



## Florida's First Central Station

# Alarming Events



[www.centralalarmcontrol.com](http://www.centralalarmcontrol.com)

### E.C.V.

September 11, 2001  
We will never forget

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*Look for :*  
**Important notes**  
*About*  
**Enhanced Call Verification**  
*E.C.V.*  
**UHS System**  
*Mr. Talavera*  
**The best of**  
*July 2006*

Effective July 1, 2006 Florida law will mandate **Multiple Call Verification** for alarm dispatch under 489.529 and will also be established by rule through the Electrical Contractors' Licensing Board.

**Enhanced Call Verification (ECV)** is an industry wide initiative which requires the central station to make a second call to a second telephone number before requesting a dispatch from law enforcement agencies to a citizen's alarm activation. Studies have shown that when a dealer implements enhanced call verification, 40-50 percent of alarm signals that traditionally would have been dispatched under premise verification were not because the signal was verified as not valid on the second call.

**Enhanced Call Verification** was developed by the professional alarm industry trade associations through the Security Industry Alarm Coalition (**SIAC**) and is endorsed by the International Association of Chiefs of Police (**IACP**) as a recommended practice. The program is an effective means to reduce calls for service from alarm activations while maintaining the crime deterrent effect of the alarm systems and their contribution to public safety in a community. The **IACP** and **SIAC** also recommend that the community support local jurisdiction efforts to adopt procedures or ordinances mandating multiple call verification procedures. Most cities find that 80-90 percent of their citizens who use alarm systems are responsible users who may never have an alarm activation that requires police response.

**Enhanced Call Verification** is a tool that will assist those citizens who have an alarm activation that is not due to a criminal action from having a request made for police dispatch.

#### BENEFITS OF E.C.V

**Alarm User:** An alarm owner will receive a second call following alarm activations, preferably to a designated cell phone. For homeowners, many inadvertent activations happen

when leaving the home, and the call to the cell number will allow them to return to the property and reset the alarm. For business owners, many activations occur as employees leave the property or are caused by after-hours cleaning and service personnel. The call to the cell phone gives the business owner an opportunity to cancel the activation and eliminate the request for police response.

**Law Enforcement: Enhanced Call Verification** is a tool to reduce calls for service from alarm activations without reducing the crime deterrent and crime prevention benefits that alarm systems provide the community.

**Alarm Company: Enhanced Call Verification** reduces the costs to the alarm monitoring center since it is less expensive to process a second or third call than it is to request a police dispatch for the alarm owner.

Customers appreciate that you are supporting the efficient use of their alarm system, reducing unnecessary dispatches and increasing customer contact.

#### E.C.V IMPLEMENTATION GUIDE

With the implementation of **Enhanced Call Verification** becoming more prevalent, the Security Industry Alarm Coalition (**SIAC**) is providing general guidelines and recommendations for implementing this proven dispatch reduction program.

#### LEGAL AND CONTRACT CONSIDERATIONS

This document is not intended to be a substitution for consulting with legal counsel as to the best method of adopting **ECV** and ensuring compliance with your contract with your customer. You should consult with your legal counsel to determine if adopting **ECV** as a policy impacts your current contract.

- Some companies have contracts that allow them to send an announcement to their customer announcing that **ECV** will commence on a certain date, and the customer has a deadline to refuse **ECV**. If they do not hear back from the client, **ECV** is implemented automatically on the effective date.
- Some companies have contracts that

required each customer to sign a new monitoring contract.

If **ECV** is being required as part of legislation, such as an alarm ordinance, your contract cannot exempt you from compliance. You should still use a path of implementation that has been reviewed by your legal counsel. When **ECV** is being implemented as part of a regional effort, such as new legislation or a proactive association program, companies may consider using either the local association attorney or the counsel from a third party monitoring facility to review the process for everyone.

#### STAGED IMPLEMENTATION

The objective is to have all of your customers operating under Enhanced Call Verification. The first step is to make sure all new installations begin with **ECV** as part of their dispatch protocol.

In many cases, the majority of the invalid dispatches are caused by less than 10 percent of your customer base and you should consider staged implementation to concentrate on these customers first. You can identify those customers who have the highest number of invalid alarms and bring them under the **ECV** protocol. The final stage is completing **ECV** protocols for all of your customers.

#### ECV EFFECTIVENESS

**ECV** will be most effective when the central station call out list contains a second premise number or cellular phone as the second number, since these are the numbers that will not be affected by call waiting.

#### SUMMARY

Enhanced Call Verification is proven to have a dramatic and significant impact on reducing dispatches to invalid alarms. In addition, your customers will appreciate the higher level of service which results in eliminating invalid police dispatches. No matter what process is used to implement **ECV**, it is a matter of the highest importance to the alarm industry and the alarm users that we move toward industry wide acceptance. No matter what the implications of processing no obstacle your existing customers, there is to applying all of the best solutions to your new customers.



## CAC's Finest

Excelling in performance, attendance, reliability and demonstrating a high level of professionalism & dedication to our customer and co-workers, CAC is proud in announcing: **Mr. Tony Talavera. Best of July 2006** Congratulations and keep up the good work!!!

## CAC's Stuff

Our good friend & co-worker **Tony Talavera** has left his position, so as of July 1st. these are the members of the Management at CAC:

**Cristy Todaro**, Asst Mgr.

**Steve Marshall**, Eves. Sprv

**Tamika Sessions**, Nights Sprv.

**Chris Fox**, Weekends Sprv.  
We wish well to all of them.

### E.C.V.

A couple of weeks ago we informed you about the new Florida Law that I mention on page 1 of this issue, I'm referring to the **ENHANCED CALL VERIFICATION**. We have send you information about it and we will wait for your customer's info on this second verification number, up until August 1st. , after this date we will automatically move the first contact on your customer's list to become the second number to verify before dispatching the proper authorities. If you need a copy of all these information, send us an e-mail to: [cac@centralalarmcontrol.com](mailto:cac@centralalarmcontrol.com) or call us direct.

## AlarmNet Rates

Starting August 1st. our rates changed, we have try to keep our rates low for almost 2 years, but we're forced to raise them. You'll see that the most changes are on the AlarmNet rates.

## The VoIP Freight Train

**Jack McCurdy**  
General Manager, UHS Inc.

Internet Protocol (IP) will have a

profound and long lasting effect on the security alarm industry! Although IP architecture has been around for 30+ years and is the back-bone of Internet communications, the use of IP for voice or VoIP, is relatively new service offering for traditional telephone carriers. VoIP is starting to make strong in-roads towards replacing traditional dial tone based, Public Switched Telephone Network (PSTN) services. As VoIP services gain acceptance, by end users and network providers, they will rapidly replace PSTN as the standard medium for voice centric communications. In this article we will explore the five "W's" (Who, What, Where, When and Why) of the IP explosion and the impact this paradigm shift will have on the security alarm industry.

WHO is using IP? Virtually every primary secondary and alternative carrier is exploring the deployment of IP voice services as a means to lower network costs and expand their respective reach to potential end using telephone customers. A combination of bandwidth delivery advances and VoIP service improvements have literally blown open the door to the telecommunications market. Everyone from AT&T to your local telephone equipment provider is trying to find some avenue to cash in on the versatility of the VoIP technology!

Historically, the delivery of plain old telephone service (POTS) to residential and commercial customers has been through an analog based, circuit-switched network. Strictly regulated and based upon a centralized processing architecture, POTS carries a representation of the analog signal end-to-end. For the most part, this type of traditional point to point dial tone call is a relatively secured, end to end service. Centralized switching architecture while very stable and reliable, is not necessarily very cost effective. Government regul-

lation historically insured that the incumbent telephone providers made money.

VoIP services are based upon a distributed architecture, with the intelligence residing at the network end points. This type of design has allowed network carriers to provide feature enriched voice services through the VoIP architecture at a significantly lower overhead. Simply stated, low cost computer technology, standardized operating systems and inexpensive application software coupled with the universally accepted IP protocol has opened the door for the VoIP explosion!

In parallel, government deregulation has changed the face of the entire telecommunications landscape, opening the door for non-traditional players and alternative service providers. The Modified Final Judgment (MFJ) in 1983 broke apart AT&T into seven "baby bells", giving rise to the formation of competitive network companies like MCI and setting the stage for the conversion of long distance voice telephone service into a volume commodity business.....

If you want to know "the rest of the story" please go to: <http://www.uhsus.com/docs/>

**Mrs. Chris Fox**  
Weekend Supervisor



**Mr. Talavera**  
Best of July 2006

