



ULC COMMERCIAL DISPATCH PROCEDURES

This information outlines how Security ONE will respond to various possible alarm signals received from your system at our monitoring facility.

These dispatch procedures are industry best practices which have been created in collaboration with ULC – (Underwriters Laboratories of Canada) and local law enforcement agencies.

Security ONE will utilize the following dispatch procedures:

BURGLARY

Call premise. If no answer - Dispatch police authorities (Alarm must be dispatched within 3 minutes) Continue on the call list as needed. If no keyholder is attending, advise police dept. Police dept will still attend a false alarm as a courtesy call.

System must be inspected on an annual basis.

FIRE

Dispatch fire authorities first within 30 seconds. Continue on the call list as needed. If no keyholder is attending, advise fire dept. Fire dept will still attend a false alarm as a courtesy call. The system must be inspected on an annual basis.

TAMPER

Call premise. If no answer – dispatch police authorities (must be within 3 minutes)

Continue on the call list as needed. If no keyholder is attending, advise police.

Police dept will still attend a false alarm as a courtesy call.

PANIC/HOLD-UP/DURRESS

Dispatch police immediately. No calls to premises will be made for 20 minutes.

TROUBLE

Call premise or key-holder to verify, determine problem and issue work order if necessary. Trouble signals can include: low battery, no transmission, power failure, zone problem etc.

Service must be done before close of next business day.