Standard Operating Procedures

Dealer Information Guide

Updated 4.7.2010

Standard Operating Procedures

Standard Operating Procedures are designed to provide efficient, accurate and timely response to all alarm signals received. CMS highly recommends the Dealer utilizes the standard set of event codes for signal handling in order to ensure the alarm signal is handled in the most timely and accurate manner. This module of the **Dealer Information Guide** contains descriptions of our procedures as well as tables and diagrams to provide a quick reference. Please feel free to contact Dealer Support at (800) 883-2368 or via Email at DealerSupport@CMSn.com if you have any questions.

Standard Event Codes

Event codes are codes assigned to each zone on an account linked to instructions, or a call order, that determines how the signal will be processed upon alarm signal generation. The standard event codes and call order instructions are listed on Page 5.

Agencies

It is critical that CMS has the proper agencies in order to dispatch on all alarm events where a dispatch is required. CMS reviews agencies on a regular basis; however, we recommend the Alarm Dealer provide CMS with the agency phone numbers on all new account submittals. Agencies can be submitted via CMS-Connect or on a data entry form. Once an address is provided to Dealer Support, the agencies must be inputted on the account in order to ensure the alarm operator has the proper information to be able to dispatch in the event of an emergency. CMS can assist with verifying agencies and ensuring your accounts are set up correctly.

Temporary Account Changes

CMS will only accept temporary account changes on contacts and code words/pass codes from the Dealer and/or subscriber. Temporary alarm dispatch actions will not be accepted if requested by the Dealer and/or subscriber.

Subscriber Change Requests

CMS will only accept subscriber changes from the subscriber if the Dealer has authorized CMS to do so. If a Dealer has authorized CMS to accept changes directly from their subscribers; the changes will be limited to premises phone numbers, contact phone numbers and code words/pass codes.

New Account On-Test Procedure

The minimum information required to setup a new account is Site Name, Site Address and Site Agencies. This ensures an account can be dispatched on, if necessary. If CMS receives alarm activity on an account that does not have the minimum requirements to dispatch, a monitoring representative will attempt to notify the Dealer via phone in order to advise we have received signals on the account and we need to place the account on test until a full database for the site is received.

Cancel Signals

Cancel signals are generated by code numbers entered by the subscriber into their keypad. The intent is to disarm a panel or cancel a potential dispatch.

Burglary/Tamper Signals followed by a Cancel Signal

When CMS receives a burglary or tamper signal followed by a cancel signal prior to an operator initiating dispatch, we will accept the cancel signal as valid and discontinue contacting the responding agency.

Cancel Signals received after an Operator has accessed the Burglary or Tamper Signal

If a cancel signal is received after an operator has accessed the corresponding burglary or tamper CMS will accept the signal as valid as long as it is received prior to initiating dispatch; however, if an operator is already in the process of calling the premises, they will continue to call in order to provide subscribers with assurance the cancellation was received. The following script will be used by the CMS operator:

"This is Monitoring Center for (Dealer Name) calling on a recorded line. I am calling to verify we have received an alarm followed by a cancel signal indicating you turned off the alarm, and want to make sure everything is ok…."

CMS will not ask for a valid code word or pass code. If the subscriber offers a code word or pass code, we will adhere to our Code Word/Pass Code Procedure. We always require the contact to give both first and last name.

Cancel Signals versus Restore Signals

Cancel signals which are generated by the subscriber entering a valid code into their panel will cause CMS to take no action on burglary or tamper signals if received prior to dispatch. In some cases where action is required and the cancel signal should be ignored, the signal should be coded as a restore signal. Restore signals will log to the event history, but operators will continue to take action on the burglary or tamper signals according to standard operating procedures.

Code Word/Pass Code Procedure

CMS requires a valid code word/pass code to verbally cancel a burglary, tamper, fire, or panic-type alarm. This is also required to place any zone other than medical zones on test.

Important notes:

- Code words/pass codes are not required to verbally cancel medical, elevator, or environmental zones.
- CMS always requires the contact give their name to cancel or prevent dispatch for medical or elevator alarms.
- If no code word/pass code exists, the account number will be used until CMS receives an update from the dealer.
- Code words/pass codes are also required for a person on the account's contact list to cancel and/or prevent dispatch for burglary, tamper, fire and panic-type alarms.
- If an invalid code word/pass code is given, CMS will continue to dispatch.
- Once a valid code word/pass code is received on a burglary or tamper signal, CMS will not take action on another burglary or tamper signal from the same zone or device if received within four minutes of code word/pass code validation.
- If a cancel signal is received and the operator is in the process of verifying the alarm, no code word/pass code is required. Please refer to the **Cancel Signal Policy** on Page 3.

Please note that if we do not have a code word in our database for your subscriber, the entire account number will be substituted as the new code word unless it is a Medical or Elevator account. If your subscribers currently do not have a code word/pass code, please advise them of this change and/or update CMS with their new code word.

Open Signals and Valid Disarm Events

If an open signal is received from up to 30 seconds before a burglary or tamper signal prior to an operator initiating dispatch, no actions will be taken on the burglary or tamper. The event history will be coded with a VC (Valid Cancel).

The VDA (Valid DisArm) code should be used when a dealer has programmed the system to send open/close signals, but does not want the open signals recognized as a valid cancel signal if received after a burglary alarm. This event will satisfy the schedule, if supervised, and allow for the burglary signal to continue to be worked.

Standard Operating Procedures

Call Order

Standard Event Codes

Alarm activations are programmed with specific instructions on how to handle them. These are represented by the call order instructions; each instruction represents a specific direction that needs to be followed. The CMS Call Order instructions are arranged in a specific order and are followed in the order listed. The call order instructions are listed after the signal type that is being received on the account. Following is a list of the standard call order instructions for the below listed signals:

Alarm/Signal Type	Response Call String	Event Code
Residential Burglary/Tamper	PR-PD-CL	BUR025
Commercial Burglary/Tamper	PR-PD-CL	BUR525
Holdup	PD	HOL150
Panic	PD	PAN150
Ambush/Duress	PD	DUR150
Residential Fire	PR-FD-CL	FIR026
Commercial Fire	FD-PR-CL	FIR664
Medical	PR-MD-CL	MED025
Supervisory	PR-CL	SUP013
Timer Test Not Received	LOG ONLY	N/A
Open Outside of Schedule	PR-CL-PD	N/A

Alarm/Signal Type	Response Call String	Event Code
Fail to Open	PR-CL	N/A
Fail to Close	PR-CL	N/A
Early Close	TAKE NO ACTION	N/A
Cancel/Abort	LOG ONLY	CAN499
Restoral	LOG ONLY	RES499
Residential Low Battery	LOG ONLY	LOW499
Commercial Low Battery	LOG ONLY	LOW999
Residential AC Power Fail	LOG ONLY	ACF499
Commercial AC Power Fail	LOG ONLY	ACF999
Residential System Trouble	LOG ONLY	TRO499
Commercial System Trouble	LOG ONLY	TRO999

Notes	
AL	Call Alarm Company
CL	Call Contacts/List
FD	Dispatch Fire Department
MD	Dispatch Medical (Paramedics, EMT)

Notes	
PD	Dispatch Police/Sheriff's Department
PR	Call Premises
LOG ONLY	No response/notification (Reports via CMS-Connect)

Two Way Voice Event Codes

Two Way Voice event codes are separated from standard digital event codes. This allows customized instructions and provides for telephony required for these systems to report correctly. Below is a matrix of Two Way Voice alarm/signals, the corresponding instructions or call strings, and the standard event code:

Two Way Alarm/Signal Type	Response Call String	Event Code
Residential Two Way Burglary	PR-PD-CL	LIB025
Commercial Two Way Burglary	PR-PD-CL	LIB525
Two Way Panic	LI-PD	LIP101
Residential Two Way Fire	PR-FD-CL	LIF026
Commercial Two Way Fire	FD-PR-CL	LIF664
Medical Two Way	PR-MD-CL	LIM025

Notes	
CL	Call Contacts/List
FD	Dispatch Fire Department
MD	Dispatch Medical (Paramedics, EMT)
PD	Dispatch Police/Sheriff's Department
PR	Call Premises
LI	Listen In for 30 seconds

Answering Machine Procedure

CMS does not as a rule leave a message at the premises on any dispatch signal (i.e. Burglary, Fire, Holdup, Panic, Ambush, Duress, Medical, Open outside of schedule). CMS will leave a message at all premises numbers for low priority or non-dispatch signals.

When calling the contact list, CMS will leave a message on the first answering machine reached. We will not leave messages on subsequent answering machines. If CMS is notified an account has a confirmed event, we will leave messages on all contact answering machines.

Standard Operating Procedures

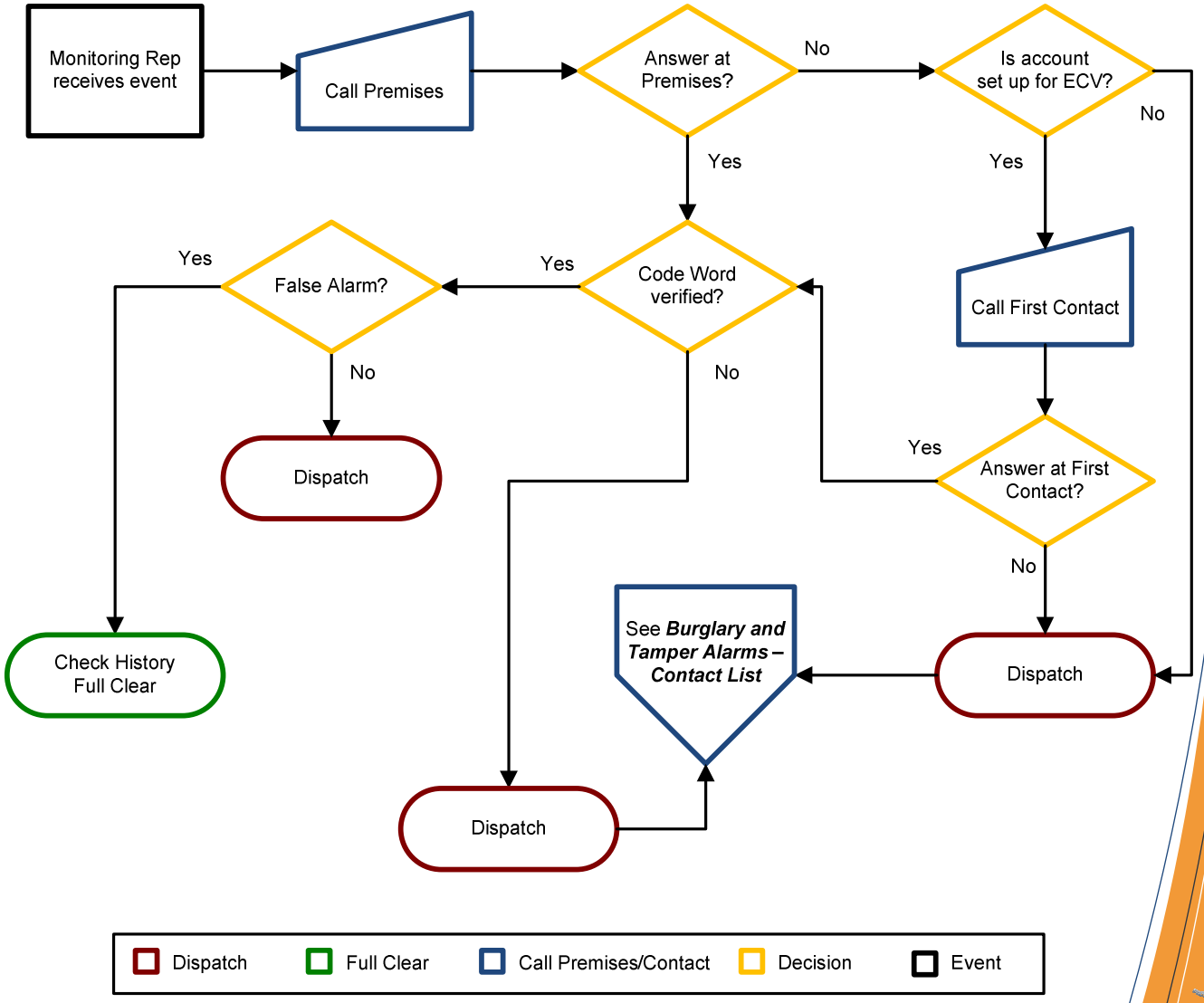
Burglary and Tamper Alarms

Burglary alarm activations follow the same standard operating procedure for both residential and commercial accounts. Because tamper signals typically signal that an alarm system has been intentionally damaged to prevent it from monitoring activity, they are handled the same as burglary alarms unless specified otherwise on the account.

Burglary and Tamper Alarms Standard Operating Procedure: ***Burglary PR-PD-CL***

This diagram illustrates how a burglary or tamper alarm would be handled from the alarm activation to dispatch, following the standard operating procedures.

The following page details how the alarm would be handled from dispatch to completion.



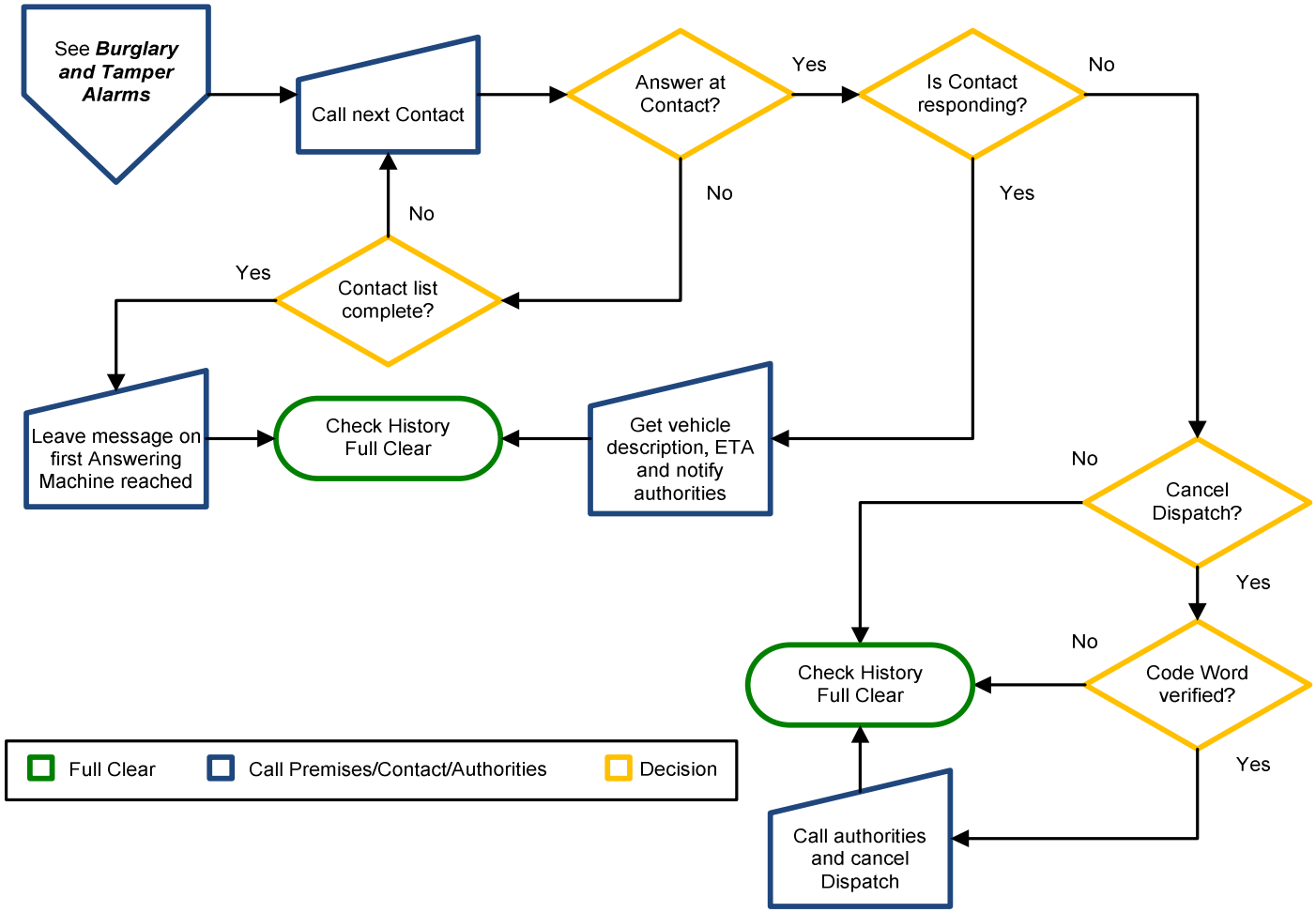
Standard Operating Procedures

Burglary and Tamper Alarms — Contact List

As part of the standard operating procedures for burglary and tamper alarms, the contact list is called and advised of the signal(s) received and of any corresponding dispatch. Should the responsible party request that dispatch be canceled, a proper code word/pass code is required. Below is a diagram illustrating the process of handling a burglary or tamper signal from dispatch to completion. Please see the previous page for the handling of a burglary or tamper alarm from the activation to dispatch.

Burglary and Tamper Alarms Standard Operating Procedure:

Burglary PR-PD-CL



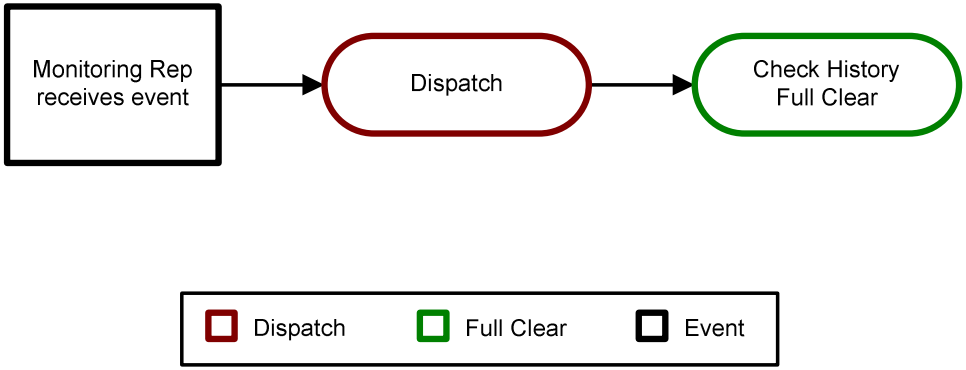
Standard Operating Procedures

Holdup, Panic, Ambush and Duress

Holdup, Panic, Ambush and Duress signals are manually activated signals and indicate a higher level of danger to the subscriber. Consequently, they are handled at a higher priority than burglary alarms. Holdup and Panic alarms generally refer to situations when the subscriber activates the alarm by pushing a button on the panel, under a desk, on a key fob. Ambush and Duress signals are silent alarms sent when a subscriber enters a special access code into the keypad. Due to the nature of these alarms, the standard operating procedures listed below do not include calling the premises. We do not notify the contact list until requested to do so by the responding agency.

Holdup, Panic, Ambush, Duress Standard Operating Procedure:

Holdup PD
Panic PD
Ambush PD
Duress PD

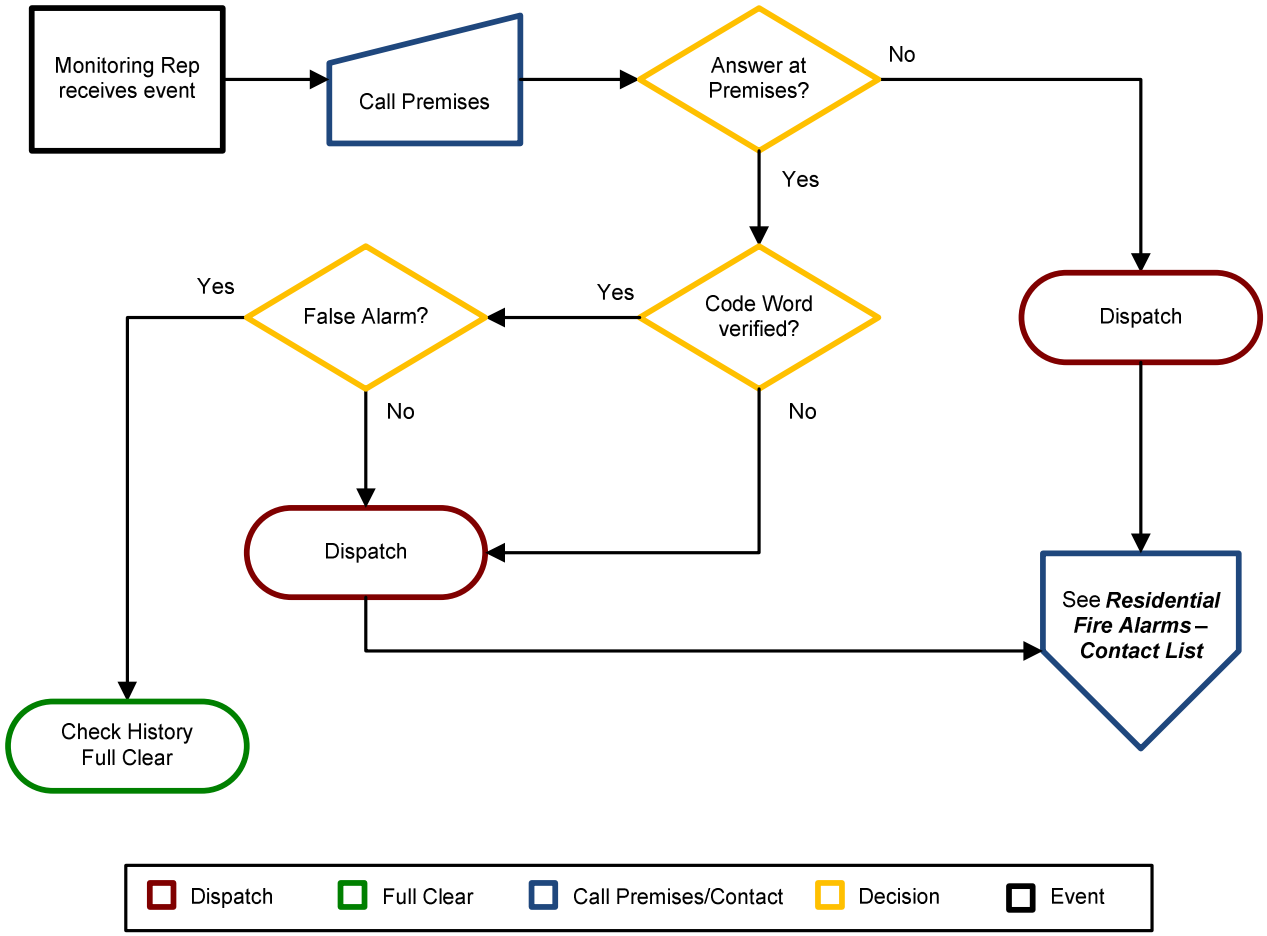


Standard Operating Procedures

Residential Fire Alarms

Residential and commercial fire alarms follow different standard operating procedures due to the typical differences between fire alarm systems in homes and businesses, as well as the separate regulations governing residential and commercial. Following is the standard operating procedure and diagram for residential fire alarms from the activation to dispatch.

Residential Fire Alarm Standard Operating Procedure:
Residential Fire PR-FD-CL

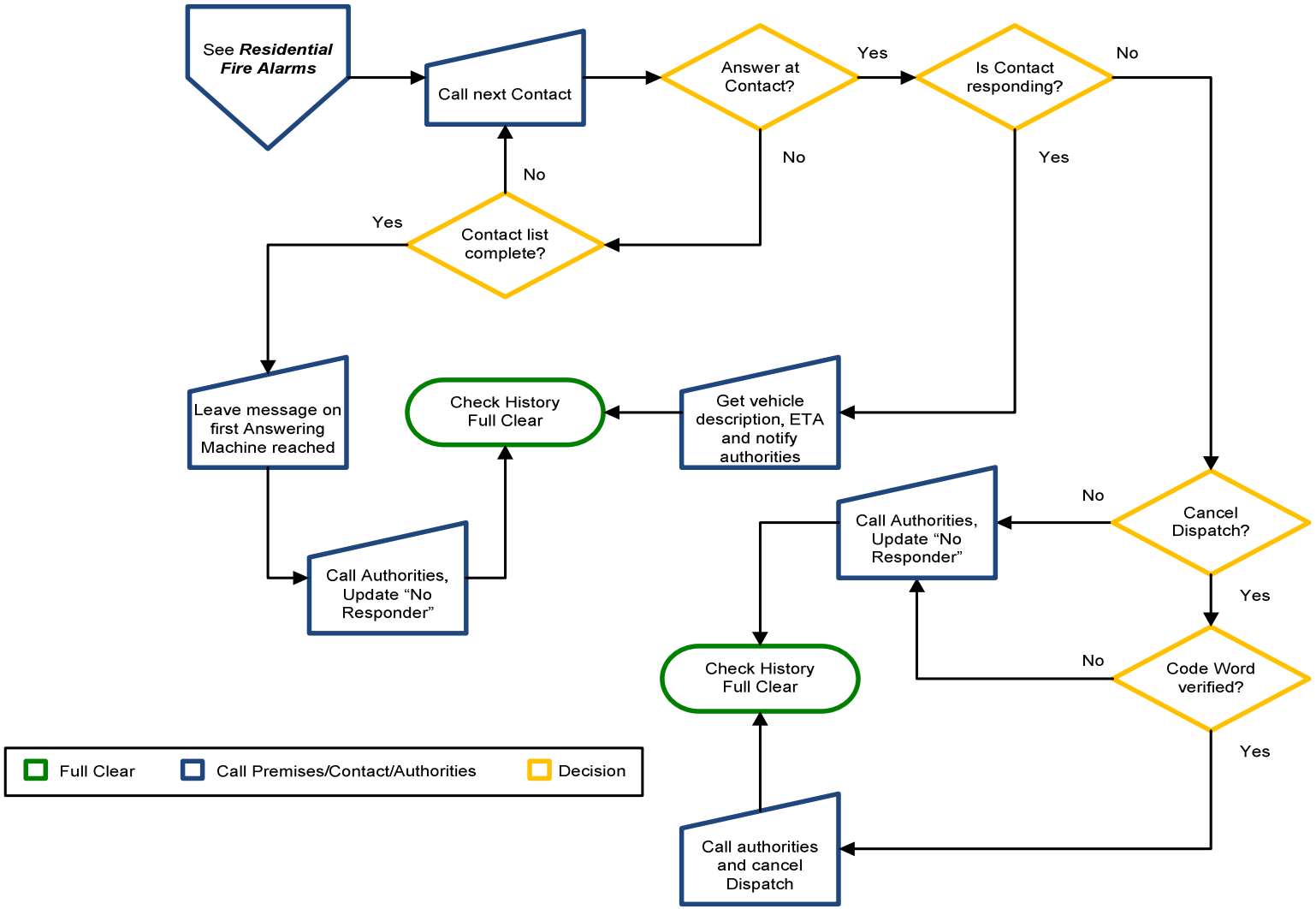


Standard Operating Procedures

Residential Fire Alarms — Contact List

The diagram below illustrates the process of handling a residential fire alarm from dispatch to completion. Please see the previous page for the handling of a residential fire alarm from the activation to dispatch.

Residential Fire Alarm Standard Operating Procedure:
Residential Fire PR-FD-CL

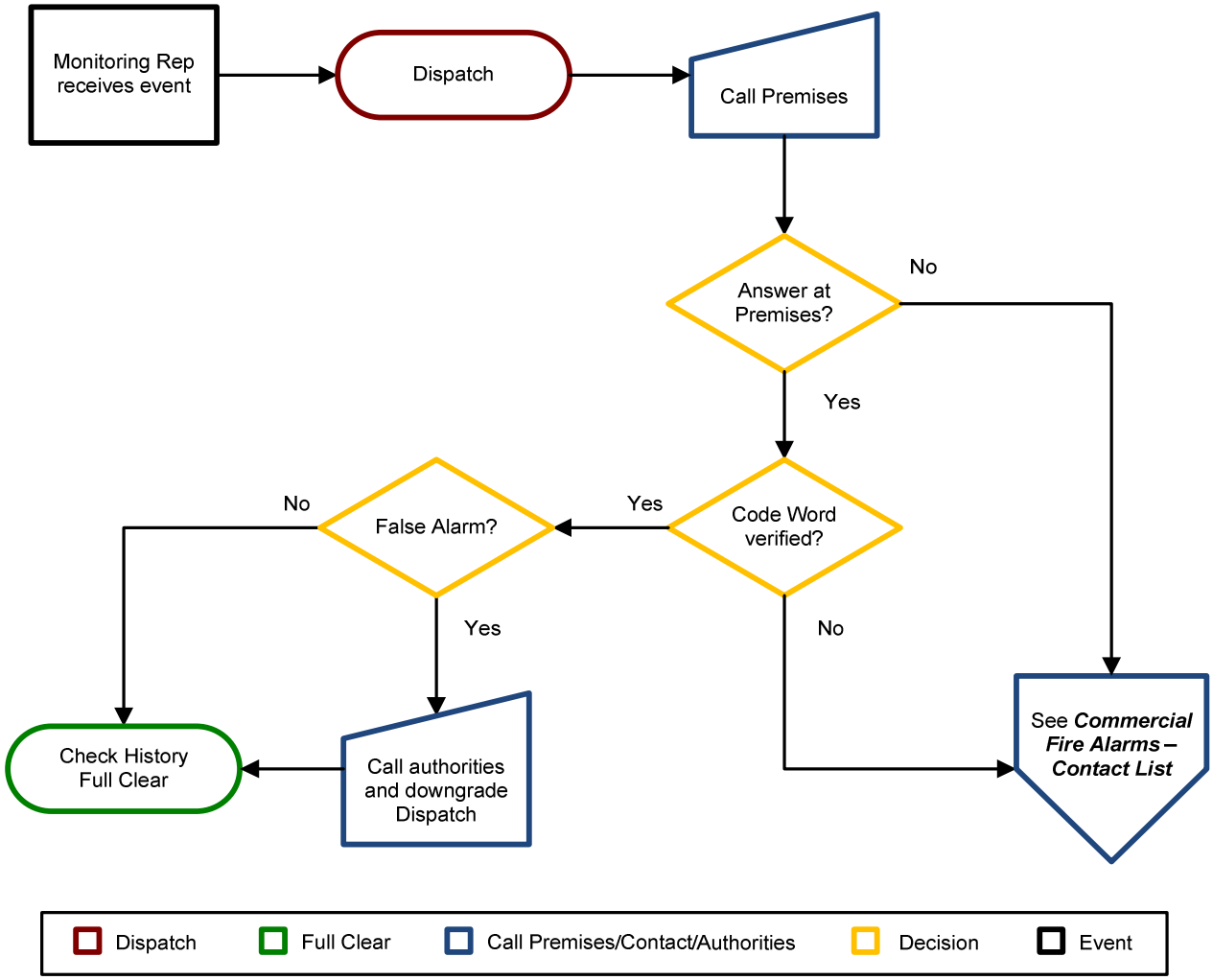


Standard Operating Procedures

Commercial Fire Alarms

Commercial fire alarms follow different standard operating procedures from residential fire alarms due to the typical differences between fire alarm systems in homes and businesses, as well as the separate regulations governing residential and commercial. Following is the standard operating procedure and diagram for commercial fire alarms from the activation to dispatch.

Commercial Fire Alarm Standard Operating Procedure:
Commercial Fire FD-PR-CL

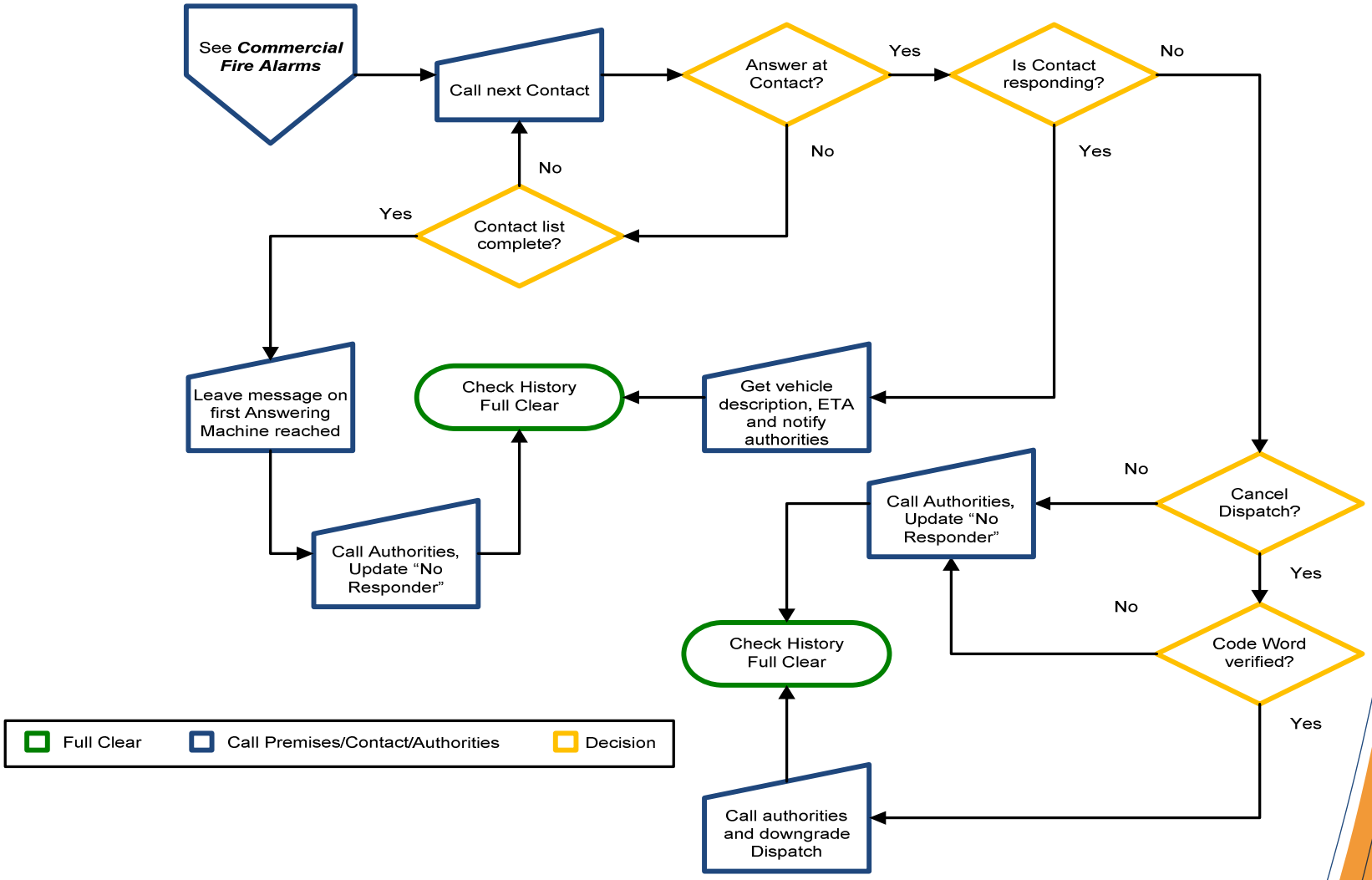


Standard Operating Procedures

Commercial Fire Alarms — Contact List

The diagram below illustrates the process of handling a commercial fire alarm from dispatch to completion. Please see the previous page for the handling of a commercial fire alarm from the activation to dispatch.

Commercial Fire Alarm Standard Operating Procedure:
Commercial Fire FD-PR-CL

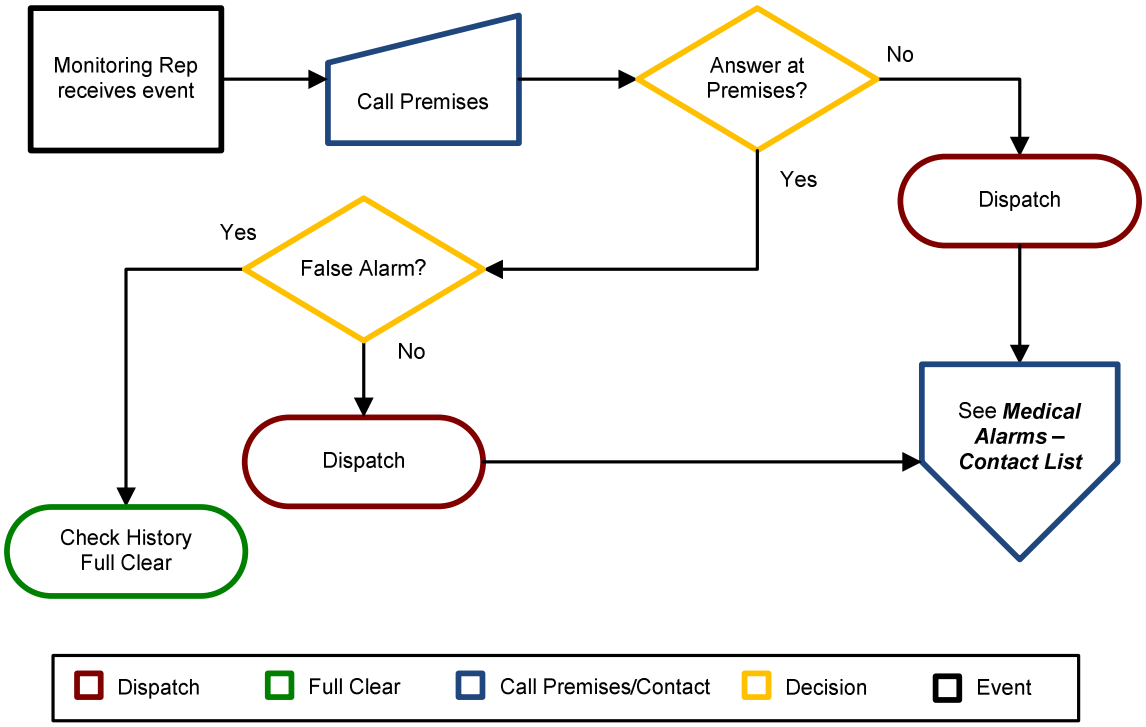


Standard Operating Procedures

Medical Alarms

Medical alarms are typically manually activated, indicating emergency medical response agency is needed and are handled with extreme care by experienced operators. Following is the standard operating procedure and diagram for medical alarms from the activation to dispatch.

Medical Alarm Standard Operating Procedure:
Medical PR-MD-CL

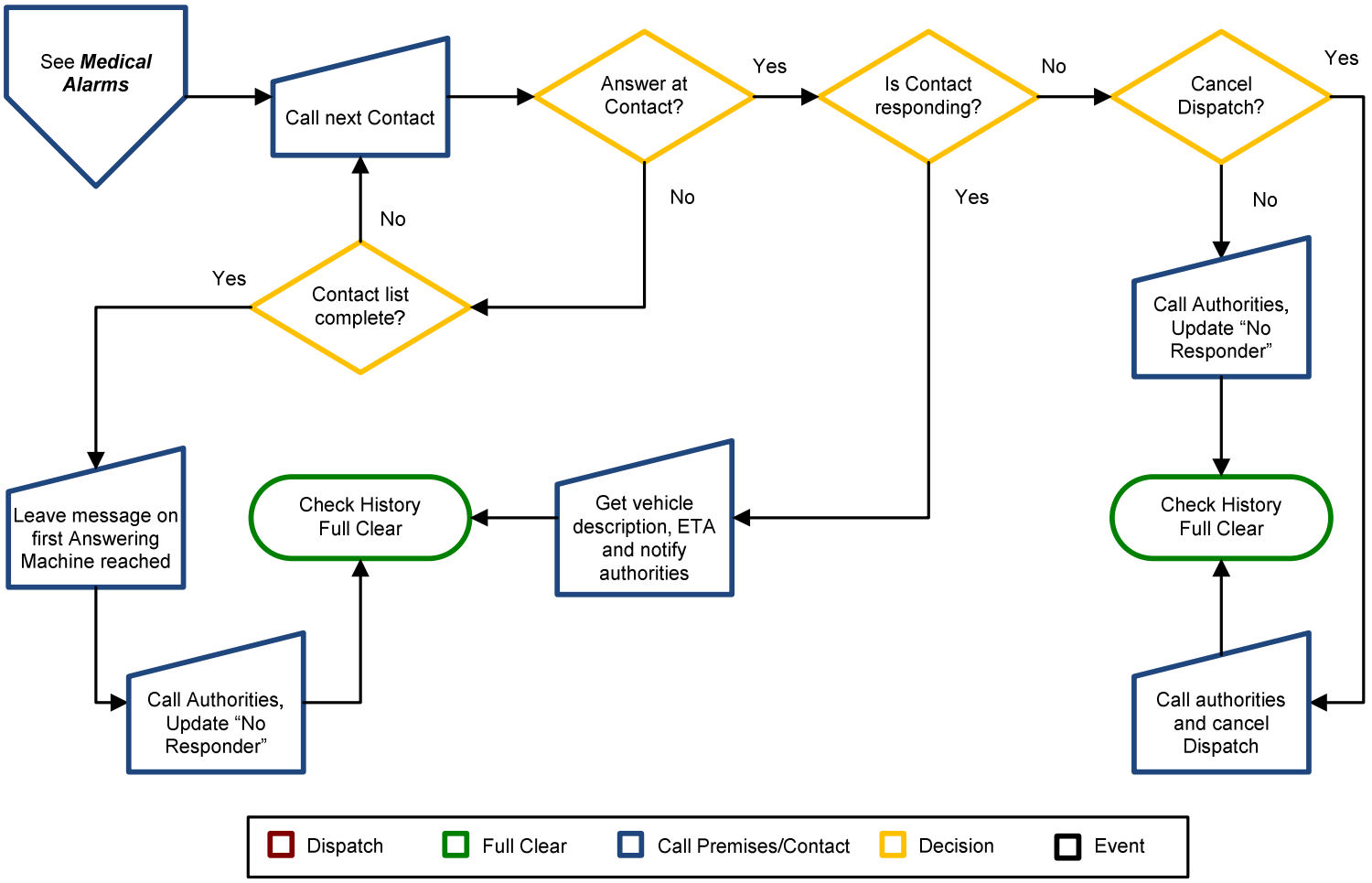


Standard Operating Procedures

Medical Alarms — Contact List

The diagram below illustrates the process of handling a medical alarm from dispatch to completion. Please see the previous page for the handling of a medical alarm from the activation to dispatch.

Medical Alarm Standard Operating Procedure:
Medical PR-MD-CL



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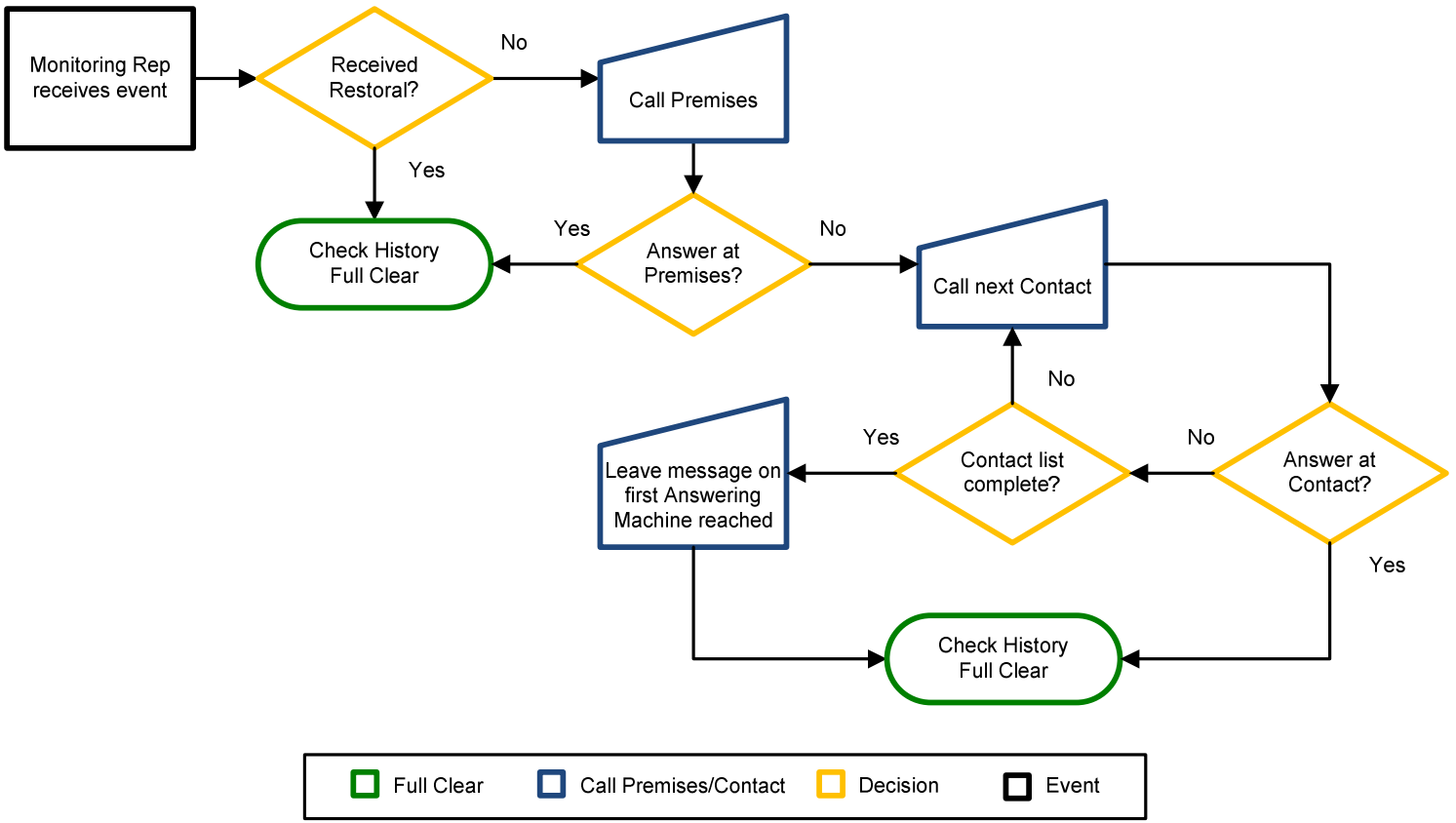
Supervisory Alarms

Supervisory alarms monitor the status of equipment such as a sprinkler tamper or a gate valve tamper and are handled at a higher priority than a low battery or power failure signal. Following is the standard operating procedure and diagram for handling supervisory alarms.

Supervisory Alarms Standard Operating Procedure:
Supervisory PR-CL



Standard Operating Procedures

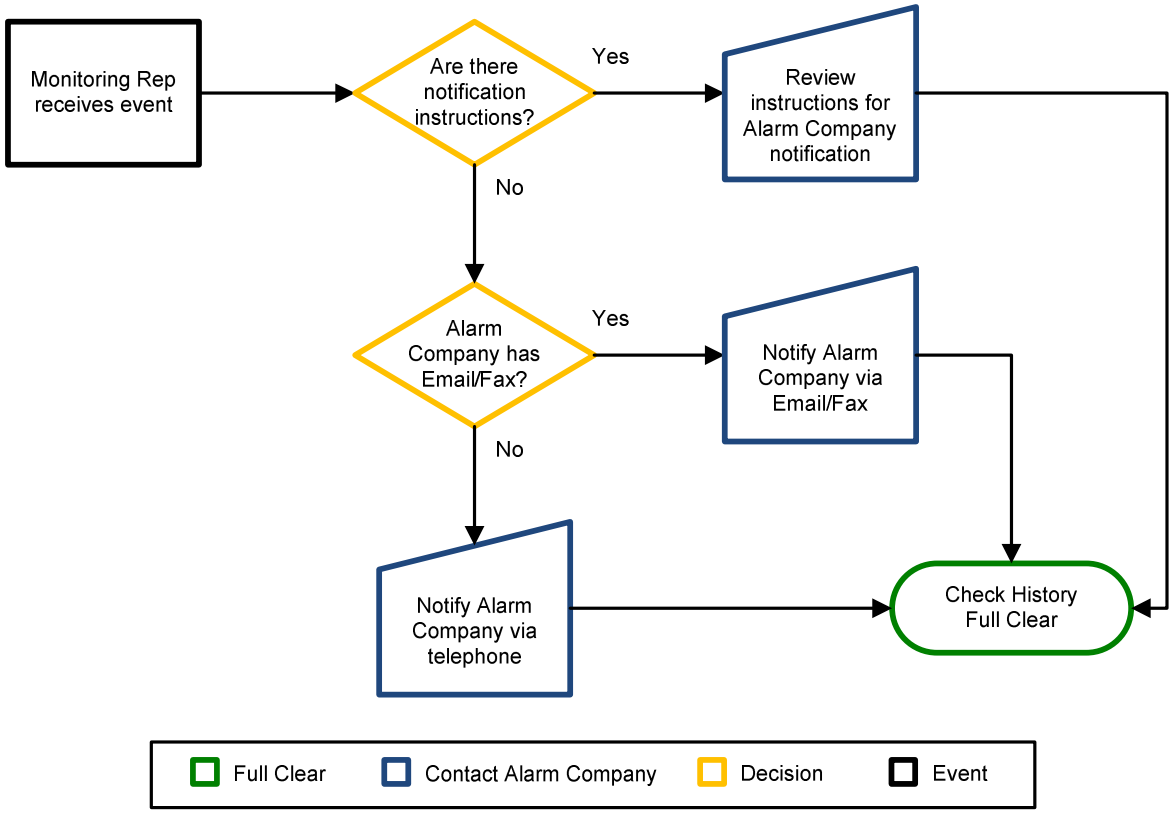
Timer Test Not Received

Timer Test signals are sent at a specific time; daily, weekly, monthly, to test the communication between the alarm panel and the CMS receiver.

Supervised Timer Test Not Received Standard Operating Procedure:
Timer Test Not Received AL [A]

All Timer Test Not Received events should be set to Auto-Notify the Alarm Company.

The diagram below outlines steps for handling Supervised Timer Test Not Received events received by a Monitoring Representative.

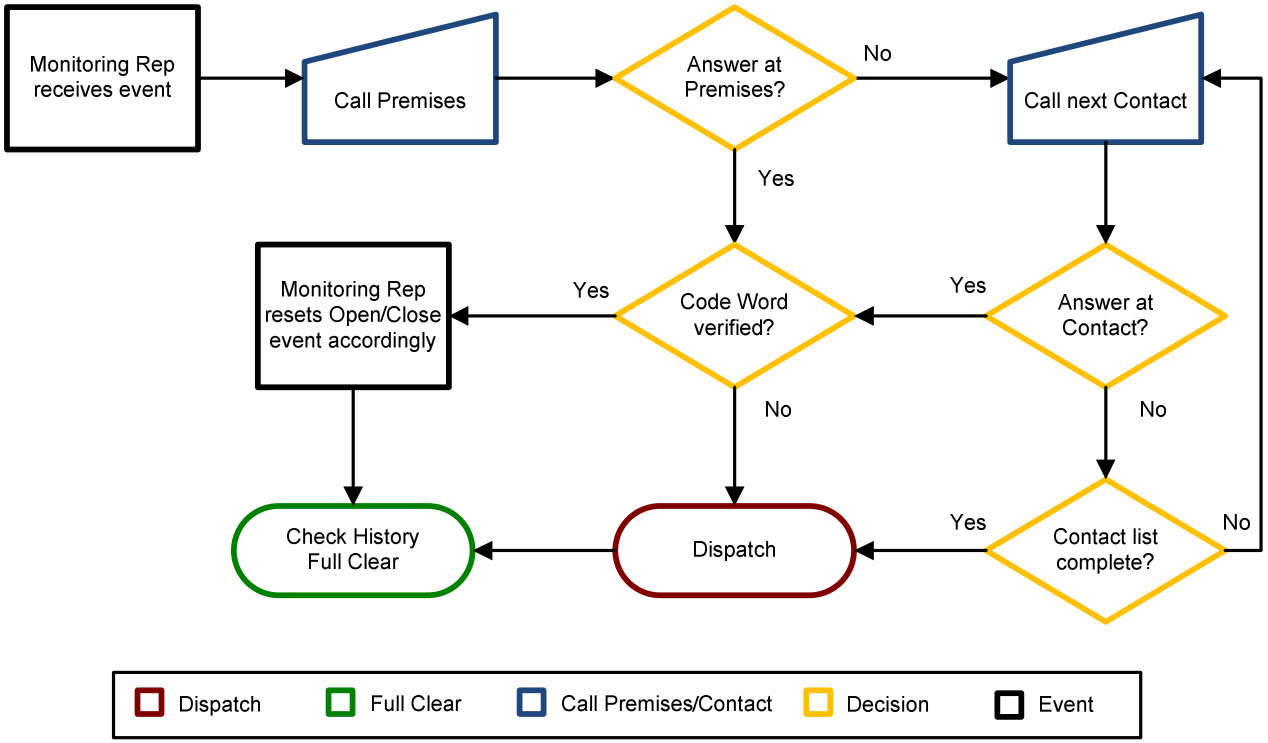


Standard Operating Procedures

Open (Supervised Accounts)

CMS offers advanced supervised monitoring for open/close schedules to better assist businesses. Signals are generated when the alarm is disarmed.

Open Signal Standard Operating Procedure:
Open — Outside the Schedule PR-CL-PD



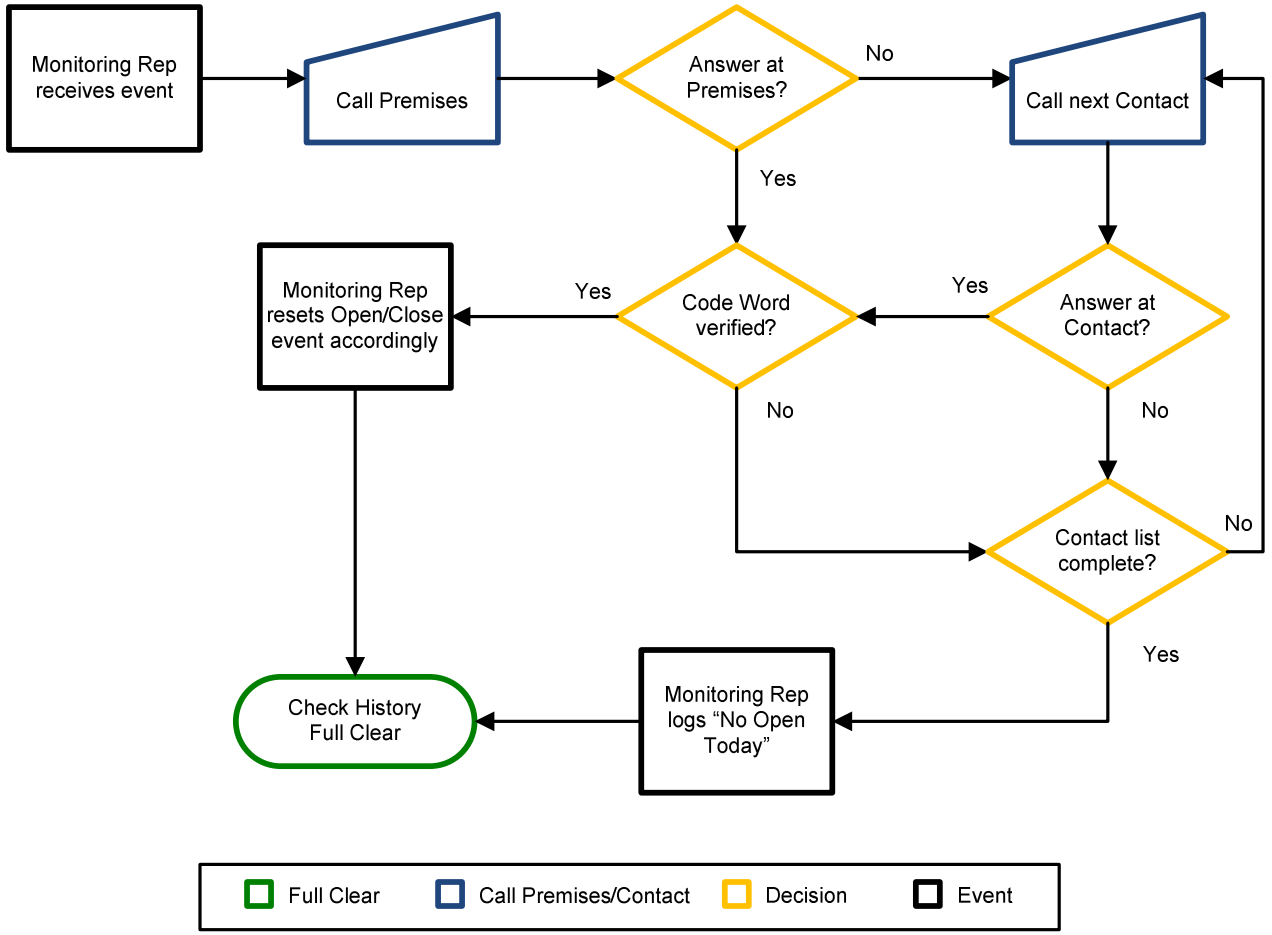
Standard Operating Procedures

Fail to Open (Supervised Accounts)

If a business that has supervised monitoring does not open at the specified time, our system will automatically generate a signal as an alarm event to fall to an operator so that the business can be called and the notification list advised. Following is the standard operating procedure and diagram for fail to open signals.

Fail to Open Standard Operating Procedure:

Fail to Open PR-CL



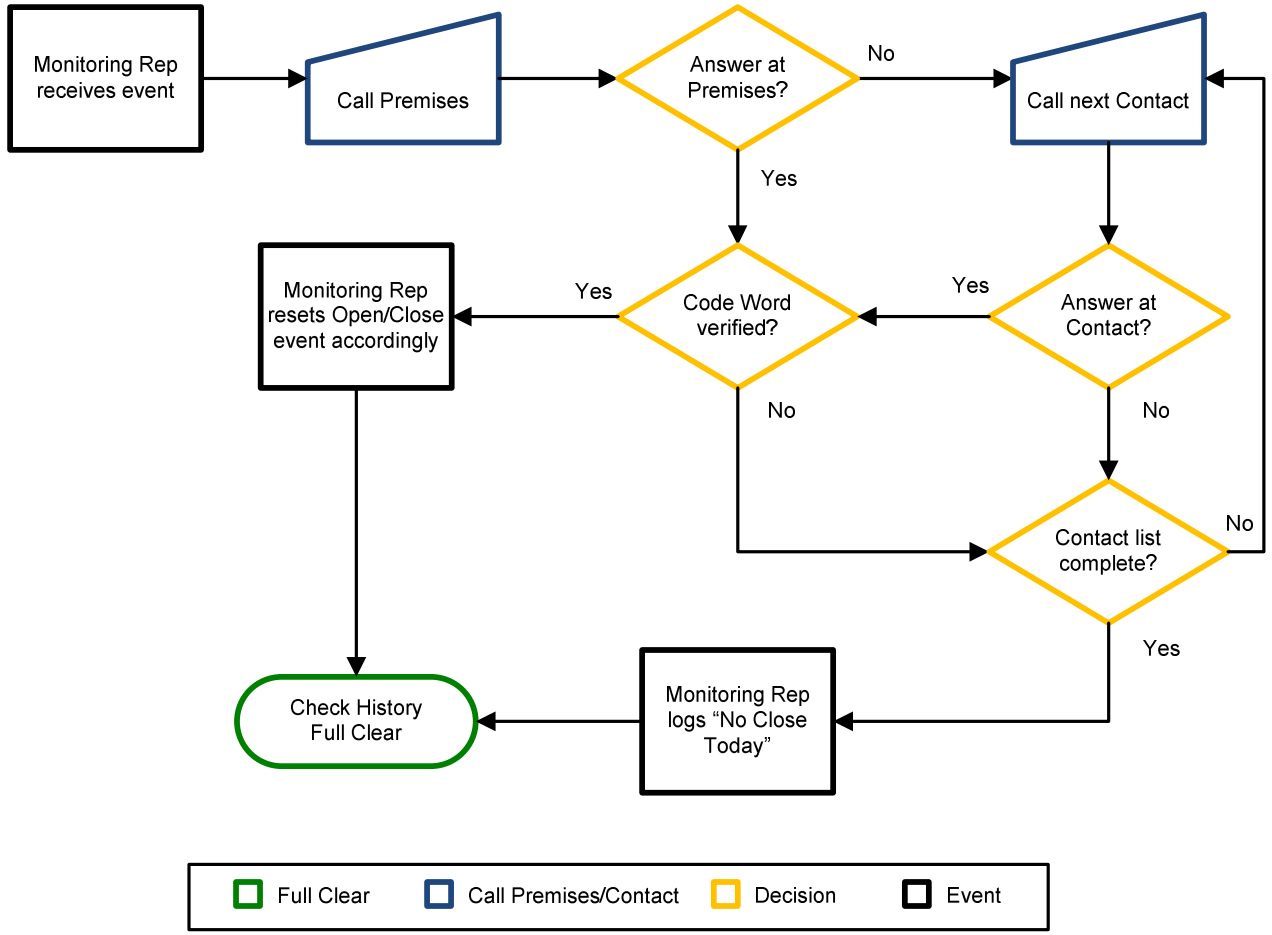
Standard Operating Procedures

Fail to Close (Supervised Accounts)

If a business with supervised monitoring does not close at the specified time, our system will automatically generate a signal as an alarm event to fall to an operator so that the business can be called and the notification list advised. Following is the standard operating procedure and diagram for fail to close signals.

Fail to Close Standard Operating Procedure:

Fail to Close PR-CL



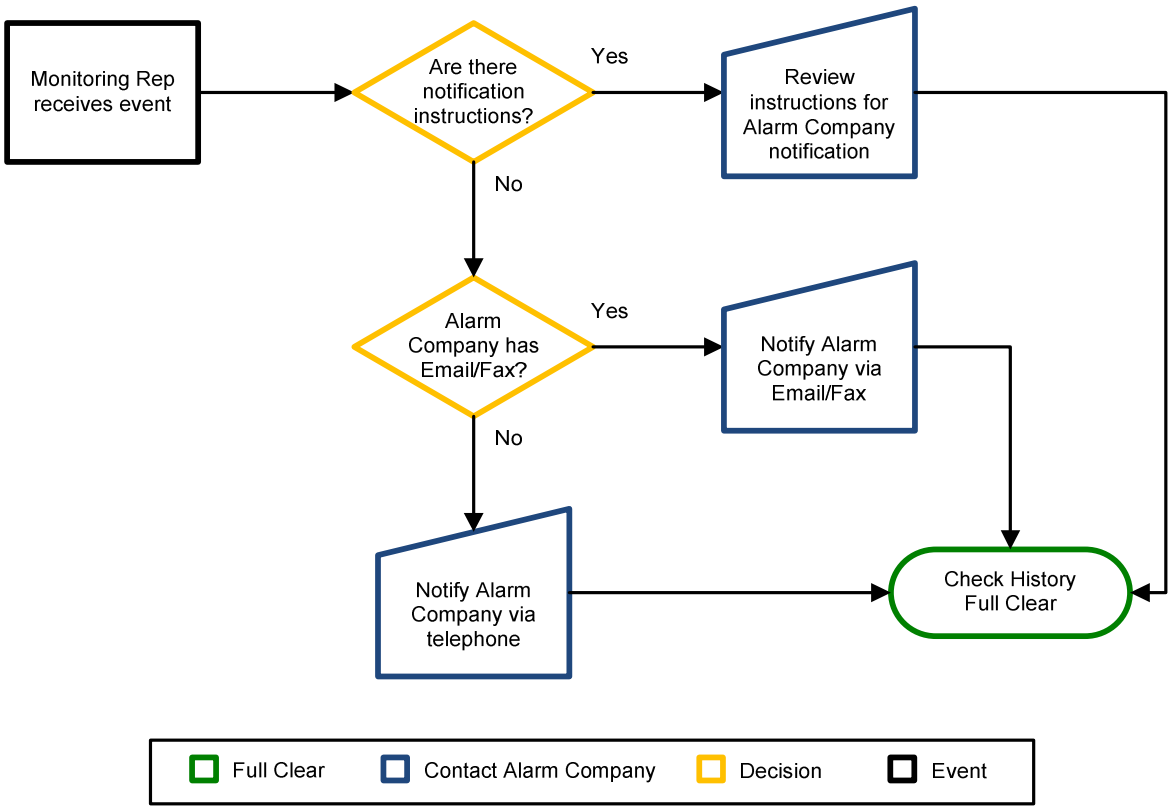
Standard Operating Procedures

Trouble Signals

Trouble signals include any signal that indicates a problem with the alarm system. This includes panel maintenance issues such as Low Battery, A/C Fail, Line Fault, etc.

Trouble Signal Standard Operating Procedure:
Trouble AL [A]

All Trouble Signals should be set to Auto-Notify the Alarm Company.
The procedure below outlines steps for handling trouble signals received by a Monitoring Representative.



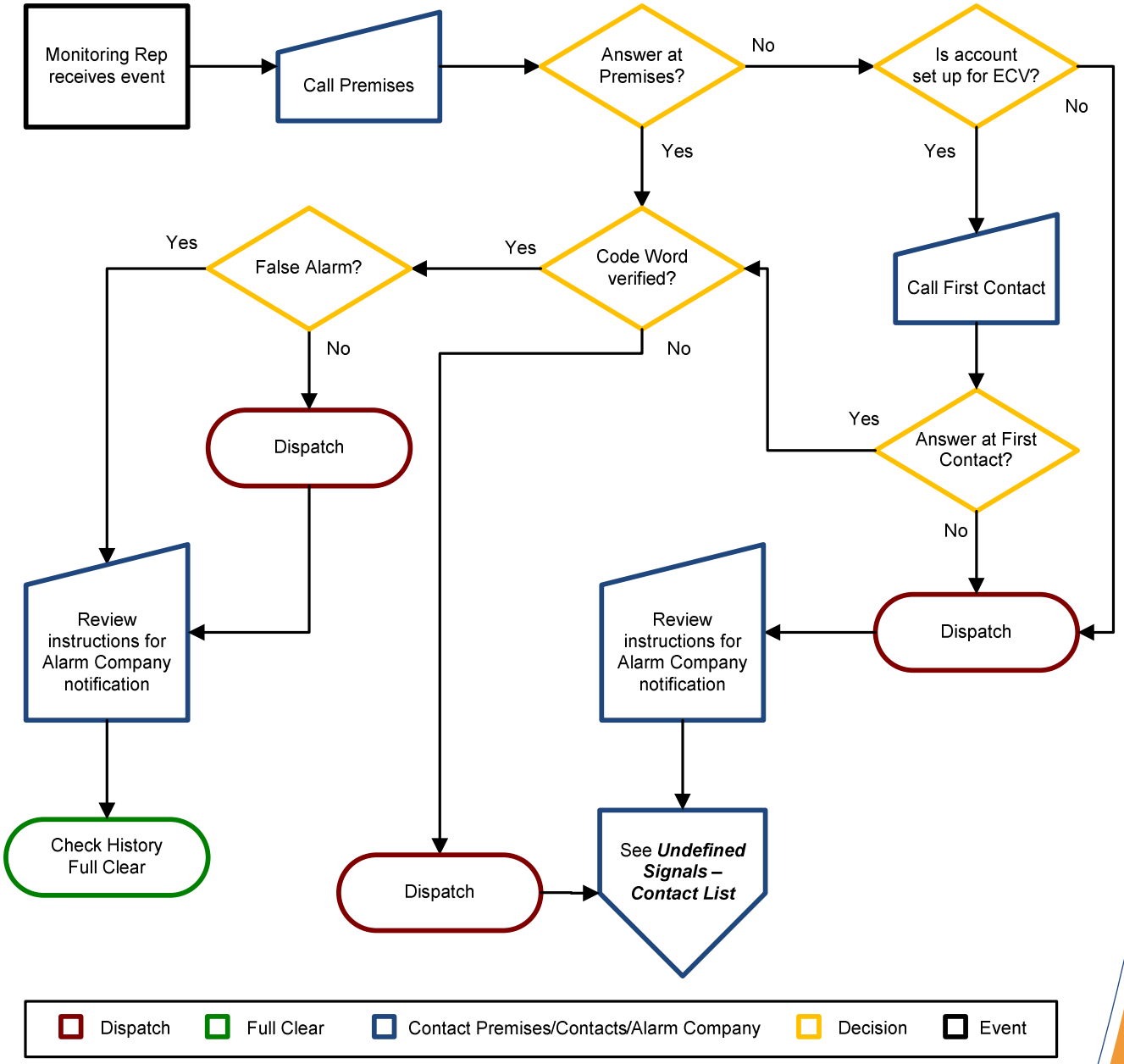
Standard Operating Procedures

Undefined Signals

An Undefined signal is received when a zone that is not defined on the account is sent to a receiver. These signals could potentially be anything from a fire alarm to a low battery signal. For this reason, it is of the utmost importance that all zones programmed for the premises be included on the zone list for that account.

Should an undefined signal be received on an account, our default is to handle as a Burglary signal. The following is the standard operating procedure and diagram for handling undefined signals from activation to dispatch:

Undefined Signals Standard Operating Procedure:
Undefined PR-PD-CL



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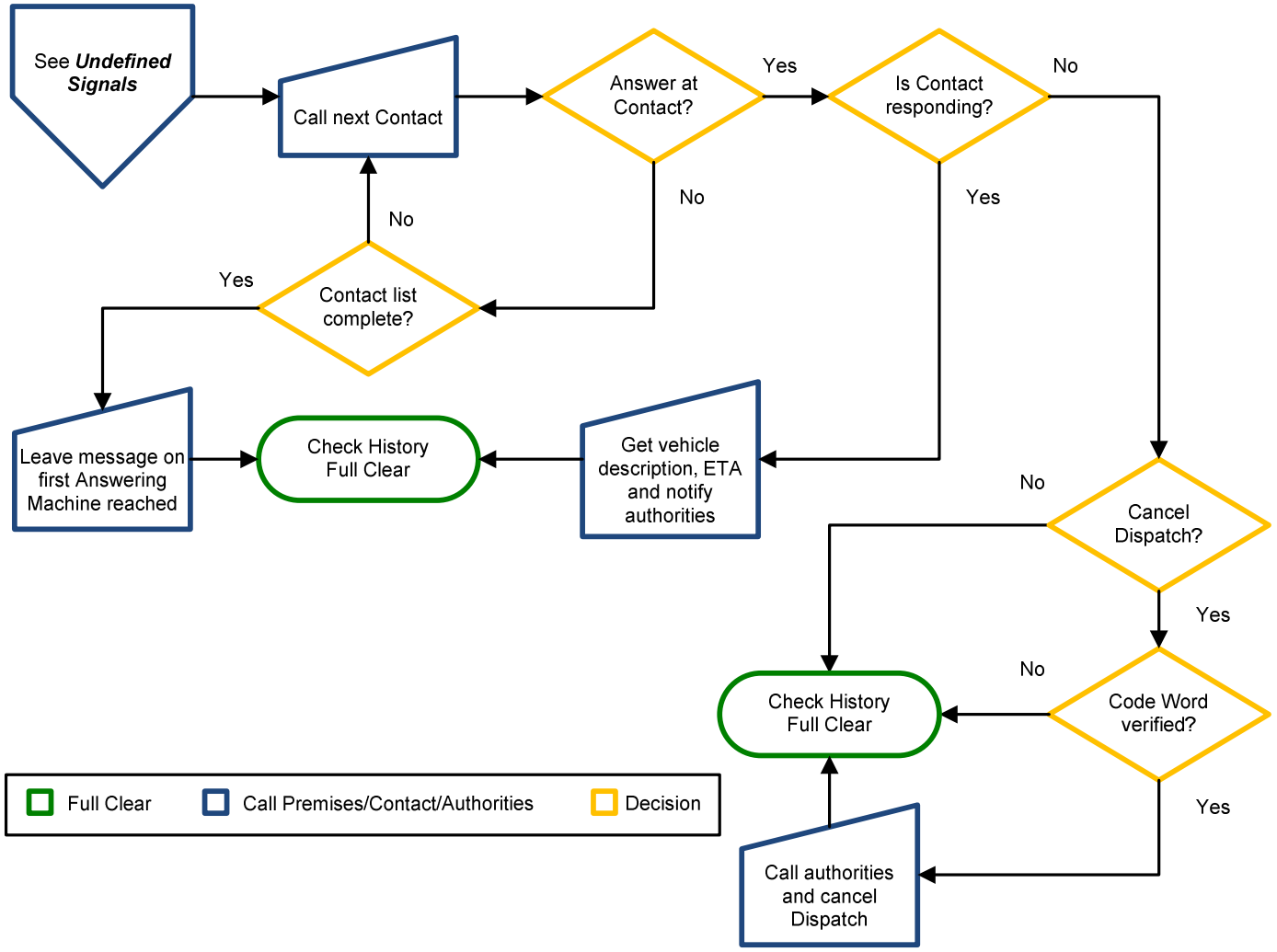
Undefined Signals — Contact List

The diagram below illustrates the process of handling an undefined signal from dispatch to completion. Please see the previous page for the handling of an undefined signal from the activation to dispatch.

Undefined Signals Standard Operating Procedure:
Undefined PR-PD-CL



Enhanced Call Verification (ECV)

Enhanced Call Verification (ECV) is a procedure designed to help reduce the number of false dispatches police departments respond to on a daily basis. When CMS receives a burglary/tamper alarm signal from the premises, the operator will attempt to reach someone at the premises to verify if the alarm is false. If the operator is unable to contact anyone at the premises, they will then attempt to reach the first person on the contact list. If at this point the operator is unable to contact someone, they will dispatch the police. A Dealer Support rep can assist you in the data setup process, or you may indicate you want to follow ECV on your paperwork. You can also link the first contact to the ECV call list via CMS-Connect. Below is a list of jurisdictions across the USA and Canada that have mandated that ECV be implemented on burglary/tamper alarms.

ARIZONA
Kingman
Mesa
Pinal County
Scottsdale
Tucson

ARKANSAS
Little Rock

BRITISH COLUMBIA
Vancouver

CALIFORNIA
Beverly Hills
Fairfield
Hayward
Los Angeles
Modesto
Oakland
Riverside
Sacramento County
San Mateo
Simi Valley
Tracy
Vacaville
Vallejo
Yuba

COLORADO
Boulder
Boulder County
Breckenridge
Colorado Springs
Denver
Douglas County
Englewood
Larimer County
Littleton
Longmont
Pitkin County
Summit County
Westminster

CONNECTICUT
East Windsor
Glastonbury
Hartford
New Britain

DELAWARE
Statewide

FLORIDA
Statewide

GEORGIA
Cobb County

IDAHO
Boise

ILLINOIS
Naperville

IOWA
Ankeny
West Des Moines

KANSAS
Leawood
Olathe

KENTUCKY
Lexington
Louisville
Jefferson County

LOUISIANA
Lafayette
Shreveport

MICHIGAN
Lansing

MINNESOTA
Minneapolis

MISSOURI
St. Louis

NEBRASKA
Omaha

NEVADA
Reno
Sparks
Washoe County

NEW JERSEY
Montclair Township

NORTH CAROLINA
Huntersville
Kannapolis

OHIO
Cincinnati

OKLAHOMA
Owasso

OREGON
Marion County
Salem
Washington County

PENNSYLVANIA
Cheltenham

SOUTH CAROLINA
Richland County
Rock Hill
Spartanburg

TENNESSEE
Statewide

TEXAS
Burleson
Carrollton
Dallas
El Paso
Frisco
Harlingen
Irving
Killeen
McKinney
North Richland Hills
Pasadena
Plano

VIRGINIA
Statewide

WASHINGTON
Des Moines
Federal Way
Kennewick
King County
Kirkland
Olympia
Pierce County
Spokane
Tacoma

WISCONSIN
Appleton
Eau Claire

Dealer Support
715 W State Road 434, Suite J
Longwood, FL 32750
Phone: (800) 883-2368
Email: DealerSupport@CMSn.com