

FARA Guide to Alarm Ordinances



False Alarm Reduction Association

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FARA Guide to Alarm Ordinances

The FARA Guide to Alarm Ordinances is designed to assist in the reduction and management of false alarms. We provide specific items to consider when addressing your false alarm problem. The Model Alarm Ordinance is available at www.faraonline.org.

All of the elements provided in this document and in the Model Ordinance have stood the test of time with numerous agencies throughout North America and have been shown to be very effective in reducing false alarms.

The False Alarm Reduction Association (FARA) encourages you to complete your process with the assistance of these documents and by utilizing the full resources of FARA.

Steps to Developing Your Ordinance

1. Define Your Objectives
2. Decide The Scope Of Your Ordinance
3. Select Your Method Of Adoption
4. Pick A Method Of Administration
5. User Registration
6. Alarm User Responsibilities
7. Alarm Company Responsibilities
8. Locality Responsibilities
9. Penalties & Fines
10. Appeals
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1 Define Your Objectives

- 1.1 **Dispatch Reduction Initiative:** Most agencies prioritize reducing false alarm dispatches through the imposition of registration requirements, escalating fees and fines and other requirements to deter continued abuse.
- 1.2 **Cost Recovery Initiative:** A secondary benefit is to contribute toward the cost of the agency to respond to alarms by charging alarm users fees and fines.

2 Decide the Scope of Your Ordinance

- 2.1 **Type of Systems:** Local false alarm reduction ordinances can apply to fire alarms, hazardous gas alarms, hold up alarms, burglar alarms, smoke emitting devices, and/or mobile security devices. Most also include self-installed and self-monitored systems. Most programs exclude car alarms. Some agencies include the following in the alarm ordinance.
 - **Personal Emergency Response Systems (PERS)**, also known as Medical and/or Security Emergency Response Systems, allows you to call for help in an emergency by pushing a button. Some PERS have three components: a small radio transmitter, a console connected to your telephone, and an emergency response center that monitors calls. PERS can also be an app on a smartphone as a feature of another system.
 - **User Monitored Video Motion Detection** is a device used to detect movement within an area covered by a video camera. The video motion detector digitally analyzes a static picture several times a second. Any significant change in the picture notifies the user. The user may request public safety dispatch based on what they see.
- 2.2 **Type of Users:** Your ordinance can apply to residential properties, commercial properties and/or government facilities. It may include only those who use alarm companies to request a public safety dispatch or may also include do-it-yourself or local systems. Some agencies require government agencies to register and track their alarms but exempt them from fees or fines.
- 2.3 **Type of Alarm Companies:** Companies that install alarm systems are usually covered by the ordinance. Companies that monitor alarms, but do not install them are also covered. Retail merchants that sell to end users, but do not visit the site are usually not included. Companies that install and/or monitor systems on their own property are usually covered.

3 Select Your Method of Adoption

Whether you implement your program by adopting an ordinance or bylaw or thru changes to administrative policy depends on how your locality is authorized to deal with this issue. Consult with the legal authority for your locality to determine the best option for your locality.

4 Pick Your Method of Administration

Three forms of administration have evolved: in-house, third party administration or a combination of the two.

- 4.1 **In-House Administration:** Some agencies elect to administer their ordinances in-house. Your program may be administered by personnel in the police, sheriffs or fire departments, by the 911 center, by the finance or treasurer's office or by some other department in the local government. For more information on in-house administration see the FARA manual False Alarm Reduction Program for YOUR Agency
- 4.2 **Third Party Administration:** Some agencies have elected to outsource their administration to companies that have evolved for that purpose. Outsourcing does not imply that no revenue is received by the jurisdiction. Generally, contracts will specify a percentage or a flat fee, which could and should be returned to the jurisdiction. What level is returned is typically dictated by the extent of the services being provided, by the provisions of your contractual agreement and through robust negotiating with the outsource company. For more information on Third Party Administration see the FARA manual False Alarm Reduction Program for YOUR Agency.
- 4.3 **Combination of In House and Third-Party Administration:** Some agencies have elected to outsource some administrative tasks to a third party while doing others in house. Appeals, issuing violations and user contact or training are common tasks that are done in house.

5 User Registration

Some localities require users to register when they purchase an alarm system and others may register users as dispatch requests are made. Registrations allow you to affix responsibility for the alarm system, track alarm ownership, expedite data entry in your computer aided dispatch system and most importantly, track alarm history. It also allows you to better understand your potential problem and provides the basis from which to measure your success. FARA has developed a Universal Alarm User Permit/Registration Form.

- 5.1 **Registration Fee:** To help offset the costs of the program, some charge a fee as users register or renew their registration. Some waive fees for users who do not have false alarms during the previous registration period. Alarm registration and renewal fees can allow a jurisdiction to recoup some or all of the cost of administering the ordinance and/or providing response. Some jurisdictions only allow cost recovery to be used as the basis for the fee, in other cases additional fees may be allowed.

Some jurisdictions will specify the fee in the text of the ordinance; others will adopt fees by a separate resolution. Adopting fees separately allows the locality to change fees without reconsidering the entire ordinance.

Some jurisdictions set separate fees for residential vs. commercial sites. Some waive fees for elderly alarm users.

- 5.2 **Alarm Company Involvement:** Some ordinances require that alarm companies provide customer lists in specified formats to match your database. Some require that alarm companies provide the actual registration forms to their customers. Others require alarm companies to collect the registration fees. FARA has developed a Model for Electronic Filing of Alarm User Registrations. This model provides a recommended protocol for sharing alarm system registration data and proposes standard data file formats for transfer of bulk information between the jurisdictions and the alarm business. It also provides guidance on issues related to "on demand" access to registration/permit information from either alarm businesses or alarm owners on features such as providing permit status changes and updates to information.
- 5.3 **Registration or Permit Term:** There are several types of registration or permitting:
 - **Renewable – on an annual basis** – this requires each alarm user to renew the permit every year.
 - **Renewable – on a biennial basis** – this requires each alarm user to renew the permit once every two years.

- **One-Time Only** – this requires an alarm user to register the alarm system when it is installed or activated but does not require any further contact with the jurisdiction. Allowing users to register and/or renew for more than one year will reduce your administrative time and costs. Annual renewable permits will provide the most reliable and accurate statistics.

5.4 **Confidentiality:** It is critical to include a provision protecting the alarm user information. Most states and jurisdictions exempt this proprietary information from public records requests. Be sure you know your own public information laws and what information is subject to disclosure.

6 Alarm User Responsibilities

- 6.1 **Prohibit Direct Dialing 911:** Your ordinance should prohibit any alarm system, including do-it-yourself alarm systems, from directly contacting public safety.
- 6.2 **Alarm Registration:** Alarm user should obtain an alarm registration or permit.
- 6.3 **Restricting Response:** Agencies that have tracked dispatches for the last several decades confirm that a very small percentage of alarm systems are responsible for the majority of dispatches. Some alarm users will actually budget for false alarm fines or fees as opposed to fixing the problems with the systems. To circumvent this, it is highly recommended that ordinances allow for restricting response to abusers. After X number of false dispatches, the ordinance would require that corrective action be taken prior to the continuation of law enforcement response.
- 6.4 **Corrective Steps for Abusers:** After two (2) false alarms in a one (1) year period, an alarm user should have a licensed alarm installation company inspect and, if required, modify the alarm system to be more false alarm resistant. If the problems involve user error then additional user training should be provided.
- 6.5 **Keyholder to the Alarm Site:** When requested by the public safety agency, the alarm user should provide a keyholder response to the alarm site within 45 minutes. The keyholder is an individual who has access to the alarm site, the code to the alarm system and the authority to approve repairs to the alarm system. The Model Ordinance specifies 45 minutes as the time. A reasonable amount of time to respond may mean different things to different people.
- 6.6 **Acclimation Period:** The acclimation period is also known as a test or grace period. All alarm users should agree with their alarm installation company and/or monitoring company to go through an "acclimation period" for the first seven (7) days after installation of an alarm system. During this period of time the alarm installation or servicing company and/or alarm monitoring company will have no obligation to and should not respond to any alarm signal from the alarm site, with the exception of panic, duress and holdup signals and will not make an alarm dispatch request to law enforcement, even if the alarm signal is the result of an actual alarm event.
- 6.7 **Update Information:** An alarm user should inform their alarm company and public safety of any change that alters any information listed in their paperwork with the alarm company or their alarm registration, within five (5) business days of such change.
- 6.8 **Automatic Silencing of Sirens:** Alarm user should adjust the mechanism or cause the mechanism to be adjusted so that an alarm signal audible on the exterior of an alarm site will sound for no longer than five (5) minutes after being activated.
- 6.9 **Termination:** Alarm user should contact their alarm installation or servicing company, alarm monitoring company and public safety immediately if the alarm system is disconnected, terminated or if the contracted alarm user or business moves or the alarm site is sold.

7 Alarm Company Responsibilities

7.1 Permit Number Required to Dispatch:

- 7.1.1 Some jurisdictions will not accept a dispatch request from the alarm company unless they provide a valid registration or permit number.
- 7.1.2 Dispatching by permit number has both good and bad points.

- 7.1.3 On the plus side, depending on your Computer Aided Dispatch (CAD) system, plugging in a permit number can provide all of the information needed to complete a dispatch practically eliminating the inevitable mistakes, which occur when entering addresses and other information.
- 7.1.4 Furthermore, by requiring a valid permit number you are ensuring that all systems are registered.
- 7.1.5 On the downside, there may be a delay in entering new permits and renewals into your tracking system.
- 7.1.6 Failing to dispatch when a system is in this transition period could result in perceived liability for failing to dispatch.
- 7.1.7 This can often be overcome by requiring a mandatory test period where no dispatch requests can be made for X days.
- 7.1.8 This gives the agency time to enter the permits and gives the alarm user time to learn the alarm system.
- 7.1.9 You may want to include language to allow you to fine an alarm monitoring company that repeatedly requests a dispatch to an alarm site without a permit, after they are notified that the alarm site has no permit.
- 7.2 **Licensing and Registering Alarm Companies:** Today, many states and local jurisdictions require that all alarm companies obtain an alarm business license. If this is a state or provincial requirement, you may or may not be allowed to enforce additional requirements on companies. To determine the licensing requirements of your jurisdiction, you can contact either the local alarm association in your area or your state or provincial licensing agency. Both public safety and the alarm industry recommend licensing of alarm companies at some level (state, provincial or local) and suggest requiring mandatory criminal history background checks, minimum levels of insurance as well as including a minimum level of initial and on-going training of alarm company personnel.
- 7.3 **Equipment Requirements:** Mandating equipment labeled by Underwriters Laboratories to show it meets the SIA CP-01 Control Panel Standard can reduce user initiated false alarms. Many jurisdictions and at least one state mandate the use of CP-01 equipment in all new installations and service replacements after the effective date of the ordinance. Some have suggested that mandating the SIA CP-01 standard is no longer required because it is so widely followed. Consider that there is still equipment including DIY models that do not meet the standard. Removing the requirement will eliminate your grounds to enforce equipment requirements.
- 7.4 **User Training:** To prevent false alarms, the alarm installation company should provide written and oral instructions to each of its alarm users in the proper use and operation of their alarm systems. These should include all instructions necessary to turn the alarm system on and off and how to cancel an alarm should they make a mistake. Additional training may be required in the case of recurring false alarms due to user error.
- 7.5 **One Plus Duress:** Systems should not be programmed so that they are capable of sending one plus duress alarms. This feature should be removed whenever an alarm technician is at the alarm site or otherwise accessing the panel for reprogramming purposes. For more information see the FARA Duress or Hostage Codes Resolution.
- 7.6 **Single Action Holdup Buttons:** Alarm installation companies should not install a device to activate a holdup alarm, which is a single action, non-recessed button. For more information see the FARA Single-Action Panic Buttons Resolution.
- 7.7 **Checklist:** After completion of the installation of an alarm system, an alarm installation company employee should review a checklist with the alarm user.
- 7.8 **Acclimation Period:** The alarm monitoring company should not make an alarm dispatch request of a law enforcement agency in response to a burglar alarm signal, excluding panic, duress and holdup signals, during the first seven (7) days following an alarm system installation. The alarm administrator may grant an alarm user's request for an exemption from this waiting period based upon a determination that special circumstances substantiate the need for the exemption.
- 7.9 **Procedure for Requesting a Dispatch:** Alarm monitoring companies should comply with the method derived by the locality for dispatch request procedures and report alarm signals by using designated telephone numbers.

7.9.1 **Alarm Verification:** Enhanced Call Verification (ECV) (making two calls to the alarm user before a dispatch) should be used for all alarm signals except duress/panic and holdup/robbery.

Where employed, ECV has resulted in a reduction of dispatch requests ranging from 35% to in excess of 60%.

Requiring mandatory verification twice via phone call to the alarm user or by electronic means to include audio, video or smartphone app, either legislatively or through policy, allows all alarm companies to immediately implement the initiative without the requirement to contact each alarm customer and initiate new or amend existing individual contracts.

7.9.2 **Call in Number:** Report alarm signals by using telephone numbers designated by the alarm administrator.

7.9.3 **Communications Method:** Communicate alarm dispatch requests and/or cancellations to the municipality in a manner and form determined by the alarm administrator.

7.9.4 **Locations:** Communicate detailed zone information (north, south, front, back, level, etc.) about the location on all alarm signals related to the alarm dispatch request.

7.9.5 **Type:** Communicate nature of alarm (i.e.: burglary, robbery, panic, duress, silent, audible, interior or perimeter).

7.9.6 **Permit Number:** Provide an alarm user registration number when requesting public safety dispatch.

7.9.7 **Keyholder:** After an alarm dispatch request, the monitoring station is required to promptly advise the public safety agency if the monitoring company knows if the alarm user or responder/keyholder is attending the alarm site and what is their estimated time of arrival (ETA) and description of their vehicle.

7.10 **Records:** We suggest that you require monitoring companies maintain for a period of at least one (1) year from the date of the alarm dispatch request, records relating to alarm dispatch requests. Records must include the name, address and telephone number of the alarm user, the alarm system zone(s) activated, the time of alarm dispatch request and evidence of an attempt to verify. The alarm administrator may request copies of such records for individually named alarm users. If the request is made within sixty (60) days of an alarm dispatch request, the monitoring company shall furnish requested records within three (3) business days of receiving the request. If the records are requested between sixty (60) days to one (1) year after an alarm dispatch request, the monitoring company shall furnish the requested records within thirty (30) days of receiving the request.

7.11 **Account Purchases:** An alarm company should notify the alarm administrator and provide details when they purchase alarm system accounts from another company.

7.12 **Alarm Response Manager:** Alarm companies should provide the name, phone number and email address of one individual to serve as the alarm response manager for the company who will act as the point of contact for the alarm administrator. The appointed individual must be knowledgeable of the general provisions of the ordinance, as well as have the knowledge and authority to deal with false alarm issues and respond to requests from the alarm administrator. In some locations the alarm response manager is known as a customer care coordinator or police coordinator.

7.13 **Customer List:** Alarm companies should provide the alarm administrator with a customer list in a format acceptable to the alarm administrator, upon request, to assist the alarm administrator with creating the tracking data. It is important that the confidentiality provisions (see section 11) be included in your ordinance to enable alarm companies to share this information.

7.14 **Assist With Registration:** We suggest that you require alarm companies to assist in obtaining the initial alarm registration and registration fee from the alarm user and submit it to the alarm administrator within ten (10) days of the activation of an alarm system.

8 **Locality Responsibilities:**

8.1 **Notification:** Notification of alarm users of every response, even if there is no fine involved, will reduce false alarms.

Notification can be a “door hanger” left behind by the responding officers or a letter sent to the alarm user. The notification should include:

- the amount of the fine for the false alarm,
- notice that the alarm user can attend alarm user awareness class to waive a fine (If applicable),
- the fact that response will be suspended after a specified number of false alarms, excluding duress, holdup and panic alarms and
- a description of the appeals procedure available to the alarm user.

- 8.2 **Set Dispatch Request Procedures:** Designate a manner, form and telephone numbers for the communication of alarm dispatch requests; and establish a procedure to accept cancellation of alarm dispatch requests
- 8.3 **Set Procedures for Public Safety Records on Alarm Dispatches:** The alarm administrator shall establish a procedure to record such information on alarm dispatch requests necessary to permit the alarm administrator to maintain records to manage false alarms as well as provide officers with the location of the alarm site.
- 8.4 **Alarm User Conferences:** We suggest that you allow the alarm administrator to require a conference with an alarm user and the alarm installation company and/or monitoring company responsible for the repair or monitoring of the alarm system to review the circumstances of each false alarm.
- 8.5 **Alarm User Awareness Class:** The alarm administrator may create and implement an alarm user awareness class. The alarm administrator may request the assistance of associations, alarm companies and public safety agencies in developing and implementing the class. The class should inform alarm users of the problems created by false alarms and teach alarm users how to avoid generating false alarms. See the FARA manual False Alarm Reduction Program for YOUR Agency for more information.
- 8.6 **Holdup Alarms:** The alarm administrator may require an alarm user to remove a holdup alarm device that is a single action, non-recessed button, or have it replaced with an acceptable dual-action or recessed device after the occurrence of a false holdup alarm.
- 8.7 **Duress or Panic Alarm:** The alarm administrator may require an alarm user to remove the duress or panic alarm capability from their alarm system after the occurrence of a false alarm.
- 8.8 **Excessive False Alarms:** The alarm administrator may require an alarm user to upgrade to a panel that meets the CP-01 standard, employ enhanced call verification or change their alarm system to be more false alarm resistant after the occurrence of excessive alarms.

9 Penalties & Fines

Methods of encouraging responsible alarm system use and/or encouraging compliance with your program include:

- Fines/Fees for false alarms
- Civil Penalties
- Suspending law enforcement response to an alarm site and/or by revoking the alarm registration

Specific amounts of fines and fees are not specified by FARA in order to encourage a dialogue among public safety, municipal leaders, alarm users and alarm companies on the appropriate fine to fit the circumstances of your jurisdiction. Some state or provincial laws may set specific amounts for fees or fines or set a not to exceed amount. FARA and your alarm association can assist you in establishing the appropriate fines and fees for your jurisdiction.

Administration of the ordinance will be simpler if the jurisdiction adopts a uniform period of time (i.e. one year) for the counting of false alarms and the length of the registration period. Some calculate based on a calendar year. Others measure for twelve months from the time of registration. Most reset or clean the slate at the end of the period.

Your choice of a “registration year” can impact your revenue. All 12-month periods except for the “preceding twelve months” adversely affect false alarm fee revenues because the counter is reset at an arbitrary time relative to the incidence of false alarms. For jurisdictions using a calendar year which allow, for example, two free false alarms, an alarm owner can have two false alarms in December and two false alarms in January (four false alarms in two months) and still have no false alarm fees. All time periods except for “the twelve months preceding an alarm” incur a significant hit to revenues.

Some jurisdictions will specify the fines and fees in the text of the ordinance; others will adopt fines and fees by a separate resolution. Adopting fines and fees separately allows the locality to change fines and fees without reconsidering the entire ordinance.

Fines/Fees are one of several tools to discourage false alarms, encourage compliance and hasten the application of corrective actions to avoid false alarms. In general;

- Fines should be directed at the individual or company whose behavior you desire to change, even if fining another would be more efficient or easier (i.e. fine the user if the user caused the false alarm not the alarm company).
- Each fine/fee should be high enough to discourage the behavior that resulted in the fine, but reasonable enough so as to not create an undue hardship on the violator.
- Fines for false alarms should begin after the first false alarm. Allowing a greater number of “free” false alarms will only postpone the resolution of the problem(s) causing the false alarm. However, if there are currently numerous “free” false alarms it might be advisable to reduce them in increments over a period of time until you reach the desired amount.
- Fines/Fees that are attached to multiple occurrences of the same act (i.e. multiple false alarms) should escalate after each occurrence. This will further encourage the violator to correct the problem.
- Some jurisdictions only allow cost recovery to be used as the basis for the fine/fee, in other cases additional fines may be allowed.
- An alarm user may have the option of attending an alarm user awareness class in lieu of paying one prescribed fine/fee.
- Some jurisdictions set separate fine structures for residential vs. commercial sites.
- Some waive fines for elderly alarm users.

10 Cancellation

An alarm ordinance should allow for a cancellation process, whereby, a cancellation may only be accepted from the alarm monitoring company when cancelling public safety response to an alarm call. The cancellation procedure should be set forth in the ordinance. The following are examples of when a cancellation may be accepted.

- 1) Cancellation request made prior to the officer(s) arriving on scene.
- 2) Cancellation request made prior to officer(s) being dispatched to the alarm call.

Whichever option you choose, the alarm call should be considered a cancelled call, not a false alarm and processed accordingly.

Your cancellation procedure should include a method to notify officers that the alarm was cancelled and a policy to determine if the officer should continue to respond or not.

11 Appeals

Your program must include a procedure to allow a user or alarm company to, within a specified amount of time, appeal a fine, denial of the issuance, renewal or reinstatement of an alarm registration, the revocation of an alarm registration or suspension of law enforcement response.

Without an appropriate appeals process your ordinance may be successfully challenged in court.

You should also allow the alarm administrator to adjust the count of false alarms based on evidence that a false alarm was caused by an act of nature, was caused by action of the telephone company or was caused by a power outage lasting longer than four (4) hours.

12 Confidentiality

In the interest of public safety, all information contained in and gathered through the alarm registration applications, records relating to alarm dispatch requests, and applications for appeals shall be held in confidence by all employees or representatives of the municipality and by any third-party administrator or employees of a third-party administrator with access to such information.

13 Government Immunity

The government immunity or sovereign immunity clause reinforces the legal principles by which government cannot commit a legal wrong and is immune from civil suit or criminal prosecution.

14 Severability

Severability clauses are commonly found in legislation. They state that if some provisions of the law, or certain applications of those provisions, are found to be unconstitutional, the remaining provisions, or the remaining applications of those provisions, will, nonetheless, continue in force as law. While this merely restates what is generally the law of most jurisdictions, it is nevertheless wise to include such language to make clear the parties' intent that only unimportant non-material provisions may be severed.

Additional Resources

In addition to the Model Ordinance there are many documents and studies that have been published on this subject. These documents include the following:

False Alarm Reduction Association (FARA)

www.faraonline.org

FARA has over 350 public safety members, who currently enforce alarm management programs throughout North America. These members are an invaluable resource when trying to decide what type of program will work best for your community, as well as what has already been tried and has been successful or has failed.

Relevant Manuals:

- FARA Model Ordinance
- FARA Model Fee Resolution
- False Alarm Reduction Program for YOUR Agency
- False Alarm Reduction Program for YOUR Alarm Company
- False Alarm Reduction Program for YOUR Home or Workplace
- False Alarm Strategies
- NESAs- FARA Guide to Alarm Equipment
- FARA Positions
- FARA Standard for Smoke Emitting Devices

Numerous additional publications are available through FARA to assist in developing, implementing, and enforcing alarm management programs. Some are available to members only, while others are posted on the website for public consumption.

Security Industry Alarm Coalition (SIAC)

www.siacinc.org

A non-profit association representing the Electronic Security Association (ESA), The Monitoring Association (TMA), Security Industry Association (SIA) and Canadian Security Association (CANASA) on alarm dispatch management. SIAC communicates with national and state (or provincial) public safety leadership, while educating and empowering local alarm communities to proactively foster relationships with public safety before a crisis develops.

National Electronic Security Alliance (NESA)

www.nesaus.org

NESA is an alliance of state associations with more than 500 electronic life safety, security and systems businesses throughout the US. NESA maintains contact information for alarm associations that is available on their website.

Relevant Publications:

- NESAs- FARA Guide to Alarm Equipment
- FARA - NESA Video Verification Standard

CUSTOMER CHECKLIST

Yes No

- ___ ___ 1. I have been made aware of the applicable alarm ordinance and I will comply with its requirements.
- ___ ___ 2. I understand it is my responsibility to prevent false alarms. I understand it is critical and my responsibility to assure that anyone who has a key to the premises and all users of the alarm system (such as residents, employees, guests, cleaning people, and repair people) are trained on the proper use of the system.
- ___ ___ 3. I understand that there is a 7-day no dispatch period for intrusion alarms, excluding panic, duress and holdup signals. During this time the alarm monitoring station will have no obligation to and will not respond to any alarm signal from an alarm site. The alarm monitoring company will not make an alarm dispatch request to law enforcement even if the alarm signal is the result of an actual alarm event.
- ___ ___ 4. I have been trained in the proper operation of the system. I have been given an operating sheet summarizing the proper use of the system, as well as the security system operating manual.
- ___ ___ 5. I know how to turn off motion detectors while leaving other sensors on. (Residential Only)
- ___ ___ 6. I know how to test the system, including the communication link with the monitoring center.
- ___ ___ 7. I understand that my entry time is ___ and my exit time is ___.
- ___ ___ 8. I have the alarm company phone number to request repair service or to ask questions about the alarm system.
- ___ ___ 9. I know how to cancel an accidental alarm activation. I have the system cancellation code or code word.
- ___ ___ 10. I understand that indoor pets can cause false alarms. I will contact my alarm company to adjust the system if I acquire any additional indoor pets.
- ___ ___ 11. I understand that the main control panel and transformer are located in _____.
- ___ ___ 12. I have received an alarm sheet, which describes how the alarm company will communicate with me in the event of various alarm signals.
- ___ ___ 13. I understand the importance of:
- keeping my emergency contact information updated and I know how to do this;
 - immediately advising the alarm company if my phone number changes (including area code); and
 - immediately advising the alarm company of any other changes to my telephone service such as call waiting or a fax line.
- ___ ___ 14. I will advise the alarm company if I do any remodeling (such as painting, moving walls, doors or windows).
- ___ ___ 15. I understand that certain building defects (such as loose fitting doors or windows, rodents, inadequate power, and roof leaks) can cause false alarms. I will correct these defects as I become aware of them.
- ___ ___ 16. The alarm company has given me written false alarm prevention techniques to help me prevent false alarms.
- ___ ___ 17. I understand that if I utilize special telephone features, such as call waiting, DSL or VoIP, my alarm system may not communicate properly with the central monitoring station and dispatch may not occur.

Comments: _____

ALARM COMPANY

Print Name: _____

Signature: _____

Date: _____

CUSTOMER

Print Name: _____

Signature: _____