

MR SECURITY - GENERAL GUIDELINES FOR MONITORING

Important Please Note: *These guidelines may be varied by prior agreement. It is the alarm owner's responsibility to ensure that all users of the system are aware of these guidelines.*

Monitoring Code Password: It is essential that all users (excluding Guard response personnel) of the system be advised of the monitoring code (password) to enable us to verify legitimate users in the event of an accidental activation etc. This code should be committed to memory and not written down

Alarm Activations: Please phone us immediately if you accidentally activate your alarm. Alarm activation's, no matter how brief or at what time of the day will be treated as genuine. If we do not receive a call from you, we will ring your site (unless otherwise instructed) to determine if a legitimate user is there before attempting to contact any listed keyholders or guard response personnel. The only verification of a legitimate user is determined by the quoting of the correct code (password).

Phone Calls To Your Site: When actioning an event and phoning your site we will do so as promptly as possible. If we do not receive a reply or the call is picked up by an answering machine, or if the phone line is busy, we may contact a keyholder or guard to respond to your site to check that everything is all right. If you have not received a call from us following activation, please phone us immediately. We may have been unable to contact you due to the phone line being busy, or being used by the alarm system, or you did not hear the phone ringing due to the alarm sounding. This will help to avoid incurring the cost of a guard attendance.

Loss of Signals: Most alarm systems send a daily or weekly test signal. If our computer systems report a "loss of Signal " from your site, we will call to ask for a test of your alarm system to check that transmitted signals are being received. It is unlikely that we will call between 10pm and 6.30am for residential systems. A keyholder or guard may be dispatched to check that all is all right if we are unable to contact you.

Keyholders: It is the alarm owner's responsibility to advise us of any changes to keyholders names, phone numbers and response instructions. These can be faxed to us at any time, or if you are advising by phone the correct code must be quoted before any changes will be made.

Alarm Maintenance Signals (Low Battery, Mains Fail etc): Depending on the type of signal, time of day, type of alarm system, and whether business or residential, we may contact a keyholder or guard to ascertain the cause and to attempt to remedy the problem. You may also be advised to contact your alarm installation company to carry out a check on the system if the fault can not be cleared.

Smoke Alarms: Unless requested in writing, the Fire Service *will not be* contacted first for smoke alarm activations. If we do not receive a reply from the site a listed contact or the guard company will be advised. The Fire Service will be contacted on request.

Panic or Duress Alarms: Unless otherwise specified, we will not phone the site to verify if the alarm is genuine. All activations will be treated as genuine and a keyholder or guard will be dispatched. If your alarm is wrongly activated, please phone us promptly to stand down the keyholder or guard.

Monitoring Of Business Hours (Full / Part Service Sites): It is essential that you phone the monitoring station when Disarming (Opening) or Arming (Closing) the system out side of your nominated hours, (However Brief The Time). For your protection we need to know your movements. Depending on the volume of incoming alarm signals to the monitoring station, out of hours disarming (Opening), late to arm (Closing), and other lower priority signals will be attended to as soon as possible. The name of the person calling, the time expected to be on site, and the correct code (Password) will be required. If it becomes necessary for monitoring staff to phone the site, a no reply, a answer machine picking up the call, or failure to quote the correct code may result in us dispatching another keyholder or guard response personnel.