

CHAPTER 3
ALARM ORDINANCE

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13-301. Purpose.

_(A) The purpose of this Ordinance is to encourage Alarm Users and alarm companies to properly use and maintain the operational effectiveness of Alarm Systems in order to improve the reliability of Alarm Systems and reduce or eliminate False Alarms.

(B) This Ordinance governs Alarm Systems intended to summon law enforcement and fire suppression response, and requires registration, establishes fees, provides for penalties for violations, establishes a system of administration, and sets conditions for suspension of police and fire response or revocation of registration.

13-302. Definitions. In this Ordinance the following terms and phrases shall have the following meanings:

(A) Alarm Administrator means the Chief of Police/ Fire Chief or his designee with the authority to administer, control and review False Alarm reduction efforts and administer the provisions of this Ordinance.

(B) Alarm Installation Company means a Person in the business of selling, providing, maintaining, servicing, repairing, altering, replacing, moving or installing an Alarm System in an Alarm Site.

(C) Alarm Dispatch Request means a notification to a law enforcement agency that an alarm, either manual or automatic, has been activated at a particular Alarm Site.

(D) Alarm Registration (or Permits) means authorization granted by the Alarm Administrator to an Alarm User to operate an Alarm System.

(F) Alarm System means a device or series of devices, including, but not limited to, hardwired systems and systems interconnected with a radio frequency method such as cellular or private radio signals, which emit or transmit a remote or local audible, visual or electronic signal indicating an alarm condition and intended to summon law enforcement or fire suppression response, including Local Alarm Systems. Alarm System does not include an alarm installed in a vehicle or on someone's Person unless the vehicle or the personal alarm is permanently located at a site.

(G) Alarm User means any Person, who (which) has contracted for Monitoring, repair, installation or maintenance service from an Alarm Installation Company or Monitoring Company for an Alarm System,

or who (which) owns or operates an Alarm System which is not monitored, maintained or repaired under contract.

(H) Arming Station means a device that allows control of an Alarm System.

(I) Automatic Voice Dialer means any electrical, electronic, mechanical, or other device capable of being programmed to send a prerecorded voice message, when activated, over a telephone line, radio or other communication system, to a law enforcement, public safety or emergency services agency requesting dispatch.

(J) Cancellation means the process where response is terminated when a Monitoring Company (designated by the Alarm User) for the Alarm Site notifies the responding law enforcement agency that there is not an existing situation at the Alarm Site requiring law enforcement agency response after an Alarm Dispatch Request.

(K) Conversion means the transaction or process by which one Alarm Installation Company or Monitoring Company begins the servicing and/or Monitoring of a previously unmonitored Alarm System or an Alarm System previously serviced and/or monitored by another alarm company.

(L) Duress Alarm means a silent Alarm System signal generated by the entry of a designated code into an Arming Station in order to signal that the Alarm User is being forced to turn off the system and requires law enforcement response.

(M) False Alarm means an Alarm Dispatch Request to a law enforcement or fire agency, when the responding law enforcement officer finds no evidence of a criminal offense or fire personnel can find no evidence of fire after having completed a timely investigation of the Alarm Site.

(N) Holdup Alarm means a silent alarm signal generated by the manual activation of a device intended to signal a robbery in progress.

(O) Law Enforcement/ Fire Authority means the Chief of Police and other authorized representative of a law enforcement agency, or Fire Chief and other authorized representative of the fire department.

(P) Local Alarm System means any Alarm System, which is not monitored, that annunciates an alarm only at the Alarm Site.

(Q) Monitoring means the process by which a Monitoring Company receives signals from an Alarm System and relays an Alarm Dispatch Request to the municipality for the purpose of summoning law enforcement to the Alarm Site.

(R) Monitoring Company means a Person in the business of providing Monitoring services.

(S) One Plus Duress Alarm means the manual activation of a silent alarm signal by entering at an Arming Station a code that adds one to the last digit of the normal arm/disarm code (e.g., normal code = 1234, One Plus Duress Code = 1235)

(T) Panic Alarm means an audible Alarm System signal generated by the manual activation of a device intended to signal a life threatening or emergency situation requiring law enforcement response.

(U) Person means an individual, corporation, partnership, association, organization or similar entity.

(V) Responder means an individual capable of reaching the Alarm Site within [20] minutes and having access to the Alarm Site, the code to the Alarm System and the authority to approve repairs to the Alarm System.

(W) Takeover means the transaction or process by which an Alarm User takes over control of an existing Alarm System, which was previously controlled by another Alarm User.

(X) Verify means an attempt by the Monitoring Company, or its representative, to contact the Alarm Site and/or Alarm User by telephone and/or other electronic means, whether or not actual contact with a Person is made, to determine whether an alarm signal is valid before requesting law enforcement dispatch, in an attempt to avoid an unnecessary Alarm Dispatch Request. For the purpose of this ordinance, telephone verification shall require, as a minimum, that a second call be made to a different number if the first attempt fails to reach an Alarm User who can properly identify themselves to determine whether an alarm signal is valid before requesting law enforcement dispatch.

(Y) Zones mean division of devices into which an Alarm System is divided to indicate the general location from which an Alarm System signal is transmitted.

13-303. Registration Required; Application; Fee; Transferability; False Statements.

(A) No Alarm User shall operate, or cause to be operated, an Alarm System at its Alarm Site without a valid Alarm Registration. A separate Alarm Registration is required for each Alarm Site.

(B) The fee for an Alarm Registration or an Alarm Registration renewal is set forth below and shall be paid by the Alarm User. No refund of a registration or registration renewal fee will be made. The initial Alarm Registration fee must be submitted to the Alarm Administrator within five (5) days after the Alarm System installation or Alarm System Takeover.

(1) Registration Fees – (See Section. 13-318. – Fines and Fees)

(2) Renewal Fees – (See Section. 13-318. – Fines and Fees)

(C) Upon receipt of a completed Alarm Registration application form and the Alarm Registration fee, the Alarm Administrator shall register the applicant unless the applicant has:

(1) failed to pay a fine assessed under Section 13-308; or

(2) had an alarm registration for the Alarm Site suspended or revoked, and the violation causing the suspension or revocation has not been corrected.

(D) Each Alarm Registration application must include the following information:

(1) the name, complete address (including apt/suite number), and telephone numbers of the Person who will be the registration holder and be responsible for the proper maintenance and operation of the Alarm System and payment of fees assessed under this article;

(2) the classification of the Alarm Site as either residential (includes apartment, condo, mobile home, etc.) or commercial;

(3) for each Alarm System located at the Alarm Site, the classification of the Alarm System (i.e. burglary, Holdup, Duress, Panic Alarms, Fire or other) and for each classification whether such alarm is audible or silent;

(4) mailing address, if different from the address of the Alarm Site;

(5) any dangerous or special conditions present at the Alarm Site;

(6) names and telephone numbers of at least two individuals who are able and have agreed to: (a) receive notification of an Alarm System activation at any time; (b) respond to the Alarm Site within 15 minutes at any time; and (c) upon request can grant access to the Alarm Site and deactivate the Alarm System if necessary;

(7) type of business conducted at a commercial Alarm Site;

(8) signed certification from the Alarm User stating the following:

(a) the date of installation, Conversion or Takeover of the Alarm System, whichever is applicable;

(b) the name, address, and telephone number of the Alarm Installation Company or companies performing the Alarm System installation, Conversion or Takeover and of the Alarm Installation Company responsible for providing repair service to the Alarm System;

(c) the name, address, and telephone number of the Monitoring Company if different from the Alarm Installation Company;

(d) that a set of written operating instructions for the Alarm System, including written guidelines on how to avoid False Alarms, have been left with the applicant by the Alarm Installation Company; and

(e) that the Alarm Installation Company has trained the applicant in proper use of the Alarm System, including instructions on how to avoid False Alarms.

(f) that law enforcement/ fire response may be influenced by factors including, but not limited to the availability of units, priority of calls, weather conditions, traffic conditions, emergency conditions, staffing levels, etc.

(E) Any false statement of a material fact made by an applicant for the purpose of obtaining an Alarm Registration shall be sufficient cause for refusal to issue a registration.

(F) An Alarm Registration cannot be transferred to another Person or Alarm Site. An Alarm User shall inform the Alarm Administrator of any change that alters any of the information listed on the Alarm Registration application within five (5) business days of such change.

(G) All fines and fees owed by an applicant must be paid before an Alarm Registration may be issued or. An Alarm Registration shall expire on December 31st of each year, and must be renewed annually by submitting an updated application and a registration renewed.

13-304. Alarm Registration Duration and Renewal renewal fee to the Alarm Administrator. The Alarm Administrator shall notify each Alarm User of the need to renew thirty (30) days prior to the expiration of the registration. It is the responsibility of the Alarm User to submit an application prior to the

registration expiration date. Failure to renew will be classified as use of a non-registered Alarm System and citations and penalties shall be assessed without waiver. A \$25 late fee may be assessed if the renewal is more than thirty (30) days late.

13-305. Duties of the Alarm User

- (A) An Alarm User shall:
- (1) maintain the Alarm Site and the Alarm System in a manner that will minimize or eliminate False Alarms;
 - (2) make every reasonable effort to have a Responder to the Alarm System's location within 20 minutes when requested by the law enforcement agency in order to:
 - (a) deactivate an Alarm System;
 - (b) provide access to the Alarm Site; and/or
 - (c) provide alternative security for the Alarm Site.
 - (3) not activate an Alarm System for any reason other than an occurrence of an event that the Alarm System was intended to report.
- (B) An Alarm User shall adjust the mechanism or cause the mechanism to be adjusted so that an alarm signal audible on the exterior of an Alarm Site will sound for no longer than ten (10) minutes after being activated.
- (C) An Alarm User shall have a Licensed Alarm Installation Company inspect the Alarm System after two (2) False Alarms in a one (1) year period. The Alarm Administrator may waive a required inspection if it determines that a False Alarm(s) could not have been related to a defect or malfunction in the Alarm System. After four (4) False Alarms within a one (1) year period, the Alarm User must have a Licensed Alarm Installation Company modify the Alarm System to be more false alarm resistant or provide additional user training as appropriate.
- (D) An Alarm User shall not use Automatic Voice Dialers.
- (E) An Alarm User shall maintain at each Alarm Site, a set of written operating instructions for each Alarm System.

13-306. Duties Of Alarm Installation Company And Monitoring Company

- (A) The Alarm Installation Company shall provide written and oral instructions to each of its Alarm Users in the proper use and operation of their Alarm Systems. Such instructions will specifically include all instructions necessary to turn the Alarm System on and off and to avoid False Alarms.
- (B) Upon the effective date of this Ordinance, Alarm Installation Companies shall not program Alarm Systems so that they are capable of sending One Plus Duress Alarms. Monitoring Companies may continue to report One Plus Duress Alarms received from Alarm Systems programmed with One Plus Duress Alarms prior to enactment of this Ordinance. However, upon the effective date of this Ordinance, when a Takeover or Conversion occurs or if an Alarm User requests an Alarm System inspection or modification pursuant to Section 13-304(C) of this Ordinance, an Alarm Installation Company must remove the One Plus Duress Alarm capability from such Alarm Systems.
- (C) Upon the effective date of this Ordinance, Alarm Installation Companies shall not install a device to activate a Holdup Alarm, which is a single action, non-recessed button.
- (D) An alarm company shall not use Automatic Voice Dialers.
- (E) After completion of the installation of an Alarm System, an Alarm Installation Company employee shall review with the Alarm User a Customer False Alarm Prevention guide approved by the Alarm Administrator.
- (F) The Monitoring Company shall not make an Alarm Dispatch Request of a law enforcement agency in response to a burglar alarm signal, excluding Panic, Duress and Holdup signals, during the first seven (7) days following an Alarm System installation. The Alarm Administrator may grant an Alarm User's request for an exemption from this waiting period based upon a determination that special circumstances substantiate the need for the exemption.
- (G) A Monitoring Company shall:

(1) report alarm signals by using telephone numbers designated by the Alarm Administrator;

(2) verify every alarm signal, except a Duress or Holdup Alarm activation before requesting a law enforcement response to an Alarm System signal;

(3) communicate Alarm Dispatch Requests to the municipality in a manner and form determined by the Alarm Administrator;

(4) communicate Cancellations to the municipality in a manner and form determined by the Alarm Administrator;

(5) ensure that all Alarm Users of Alarm Systems equipped with a Duress, Holdup or Panic Alarm are given adequate training as to the proper use of the Duress, Holdup or Panic Alarm;

(6) communicate any available information (north, south, front, back, floor, etc.) about the location on all alarm signals related to the Alarm Dispatch Request;

(7) communicate type of alarm activation (silent or audible, interior or perimeter);

(8) provide an Alarm User registration number when requesting law enforcement dispatch;

(9) after an Alarm Dispatch Request, promptly advise the law enforcement agency if the Monitoring Company knows that the Alarm User or the Responder is on the way to the Alarm Site;

(10) attempt to contact the Alarm User or Responder within 24 hours via mail, fax, telephone or other electronic means when an Alarm Dispatch Request is made; and

(11) upon the effective date of this Ordinance, Monitoring Companies must maintain for a period of at least one (1) year from the date of the Alarm Dispatch Request, records relating to Alarm Dispatch Requests. Records must include the name, address and telephone number of the Alarm User, the Alarm System Zone(s) activated, the time of Alarm Dispatch Request and evidence of an attempt to Verify. The Alarm Administrator may request copies of such records for individually named Alarm Users. If the request is made within sixty (60) days of an Alarm Dispatch Request, the Monitoring Company shall furnish requested records within three (3) business days of receiving the request. If the records are requested between sixty (60) days to one (1) year after an Alarm Dispatch Request, the Monitoring Company shall furnish the requested records within thirty (30) days of receiving the request.

(H) An Alarm Installation Company and/or Monitoring Company that purchases Alarm System accounts from another Person shall notify the Alarm Administrator of such purchase and provide details as may be reasonably requested by the Alarm Administrator.

13-307. Duties and Authority of the Alarm Administrator

- (A) The Alarm Administrator shall:
- (1) designate a manner, form and telephone numbers for the communication of Alarm Dispatch Requests; and
 - (2) establish a procedure to accept Cancellation of Alarm Dispatch Requests.
- (B) The Alarm Administrator shall establish a procedure to record such information on Alarm Dispatch Requests necessary to permit the Alarm Administrator to maintain records, including, but not limited to, the information listed below.
- (1) identification of the registration number for the Alarm Site;
 - (2) identification of the Alarm Site;
 - (3) date and time Alarm Dispatch Request was received, including the name of the Monitoring Company and the Monitoring operator name or number;
 - (4) date and time of law enforcement officer arrival at the Alarm Site;
 - (5) Zone and Zone description, if available;
 - (6) weather conditions;
 - (7) name of Alarm User's representative at Alarm Site, if any;
 - (8) identification of the responsible Alarm Installation Company or Monitoring Company;
 - (9) whether law enforcement or fire officer was unable to locate the address of the Alarm Site; and
 - (10) cause of alarm signal, if known.

(C) The Alarm Administrator shall establish a procedure for the notification to the Alarm User of a False Alarm. The notice shall include the following information:

- (1) the date and time of law enforcement/ fire response to the False Alarm;
- (2) the identification number of the responding law enforcement/ fire officer; and
- (3) a statement urging the Alarm User to ensure that the Alarm System is properly operated, inspected, and serviced in order to avoid False Alarms and resulting fines.

(D) The Alarm Administrator may require a conference with an Alarm User and the Alarm Installation Company and/or Monitoring Company responsible for the repair or monitoring of the Alarm System to review the circumstances of each False Alarm.

(E) The Alarm Administrator may require an Alarm User to remove a Holdup Alarm that is a single action, non-recessed button, if a false Holdup Alarm has occurred.

(F) The Alarm Administrator will make a copy of this Ordinance and/or an Ordinance summary sheet available to the Alarm User.

13-308. Fines.

(A) An Alarm User shall be subject to fines, depending on the number of False Alarms within a 12-month period based upon the following schedule: (See Section 13-318 Fines and Fees)

(B) In addition, any Person operating a non-registered Alarm System will be subject to a fine of (See Section 13-318 – Fines and Fees) for each False Alarm in addition to any other fines. The Alarm Administrator may waive this additional fine for a non-registered system if the Alarm User submits an application for Alarm Registration within ten (10) days after of notification of such violation.

(C) If Cancellation occurs prior to law enforcement/ fire arriving at the scene, this is not a False Alarm for the purpose of fines, and no fines will be assessed.

(D) The Alarm Installation Company shall be assessed a fine of (See Section 13-318 – Fines and Fees) if the officer responding to the False Alarm determines that an on-site employee of the Alarm Installation Company directly caused the False Alarm. In this situation, the False Alarm will not be counted against the Alarm User.

(E) The Monitoring Company shall be issued a fine of (See Section 13-318 – Fines and Fees) for each failure to Verify Alarm System signals as specified in Section 13-307(H)(2).

(F) The Alarm Installation Company shall be issued a fine of (See Section 13-318 – Fines and Fees) if the Alarm Administrator determines that an Alarm Installation Company employee knowingly made a false statement concerning the inspection of an Alarm Site or the performance of an Alarm System.

(G) Notice of the right of Appeal under this ordinance will be included with any fines.

13-309. Notification. The Alarm Administrator shall notify the Alarm User in writing monthly for each False Alarm. The notification shall include: the amount of the fine for the False Alarm., the fact that response may be suspended after the 8th False Alarm, excluding Duress, Holdup, Fire and Panic Alarms, and a description of the appeals procedure available to the Alarm User.

The Alarm Administrator will notify the Alarm User and the Alarm Installation Company or Monitoring Company in writing after alarm response has been suspended, except to Duress, Holdup and Panic Alarms. This notice of suspension will also include the amount of the fine for each False Alarm and a description of the appeals procedure available to the Alarm User and the Alarm Installation Company or Monitoring Company.

13-310. Suspension Of Response.

(A) The Alarm Administrator may suspend law enforcement or fire response to an Alarm Site by revoking the Alarm Registration if it is determined that:

- (1) the Alarm User has 8 or more False Alarms in a twelve (12) month period;
- (2) there is a statement of a material fact known to be false in the application for a registration;
- (3) the Alarm User has failed to make timely payment of a fine assessed under Section 13-308 or fee assessed under Section 13-303; or

(4) the Alarm User has failed to submit a written certification from an Alarm Installation Company, that complies with the requirements of this article, stating that the Alarm System has been inspected and repaired (if necessary) and/or additional training has been conducted by the Alarm Installation Company.

(B) A Person commits an offense if he/she operates an Alarm System during the period in which the alarm registration is revoked and is subject to enforcement and penalties set in Sections 13-308 and 13-312. A Monitoring Company commits an offense if it continues Alarm Dispatch Requests to an Alarm Site after notification by the Alarm Administrator that the registration has been revoked and is subject to enforcement and penalties set forth in Section 13-312.

(C) Unless there is separate indication that there is a crime in progress, the Law Enforcement Authority will refuse law enforcement response to an Alarm Dispatch Request at an Alarm Site for which the Alarm Registration is revoked.

(D) If the Alarm Registration is reinstated pursuant to Section 11, the Alarm Administrator may again suspend law enforcement response to the Alarm Site by again revoking the Alarm Registration if it is determined that 3 False Alarms have occurred within 30 days after the reinstatement date.

13-311. Appeals.

(A) If the Alarm Administrator assesses a fine or denies the issuance, renewal or reinstatement of an Alarm Registration, the Alarm Administrator shall send written notice of the action and a statement of the right to an appeal to either the affected applicant or Alarm User and the Alarm Installation Company and/or Monitoring Company.

(B) The Alarm User, Alarm Installation Company or Monitoring Company may appeal an assessment of a fine or the revocation of an Alarm Registration to the Alarm Administrator by setting forth in writing the reasons for the appeal within fifteen (15) business days after receipt of the fine or notice of revocation.

(1) The Law Enforcement/ Fire Authority shall conduct a formal hearing within thirty (30) days of the receipt of the request and consider the evidence by any interested Person(s). The Law Enforcement/ Fire Authority shall make its decision on the basis of the preponderance of evidence presented at the hearing. The Law Enforcement/ Fire Authority must render a decision within fifteen (15) days after the date of the hearing.

(C) Filing of a request for appeal shall stay the action by the Alarm Administrator revoking an Alarm Registration or requiring payment of a fine, until the Law Enforcement/ Fire Authority has completed its review. If a request for appeal is not made within the twenty (20) business day period, the action of the Alarm Administrator is final.

(D) Alarm Administrator or Law Enforcement/ Fire Authority may adjust the count of False Alarms based on:

- (1) Evidence that a False Alarm was caused by an Act of God;
- (2) Evidence that a False Alarm was caused by action of the telephone company;
- (3) Evidence that a False Alarm was caused by a power outage lasting longer than four (4) hours;
- (4) Evidence that the Alarm Dispatch Request was not a False Alarm;
- (5) Evidence that the law enforcement / fire officer response was not completed in a timely fashion; and/or,
- (6) In determining the number of False Alarms, multiple alarms occurring in any twenty-four (24) hour period shall be counted as one False Alarm; to allow the Alarm User time to take corrective action unless the False Alarms are directly caused by the Alarm User.

(E) With respect to fines of an Alarm Installation Company or Monitoring Company the Alarm Administrator or Law Enforcement/ Fire Authority may take into consideration whether the alarm company had engaged in a consistent pattern of violations.

13-312. Reinstatement.

(A) A Person whose Alarm Registration has been revoked may, at the discretion of the Alarm Administrator or the Law Enforcement/ Fire Authority, have the Alarm Registration reinstated by the Alarm Administrator or the Law Enforcement Authority if the Person:

- (1) pays, or otherwise resolves, all outstanding citations and fines; and
- (2) submits a certification from an Alarm Installation Company, stating that the Alarm System has been inspected and repaired (if necessary) by the Alarm Installation Company;

(B) In addition, the Alarm Administrator may require one or more of the following as a condition to reinstatement:

- proof that an employee of the Alarm Installation Company or Monitoring Company caused the False Alarm;
- a written statement from an independent inspector designated by the Law Enforcement Authority that the Alarm System has been inspected and is in good working order;
- certification that the Monitoring Company will not make an Alarm Dispatch Request unless the need for law enforcement is confirmed by a listen-in device;
- certification that the Monitoring Company will not request an Alarm Dispatch unless the need for law enforcement is confirmed by a camera device; or
- certification that the Monitoring Company will not make an Alarm Dispatch Request unless the need for law enforcement is confirmed by a Person at the Alarm Site.

13-313. Enforcement And Penalties. Enforcement of this Ordinance may be by civil action.

13-314. Confidentiality. In the interest of public safety, all information contained in and gathered through the Alarm Registration applications and applications for appeals shall be held in confidence by all employees or representatives of the municipality and by any third-party administrator or employees of a third-party administrator with access to such information.

13-315. Government Immunity. Alarm Registration is not intended to, nor will it, create a contract, duty or obligation, either expressed or implied, of response. Any and all liability and consequential damage resulting from the failure to respond to a notification is hereby disclaimed and governmental immunity as provided by law is retained. By applying for an Alarm Registration, the Alarm User acknowledges that law enforcement response may be influenced by factors such as: the availability of police units, priority of calls, weather conditions, traffic conditions, emergency conditions, staffing levels and prior response history.

13-316 Severability. The provisions of this Ordinance are severable. If a court determines that a word, phrase, clause, sentence, paragraph, subsection, section, or other provision is invalid or that the application of any part of the provision to any Person or circumstance is invalid, the remaining provisions and the application of those provisions to other Persons or circumstances are not affected by that decision. Ordinances in conflict herewith are hereby repealed to the extent of such conflict.

13-317. Customer False Alarm Prevention Checklist

Yes No

____ ____ 1. I have been made aware of the applicable alarm ordinance and I will comply with its requirements.

____ ____ 2. I understand it is my responsibility to prevent false alarms, and I understand it is critical and my responsibility to assure that all users of the system (such as residents, employees, guests, cleaning people, and repair people) are trained on the proper use of the system.

____ ____ 3. I understand that there is a 7-day no dispatch period for intrusion alarms during which time the alarm company will have no obligation to and will not respond to any alarm signal from an alarm site

and will not make an alarm dispatch request to law enforcement, even if the alarm signal is the result of an actual alarm event.

____ 4. I have been trained in the proper operation of the system and have been given an operating sheet summarizing the proper use of the system, as well as the security system operating manual.

____ 5. I know how to turn off motion detectors while leaving other sensors on. (Residential Only)

____ 6. I know how to test the system, including the communication link with the monitoring center.

____ 7. I understand that my entry time is ____ and my exit time is ____.

____ 8. I have the alarm company phone number to request repair service or to ask questions about the alarm system.

____ 9. I know how to cancel an accidental alarm activation and have the system cancellation code or code word.

____ 10. I understand that indoor pets can cause false alarms and I will contact my alarm company to adjust the system if I acquire any additional indoor pets.

____ 11. I understand that the main control panel and transformer are located in _____.

____ 12. I have received an alarm sheet, which describes how the alarm company will communicate with me in the event of various alarm signals.

____ 13. I understand the importance of:

- keeping my emergency contact information updated and I know how to do this;
- immediately advising the alarm company if my phone number changes (including area code changes); and
- immediately advising the alarm company of any other changes to my telephone service such as call waiting or a fax line.

____ 14. I will advise the alarm company if I do any remodeling (such as painting, moving walls, doors or windows).

____ 15. I understand that certain building defects (such as loose fitting doors or windows, rodents, inadequate power, and roof leaks) can cause false alarms. I will correct these defects as I become aware of them.

____ 16. The alarm company has given me written false alarm prevention techniques to help me prevent false alarms.

Comments: _____

ALARM COMPANY CUSTOMER

Print Name(s)
By: _____
Signature(s)

Date

Description	Rate
Registration fee (commercial)	\$25
Registration fee (residential)	\$0
Renewal Fee (commercial)	\$25
Renewal Fee (residential)	\$0
Late Fee	\$25
Fine – 1st False Alarm	\$0
Fine – 2nd False Alarm	\$0
Fine – 3rd False Alarm	\$25
Fine – 4th False Alarm	\$25
Fine – 5th or more False Alarm (s)	\$25
Operation of a Non Registered Alarm System	\$25
False Alarm Caused By On Site Alarm Company Employee	\$25
Monitoring Company Failure to Verify	\$25
False Statement by an Alarm Co. Employee Making an On-Site Inspection	\$25
Appeal Fee	\$25
Reinstatement Fee	\$25
T.C.A. 62-32-321(e)	

(Ord. #1079, 10/4/07; Ord. # 1122, 03/03/11).