ALARM DISPATCH PROCEDURES

This information outlines how Security ONE will respond to various alarm signals received by our monitoring station.

- **NEW INSTALLATION PROBATION PERIOD** – 2 Weeks

During this two-week period, Security ONE will not dispatch authorities until we have made all attempts to contact your responder list to verify an alarm.

This two-week probation period also ensures time to register your new system with the local police dept (if required) and have us answer any questions you may have as you become familiar with your new system.

- **BURGLARY**

Call premise to verify alarm. If no answer Security ONE will call one keyholder and dispatch police
**Note-If the system is disarmed within 30 seconds of alarm, Security ONE will not call premise or keyholder and will assume an accidental alarm.

- **FIRE**

Call premise to verify. If there is no answer, Security ONE will dispatch fire dept & contact keyholders.

- **PANIC/HOLD-UP**

Dispatch police immediately. No calls to premise for 20 minutes

- **TROUBLE**

Trouble signals can include: Low battery, no transmission, power failure or zone problems, etc
Signals are sent directly to the customer by e-mail or text.

If you would like to make any changes to these procedures, please e-mail a detailed description of your request to our central station. central@securityonealarm.com