



AlarVac Alarm Monitoring Options

Understanding Alarm Response

When your alarm signals some sort of event, the Monitoring Station will assess the signals and initiate the appropriate response. Usually they will attempt to contact the keyholders to verify the situation, but under certain circumstances they will immediately dispatch the authorities or first responders.

These responses can be fine-tuned to your individual needs if required. Please contact your Alarvac representative for more information.

For initial alarm system setup, we need to determine the response for intrusion-type alarms. You will need to decide whether you want either:

- Security Guard plus Police Response, or**
- Police Only Response, no Security Guard**

What is the Police-Only Response?

When your alarm signals an intrusion-type event, and keyholders cannot be reached, to verify the situation, the Monitoring Station will dispatch the Police. However, there are some issues with the Police Response that you need to be aware of;

In Toronto and many other regions, Police will not respond to a single-zone alarm since the vast majority of single zone entry alarms are false alarms. They require multiple zones to be triggered such as a door and motion sensor, or glass break and motion sensor, for example.

If the police have been dispatched to what turns out to be a false alarm, they will issue an invoice for the dispatch. This invoice is generated at time of dispatch, and the charge is payable, even if the alarm has been disarmed with a correct code shortly after the dispatch. The charge for a Police dispatch for a false alarm can be quite steep, charges of \$300 or \$350 are not unusual.

Why do we provide the Security Guard Option?

With any alarm system - and especially a new system - there are often a few false alarms. With the Security Guard response, you reduce the risk of a costly Police false alarm call.

When your alarm signals an event, and Keyholders cannot be reached to verify the situation, the Monitoring Station will dispatch a uniformed Security Guard to patrol the premises and assess the situation

The Security Guard will report findings to the Monitoring Station, requesting a Police Dispatch, or other first responders as appropriate.

The Security Guard response also fills the gap between Police response and no response at all. Since Police in Toronto and other regions will not attend a single-zone alarm, the Monitoring Station can dispatch a security guard to investigate when a keyholder cannot be reached.

Payment Options

Alarvac provides two payment options for alarm monitoring:

1 Annual Payment - Alarvac will invoice annually, and there is a 4% discount if paid before renewal date

4 Quarterly Payments via a pre-authorized Credit Card - Alarvac will charge your credit card quarterly

Customer information and Keyholders

Account Information

Use this section to input address and contact information

For Premise Tel, put the premises landline number, if there is one. Otherwise this should be the telephone number of the first contact on the Key Holders List.

Key Holders to Notify

In this section, you list the people you would like the Monitoring Station to call if there is an alarm.

These should be people who are either living at the premises, or are nearby and can verify what is going on at the premises if needed

List these keyholders in the order you would like them called.

What is the Passcard, and why do I need one?

Much the same as a bank or credit card PIN number, the Passcard is a number or word of your choice that you use to verify your identity to the Monitoring Station when they call.

If you wish, you can put "Not Required" in the Passcard field. In this case, the Monitoring Station will not require Passcard identification. This option is not recommended in most cases, but may be appropriate in situations where the individual would likely not remember their Passcard.

Use Alternate Tel # only if the contact has a second phone number that they can be reached at, otherwise leave this field blank. Do not put a number here that has already appeared elsewhere on this form.