notify the law enforcement authority. The monitoring facility may call a pass code holder off-premises to determine if there is a reason not to notify authorities.
 - 1.2.1.2 **If Telephone Is Answered** If the telephone is answered, the monitoring facility shall obtain pass code verification or other electronic identification that the person is authorized to be on the premises. Upon receipt of correct identification as outlined in this paragraph, and the authorized person states that no emergency exists, responding entities shall not be notified or may be recalled and the alarm considered aborted. If no valid pass code or authorization is provided, the monitoring facility may

attempt to reach an authorized person off premises to verify the authenticity of the on premises person, and failing that shall notify the law enforcement authorities or other responding entity.

1.2.1.3 **No Code.** If the person(s) contacted cannot be identified by a valid identification code within a reasonable time after the contact, law enforcement authorities and/or a runner or runners shall be dispatched to the premises.

1.2.2 **Procedures for Alarm Signals Received from Systems with “UL Certificated” Service.** Signals received from certificated systems shall be handled in accordance with the procedures defined in UL Standard 827.

1.3 Enhanced Telephone Verification of Burglar Alarm Signals

1.3.1 **Extended Time.** The time permitted for enhanced verification of non-certificated system may be extended beyond the time constraints imposed for certificated systems defined in UL Standard 827 as appropriate under the facts known by monitoring center personnel.

1.3.2 **Procedure.** For alarm signals received from non-certificated commercial burglar alarm systems or any residential alarm system signal such as a burglar, duress or panic, the following procedures shall be followed::

1.3.2.1 3.3.2.1 **CALL 1.** The monitoring facility shall attempt telephone verification to the protected premises after receipt of the alarm signal.

1.3.2.2 3.3.2.2 **CALL 2.** If a monitoring facility operator gets a busy signal or no answer on the first call to the protected premises, a second call or calls shall be made to an alternate phone number such as a cellular, work or second number at the protected premises if such number is available.

1.3.2.3 **Answering Machines.** If the first or second call reaches an answering machine a message should be left, clearly stating that it is the alarm company calling and leaving necessary information for the alarm user to promptly contact the monitoring facility.

- 1.3.2.4 **Person on Premises without proper code.** If the operator reaches the protected premises on the first or second call and the person answering the phone does not have the proper pass code then the operator may attempt to make a 3-way call with the premise person retained as a party to the call. The 3-way call shall attempt to reach others on the call list to verify the authenticity of the person on the protected premises. If this process fails to resolve the issue then the operator should proceed to notify the dispatch authority.
- 1.3.2.5 **Scheduled Events.** If an alarm signal is received in connection with a scheduled opening or closing event, additional numbers should be called on the call list in order to determine whether the alarm signal is caused by an opening or closing error.
- 1.3.2.6 **Verified False.** If the alarm is verified as being false during the first, second or succeeding call as a result of getting a valid pass code, the operator shall suspend activities relating to the specific signal being worked.
- 1.3.2.7 **NOTIFICATION CALL.** Call to the law enforcement authority such as 911.
- 1.3.2.8 **Call lists and Priority:** Following notification of law enforcement authorities, attention shall be placed on completing the emergency call list with priority to achieve a cancellation of the dispatch if it is verified that no emergency exists. Subsequent to dispatch of a sworn officer, the priority of notification calls to phone numbers in the customer's data base shall be first to numbers where there is a high probability of reaching an alarm user; the succeeding calls shall be made next to neighbors, then to non-premises people such as relatives, or secondary key holders.
- 1.3.2.9 **Verification Phone Accessibility Guideline.** Care shall be taken to verify that the emergency call list phone numbers are to phones without call waiting, or alternately that *70 is programmed in front of the monitoring center phone number in the electronic digital communicator. The verification phones at the monitored premises shall be accessible after hours (not locked up in an office), such as in the vicinity of commonly used entrances and they shall

not be sent to voice mail after hours so the after hours users and cleaning people can hear and answer the phone.

- 1.3.2.10 **Additional Methods.** Audio verification, video verification, cross zoning or other electronic verification mediums shall be permitted in place of or in addition to the second verification call and shall be considered in compliance with this enhanced verification standard.

1.4 Hold-Up and Panic Alarm Signals.

- 1.4.1 **Commercial Hold-Up Alarm.** Unless otherwise noted, the monitoring facility shall not call the protected premises but shall notify the authorities

1.5 Residential Fire Alarm Signals

- 1.5.1 **Households.** For purposes of this standard, “household” is defined (as NFPA #72 also defines this term {August 1999}) as the family living unit in single-family detached dwellings, single-family attached dwellings, multifamily buildings and mobile homes. This definition excludes common usage areas in multifamily buildings such as corridors, lobbies, basements, etc. Fire alarm systems covering such excluded areas are not “household” fire alarm systems. The primary purpose of fire alarm systems in households is to provide an audible signal to occupants in order to expedite evacuation of the household. (NFPA #72 section 2-1.2 states that “This code {Household Warning Equipment} is primary concerned with life safety, not with the protection of property. It presumes that the family has an exit plan.”)

- 1.5.1.1 **Household Fire Alarm Signal** The procedures defined in the NFPA 72 code shall be followed for household fire alarm signals.

1.6 All Properties other than Households, as defined in 3.5.1 above.

- 1.6.1 **Commercial (Non-Household) Fire Alarm.** The procedures defined in the NFPA 72 code shall be followed for commercial (non-household) alarm signals.