



GUIDE TO HAVING A MONITORED ALARM SYSTEM

How does monitoring work?

When your alarm detects an intruder, it will transmit a signal through to our 24 hour Monitoring Station. This signal will display itself to one of our Monitoring Specialists. The information you have supplied to us will instruct staff who to contact depending on the type of alarm that your system has transmitted.

What should I do if I accidentally set off my alarm system?

If for some reason your alarm is activated, disarm it immediately and *contact the Control Room without delay*. Quote your Voice Code and your name, and the reason for the alarm (if known). This is a secondary precaution that enables the Control Room to cancel any action requests that many have been lodged and additionally allows operators to recall any action for you.

Is there anything I need to do before I go on holidays?

You are required to maintain the list of people we have for emergency contact on your premises. Should you go on holiday, please review your emergency contact list and advise us of any necessary alterations. Remember the information we hold for your account will directly affect the efficiency with which we respond to your alarm.

VOICE CODE:

CONTROL ROOM NUMBER 9248 0222

CONTROL ROOM FACSIMILE 9248 0255