



Alarm Monitoring - Procedure

National Security Services has U.L. approved alarm monitoring that is 24-hours a day and seven days a week. Our average response time from the time we receive the alarm signal is just 12 seconds.

So, here is the process. There are three things that you have in conjunction with your alarm monitoring service for it to work:

1. **You have 4-digit code that you use to arm and disarm the alarm system.**
2. **You have a password that you use to call off an accidental alarm.**
3. **You have an emergency notification list that is called if there is a dispatch to the premise.**

Now, here is how it all works together with the alarm monitoring:

1. **Any time you set your alarm in the alarm mode with your 4-digit code then it is being monitored.**
2. **If a zone is tripped like a motion detector or door then your loud siren goes off and an alarm signal is immediately sent via your phone line to our 24-hour central alarm monitoring station.**
3. **Your information pops up on our operator's screen who then immediately initiates a phone call to your premise phone number or cell phone number.**
4. **If you or another occupant picks up the phone within 5 rings and knows the password then we do not dispatch the police.**
5. **If no one answers the phone, doesn't know the password, or sounds like they are under duress then we dispatch the police.**

After the call to dispatch the police we then immediately begin to call the numbers on the emergency notifications list, usually about 3 or 4 numbers. This is usually the occupant's cell phones to start and then a friend or family member. After the first person on the list picks up the phone and is notified of potential break-in and police dispatch then we would stop calling the list unless you request us to call the remaining contacts.

Depending on your preference, you can make changes to the dispatch procedures but this would be the standard alarm monitoring dispatch procedures used.

NOTE: Some alarm systems have what is referred to as an abort signal. That is when you accidentally set off the alarm and turn it off within 30 seconds. In this case an alarm monitoring abort signal is sent in and the signal is essentially ignored by the central station and assumed to be a mistake. This is an industry wide effort in an attempt to greatly reduce false alarms. So, don't think that your alarm monitoring isn't working simply because you set off the alarm system and no one called you. You may have had an abort signal sent if you turned off your alarm fast enough.

Give us a call today to set up 24-hour alarm monitoring services.

404-636-2222