

# **Alarm Monitoring Information**



## **Central Monitoring Services Pty Ltd**

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# Information for all Monitored Clients

Welcome to Central Monitoring Services. We specialise in the monitoring of alarm system for residential, commercial and industrial sites.

Having your premises continuously monitored by our 24 hour monitoring centre ensures that someone will be notified in case your alarms system activates. :

## Alarm Monitoring Paths

The following types of alarm monitoring are currently available. Please ensure that the installed alarm system meets the requirements and standards of your insurers.

### Dial-Up (Dialler)

Dialler alarm systems use conventional telephone lines to transmit alarm signals from your premises to our monitoring centre. Every time the alarm is triggered or reports a test event, a local phone call is made and charged to your phone bill.

If the phone line connection is interrupted at any point between your premises and our monitoring centre, or if the alarm system becomes faulty or damaged, no alarm signals will be received. It could take hours or days before this becomes apparent, hence it is important to have the alarm system programmed to report regular test events. In addition, we encourage you to test your alarm system manually on a regular basis by calling us and then triggering your alarm.

Dialler alarm monitoring is an inexpensive monitoring path and the most common type of alarm monitoring conducted in Australia. However, it may not be sufficient for your security needs. We recommend you consult your alarm technician and insurance provider before you decide on a monitoring path.

If dialler alarm monitoring is not sufficient for your security needs, the following alternative monitoring paths are available. All of them can work on their own or in conjunction with a dialler for enhanced safety and protection.

### Securitel

This security network is provided by Telstra for use by approved security monitoring companies for monitoring of alarms where a higher security risk exists. Securitel uses your existing telephone line. Alarm information is continuously transmitted to our monitoring centre via duplicated transmission paths which are monitored for cuts or breaks. All alarm signals are sent over the telephone line without making a phone call and therefore no additional telephone costs are charged.

Should your alarm system fail to report to our monitoring centre, we will be notified within minutes. There are no phone call charges for alarm transmissions. This service is available in limited metropolitan areas and costs are higher than conventional dialler monitoring.

### GSM Monitoring

A GSM module can be attached to most dialler alarm systems. It contains a SIM card as used in mobile phones and transmits alarm signals using mobile phone carriers such as Telstra, Optus and Vodafone. GSM modules are compatible with all alarm systems and can be used as a back-up or primary alarm monitoring path.

Some systems also use the SMS (short message service) path to transmit signals completely wireless directly to our monitoring centre. As long as you have power and digital mobile network coverage, a GSM module should be able to transmit signals to our monitoring centre from anywhere in Australia. Mobile phone call charges will apply whenever your alarm system reports to our monitoring centre. Local phone call charges may also apply if this application is used in conjunction with a dial-up alarm system.

## Client Responsibilities

It is your responsibility to provide adequate details about the alarm system, keyholders and alarm response requirement. Changes in details must be forwarded as soon as possible to ensure effective monitoring.

If you are unavailable for an extended period of time, we encourage you to advise us on 1300 655 009.

It is your responsibility to ensure that your alarm system is regularly checked and maintained to standards. For insurance purposes and for your benefit, it is important that all dial-up panels regularly report an open/close or a periodic test condition according to security industry standards. The alarm system must transmit a periodic test report at least once a week however, we recommend a daily test.

## Client Data Privacy

We will only provide client account information to the alarm installation company and keyholders listed on your account if a valid password can be quoted. No confidential information can be provided to an unidentified person. All information on your account is used for alarm monitoring purposes only.

## After Hours Call Outs - Keyholders

Please list at least 3 persons (keyholders) who have access to your premises and the alarm system. These keyholders should be able to attend in case the alarm activates or a problem is found. Please advise each keyholder that we monitor the alarm day and night, hence their attendance could be required at any time. Listing contacts who are unable to attend to alarm activations will slow our response time as other keyholders must be contacted.

## Passwords – Voice Codes

We strongly recommend the use of a password (also called voicecode) for anybody having ongoing access to your premises. You may choose one common word or code or you can allocate one for each authorised person.

Using a password or voice code will help us identify intruders at your premises. If a password is listed on your account, then it must be quoted, no other means of identification can be accepted.

If a password cannot be quoted, we will confirm identification by following your selected response instructions.

## Response Instructions

We will call your premises first on receipt of most alarms (some exceptions apply) to establish whether the alarm was accidentally activated. In case we are unable to resolve the situation by contacting your premises, we will follow a pre-selected response instruction. Please choose one of the following (you can change your instruction anytime):

### Option 1 KEYHOLDERS TO ALL EVENTS

1. Phone keyholders until first available has been notified.
2. Do not notify a patrol car.
3. Notify the Police on request, if no keyholders are available or if a problem has been detected.

### Option 2 IF N/A KEYHOLDERS SEND PATROL

1. Phone keyholders until first available has been notified.
2. Notify a patrol car on request or if no keyholder is available
3. Notify Police on request, if no patrol car or keyholders are available or if a problem has been detected.

### Option 3 PATROL TO ALL EVENTS (EXTERNAL)

1. Notify a patrol car IMMEDIATELY to EXTERNALLY check the premises. (The patrol does not hold keys to your premises.)
2. Notify a keyholder ONLY if a problem or genuine incident has been detected or on events requiring internal inspection, (i.e.: power failure, low battery, isolations).
3. Notify Police on request, if no patrol car or keyholders are available or if a problem has been detected.

### Option 4 PATROL TO ALL EVENTS (INTERNAL)

1. Notify a patrol car IMMEDIATELY to INTERNALLY check the premises. (The patrol must hold keys to your premises.)
2. Notify a keyholder ONLY if a problem or genuine incident has been detected.
3. Notify Police on request, if no patrol car or keyholders are available or if a problem has been detected.

### Option 5 PATROL & KEYHOLDERS TO ALL EVENTS

1. Notify a patrol car IMMEDIATELY to check the premises. (The patrol may or may not hold keys to the premises.)
2. Notify a keyholder IMMEDIATELY AFTER a patrol car has been notified.
3. Notify Police on request, if no patrol car or keyholders are available or if a problem exists.

**Please call our control room immediately on 1300 655 009 if an authorised person accidentally sets off your alarm system. This ensures that our response to other genuine alarms is even faster.**

## Patrol Response

A patrol response vehicle will be dispatched if nominated in your standard pre-selected response instruction. A security officer will attend to your premises to ensure your premises are safe and secure. Response times can vary and the current Australian standard AS 4421 calls for response times under 35 minutes for certain events.

Patrol responses are usually charged in addition to monitoring fees. We recommend you check with your alarm installation company.

A patrol response vehicle may not be able to catch intruders at your premises as it could only take seconds for them to break & enter your premises. A patrol response will however deter intruders from taking their time in removing valuables from your premises.

If your premises appear secure, a patrol officer will leave a small docket at your site informing you of the response. If your premises are found broken & entered, the officer will attempt to secure your premises and in most cases remain on site until Police and you or one of your keyholders can attend.

Please note that a patrol car, if pre-selected, will be dispatched to ALL events at commercial premises if no other keyholders are available. This includes non-burglary alarms such as power failures, isolations, trouble alarms, low batteries as well as alarm systems left unarmed. We believe it is in your interest that we ensure that your premises and valuables are secure. Sometimes, a power failure or isolation signal could be the last event your alarm system was capable of transmitting before it was damaged by intruders.

## Police Attendance

Police will not be contacted first (except on hold up or duress alarms from commercial premises) by our monitoring centre as Police will give priority to alarms where keyholder attendance is assured. Where no keyholders are able to attend, Police usually place a lower priority on attendance, particularly to residential premises. Once notified, Police will only report back to our monitoring centre if a problem was found. We are not able to query Police action and we cannot confirm when and if a Police car has attended to your premises. However, Police will make every effort to meet with you or your keyholders outside your premises to investigate an alarm activation. Police attendance varies between each stage and territory of Australia.

## Medical Alarms

Medical emergency alarms can be triggered by a range of applications such as pendants, buttons and keypads for various reasons. Ambulance services can be notified either on request or if no other keyholders are able to respond.

To ensure effective monitoring, we recommend that a spare key to your premises is kept with a neighbour or in a safe, hidden location. This will allow Ambulance officers access to your premises in case you are unable to provide access. We also recommend that you provide us with a very brief medical which we can pass on to the Ambulance.

Please note that our monitoring centre staff are not trained or qualified to provide any medical advice. On receipt of a medical alarm, we will attempt to call your premises first. If we are unable to establish that you are in good health, Ambulance and/or keyholders will be contacted.

## Panic Alarms

On receipt of a panic alarm, our operators will call your premises. Should you answer the phone, we will ask if you require police assistance and if you are well. We will also ask you for your password to confirm your identity. If no password can be quoted or nobody can be reached, Police will be notified immediately. Approximately 30 minutes later, we will attempt to contact you or your keyholder to ensure you are safe.

## Power Failure Events

If your alarm system loses connection to its main power supply, a power failure signal should be transmitted to our monitoring centre. Most alarm systems will delay transmission of this event for some time to allow for short term power interruptions such as black-outs or turned off fuse switches. Despite main power failure, your alarm system should still function if it is backed up by a battery, hence your premises are still protected if you are absent. We will attempt to notify you if the main power supply to your alarm system remains interrupted for an extended period of time.

## Low Battery Events

Your alarm should transmit low battery signals when the back-up battery becomes faulty or loses its charge, possibly due to a previous main power failure. Depending on the state and specification of your back-up battery, it may be able to supply power to your alarm system for days, hours or just minutes.

Low battery signals can sometimes be the last event received by our monitoring centre before your premises are unprotected due to complete loss of power to the alarm system. On receipt of these events from commercial premises, we will attempt to contact you straight away, day or night.

We recommend you have your battery checked on a regular basis in accordance with Australian Standard AS2201.

## Isolation Events

Isolation events may be transmitted if one or more zones of your alarm system are no longer active, provided your alarm system is in an armed state. For example, you may choose to have the upstairs area of your residence disarmed at night while the downstairs part is armed and secured.

Residential isolations will be ignored at our monitoring centre, unless the signal received indicates a fault or trouble event. Isolation events from commercial premises will be responded to immediately on all occasions.

## Alarms on Entry

Alarms on entry are intruder alarms immediately followed by a valid disarm (opening or cancel) signal and are usually the result of the alarm not being disarmed in time. For example, you enter your premises but take too long to enter your code in the keypad. Both an intruder alarm event and valid disarm event are transmitted to our monitoring centre.

Alarms on entry are ignored at our monitoring centre as the alarm system has been successfully disarmed with a valid pin number.

## Fire Alarms

Fire brigades have the authority and power under the relevant acts to gain entry to premises for the purposes of fighting fires. This means when our monitoring centre notifies the Fire Brigade, we are authorising entry to your premises to ensure that any danger to life or property by fire or smoke is eliminated. If you have smoke detectors reporting to our monitoring centre, a Fire Authorisation Form must be completed and returned to our office in case we are unable to contact you on receipt of a fire alarm.

## Multiple Alarms

We respond to the first alarm signal received of one detection device connected to your alarm system. We cannot enter into permanent arrangements such as to only take action when two or more alarms are received.

We believe that only one (1) device should be connected to any one reporting channel of your alarm system and we insist that only one alarm is sent from that channel/zone in any armed period. This is a requirement of the Noise Abatement Act. This is referred to as single alarm reporting, which is normally implemented by programming the lockout or conditional lockout function provided in most alarm panels.

## Deprogramming of Your Alarm System

Should monitoring be cancelled please ensure that the alarm system is de-programmed by your alarm installation company. Otherwise you will continue to incur phone call charges and our monitoring equipment receives unnecessary events which may lead to congestions.

# Further Information for Monitored Clients at Commercial Premises

## Hold Up and Duress Alarms

We will respond to these alarms by contacting Police immediately. Hold up and duress alarms can be received by commercial alarm systems only (similar events received from residential premises are classified as PANIC alarms).

Approximately 30 minutes later, we will attempt to contact you or one of your keyholders to ensure you are safe. Please note that you will be charged by Police for consecutive FALSE alarm activations. Please note that we cannot cancel Police once notified.

## Supervised Monitoring – Monitoring of Arming and Disarming Times of Commercial Premises

In addition to standard alarm monitoring, you may elect to have the arming and disarming times of your alarm system monitored. Your alarm systems needs to report to us every time it is armed and disarmed.

To ensure that the alarm system has been turned on after trading hours, you need to supply as with a time schedule for each day of the week. Please record the EARLIEST acceptable disarming time and LATEST acceptable arming time of the alarm system. Do not enter a time schedule if your premises will be closed on a particular day of the week. Please note that we will allow a **30 minute tolerance** on any given time schedules.

We will notify you if the alarm remains unarmed after the latest acceptable arming time. Should the alarm be turned off before the earliest disarming time and we have not been contacted, we will treat this event as an unauthorised entry. We therefore strongly recommend that anyone who is authorised to turn the alarm off outside the provided time schedule contact us before entering your premises.

## Multiple Account Numbers for Commercial Clients

Multiple Client Account Numbers are required when any of the following items are present in an alarm system:

1. You choose to have different alarm actions for different zones.
2. Individual arming and disarming supervision is required for more than one area.
3. Different keyholders are to be called for different areas or zones.
4. Access to different areas is to be limited to individual users.

## Multiple Area Opening/Closings for Commercial Supervised Clients

### Dialler

If a dialler is transmitting area Openings/Closings (disarming/arming), it should be realised that on a single client account, the first area Closing will close the account and we are unable to check for any other opening/closing signals. Thus the risk of areas not being turned on exists and areas may be left without security as no late to close (premises unarmed) events will be generated.

### Securitel

On Securitel, a full opening or closing must be received to open or close the account. Area Openings/Closings will not open or close the account. Thus the risk of areas not being turned on exists, and areas may be left without security as no late to close event will be generated. In addition, areas may be armed or disarmed outside the given time schedule without our knowledge.

## Monitoring of Commercial Supervised Clients on Public Holidays

To ensure that your premises are properly monitored on public holidays, Central Monitoring has adopted the following policy:

Unless you advise us otherwise, we will treat all public holidays as normal working days.

For example, if a public holiday falls on a Monday and your premises are usually open on Mondays, then the normal time schedule will apply and the alarm can be disarmed during the time schedule as usual. We will not query any entries to your premises within the usual arming and disarming times.

Should your usual time schedule change due to public holidays, please advise our monitoring centre as soon as possible. Please note that public holiday time schedules are automatically erased after each public holiday and therefore must be re-advised each year.

Notes