



VIDEO 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 CANASA – (Central Station Alarm Association) and local law enforcement agencies.

Security ONE will utilize the following dispatch procedures:

BURGLARY

Review video to determine if anyone can be seen on site. Determine if there is suspicious activity. Dispatch police authorities providing all information seen. Continue on the call list as needed. If further video transmits contact police with updated information.

If no keyholder is attending, advise police dept.

TAMPER

Call premise. If no answer – dispatch police authorities. Continue on call list

TROUBLE

Call premise or key-holder to notify of signal.

Trouble signals can include: low battery, no transmission, power failure, zone problem etc.