



# AVANTGUARD MONITORING CENTERS

## MEDICAL PERS/mPERS BASIC SERVICES

### OVERVIEW:

AvantGuard Monitoring Centers will provide the following monitoring services and procedures as a standard. Any and all forthcoming modifications and/or changes must be submitted formally in writing and will be subject to review and approval by the applicable dealer care representative, action plan administrators, and sales representative.

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### STANDARD OPERATING PROCEDURES:

#### **Residential PERS Medical Alarms**

- The operator will attempt to verify the subscriber's status via their device first. The operator will verify a second time if a false alarm or test is advised. If unable to contact the subscriber over the device, an attempt to reach them at the premise will be made.
- If there is no answer over the device or on site, the operator will attempt to reach an ECV contact. The ECV contact's instructions will be followed.
- If the subscriber requests non-emergency help, the operator will attempt to reach a responsible party to respond.
- Dispatch to the EMS agency listed will be made under the following circumstances: if requested by the subscriber or an ECV contact or if the operator cannot reach a responsible party when non-emergency help has been requested., or if no contact is made with the subscriber or an ECV contact.

#### **Mobile (mPERS) Medical Alarms**

- The operator will attempt to verify the subscriber's status via their device first. The operator will verify a second time if a false alarm or test is advised. If unable to contact the subscriber over the device, an attempt to reach them by calling the device back will be made.
- In the event that contact is unable to be made on the initial connection or the call back attempt to the device, the operator will check for device location (for GPS and location-finding devices) and attempt to reach a responsible party or ECV contact.
- Dispatch to the EMS agency listed will be made under the following circumstances: if requested by the subscriber or an ECV contact or if the operator cannot reach a responsible party when non-emergency help has been requested, or if no contact is made with the subscriber or an ECV contact.
- If dispatch is made, the operator will attempt to notify the remaining responsible parties.
- Name and Address Verification (VNA) will not be applicable due to the mobile nature of these devices.

#### **PERS and mPERS Trouble Signals**

- These procedures pertain to Trouble, Tamper, Supervisory, Low Battery, and AC Loss signal service types on non-fire, non-waterflow accounts.
  - Notification will be made through the following options: SMS, Email or IVR.
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### ADDITIONAL PROCESSES:

#### **Name and Address Verification (VNA)**

- An attempt to verify the name and address of the subscriber. A PERS medical device is assigned to will be made on false alarm and testing device activations once in a 7-day period—if a successful VNA is made, the next VNA attempt will be available in seven days.

#### **Notification to Dealer Only**

- The following signals and events will be sent via email notification to the dealer only and will not be handled by an operator:
  - Timer Test Troubles
  - Failed Timer Tests
  - Runaway Signals
- The dealer will also be notified via email of the following events:
  - Wrong, Disconnected, and No Longer Works There (NLWT) Numbers
  - Temporary Notes In Effect

#### **Signal Suppression**

- AvantGuard's monitoring center operators will make notification to the customer at the time the signal is received. Once notification to the customer has been made, AvantGuard's automation software will suppress any follow on signals from the codes listed below for 72 hours to allow the customer to resolve the issue.
  - SIA Format Code XT: Sensor Low Battery
  - Contact ID Format Code E380: Sensor Trouble
  - Contact ID Format Code E381: Loss of Supervision
  - Contact ID Format Code E384: RF Low Battery