



SCHEDULE A

DESCRIPTION OF SERVICES/SIGNAL DISPOSITION

Password or code word is required on every account

RESIDENTIAL & COMMERCIAL BURGLARY ALARM (ENHANCED CALL VERIFICATION)

- Verify with site. If there is someone on site with wrong password or no password, the operator will dispatch an agency then call the RP's to verify them, updating the agency of the outcome.
- Verify with ECV RP's. Dispatch agency (guard service or local police) if requested or no contact.
- Notify the remaining RP's and update the responding agency.

1 hour rule: If a point has been in alarm status and responded to by an operator, they can disregard this new event as having already acted on it unless other events are associated (other tripped points, aborts, etc). The point to be disregarded must match exactly with the previous actions.

BURGLARY ALARM WITH ABORT, CANCEL OR OPEN (OR ABORT, CANCEL OR OPEN ALONE)

- Verify with site. If wrong or no code is given, the operator will verify with RP's. If the RP requests or there is no contact an agency will be dispatched.
- If there is no contact on the site, the operator disregards the event with electronic verification (abort, cancel or open).

If there is an abort, cancel or open after an alarm has already been processed, the operator is trained to attempt to verify again with site and RP's that all is well on site. The operator will respond by dispatching or canceling agencies as needed (through RP contact or no response).

RESIDENTIAL FIRE ALARM

- Verify with site. If there is an actual fire or emergency or the contact is not able to verify their password, dispatch fire department.
- If there is no contact on site, the operator dispatches the fire department.
- The operator calls the RP's to notify and respond, they then update the fire department of the outcome.

Operators cannot cancel the fire department if they have been dispatched. They will only update the dispatcher.

COMMERCIAL FIRE ALARM, COMMERCIAL AND RESIDENTIAL WATER FLOW ALARMS

- Dispatch FD (in accordance with NFPA 72).
- Verify with site. If the contact on site is not able to verify the password the operator will call RP's, then update dispatch of the outcome. If the contact on site verifies with a password that all is well, the operator will update dispatch only.
- If there is no contact on site, notify an RP to respond and update the fire department of any responders.

Operators cannot cancel the fire department if they have been dispatched. They will only update the dispatcher.

CARBON MONOXIDE (RESIDENTIAL OR COMMERCIAL)

- Call site and advise to "move outside and wait for the fire department".
- Dispatch FD regardless of what is said and password verification. The operator will advise dispatch of any interaction on site.

If no contact at site, notify an RP to meet. Update dispatch.

RESIDENTIAL DURESS ALARMS (PANIC, KEYPAD ALERTS, HOLD-UP, FOB)

- Verify with site. If a contact is on site and unable to verify a password, dispatch is made.
- If there is no contact on site, dispatch the police department.

COMMERCIAL PANIC, DURESS, KEYPAD ALERTS, HOLD-UP ALARMS

- Dispatch PD. No further action will be taken.

ELEVATOR OR CALL BOXES

- Operator connects to line and asks if assistance is needed. They record any interaction on the line.
- Call site and advise.
- If no answer, notify an RP.
- If no answer, dispatch FD.

RESIDENTIAL & COMMERCIAL MEDICAL ALERTS

- Verify with site.

- Dispatch Emergency Medical Services (EMS).
- Notify an RP.

RESIDENTIAL & COMMERCIAL (GENERAL) TROUBLE (SUPERVISORY) SIGNALS

- Signal is held until a convenient time (only notifying 8 am to 8 pm).
- Notify site or RP's.

Note: Troubles may be disregarded if restored.

RESIDENTIAL WATERFLOW & COMMERCIAL FIRE TROUBLE (SUPERVISORY) SIGNALS

- Signal held for ten minutes.
- If no restore, verify with site or an RP.

If still not restored within four hours, notify site or RP's again and send an email to the alarm company (dealer).

RESIDENTIAL & COMMERCIAL ENVIRONMENTAL (TEMPERATURE, FREEZER, COOLER)

- Verify with site.
- If there is no answer or the contact is not able to verify the password, notify an RP.

Note: A notification will be made even if the alarm has restored.

FAIL TO CLOSE PER SCHEDULE OR OFF-TIME CLOSES

- Notify site or RP's.

FAIL TO OPEN PER SCHEDULE OR OFF-TIME OPENS

- Verify with site.
- If no answer or contact is unable to verify the password then notify RP's.

UNDEFINED SIGNALS

- If during business hours, contact the dealer's main office.
- Verify with site.
- Notify RP's.
- Dispatch guard or police agency as last resort (if RP requests or otherwise no contact).

DID NOT TEST, TIMER TEST RECEIVED WITH TROUBLE, WRONG & DISCONNECTED NUMBERS

- The dealer will be notified.

LOW BATTERY

- Signal will be auto-logged. Report of low battery signals that did not restore will be emailed to dealer.

A/C POWER FAILURE

- Signal will be auto-logged

MISSED TIMER TEST (DAILY, WEEKLY OR MONTHLY)

- Will be auto logged. Report will be sent to dealer daily

EXIT ERROR

- Notify site or RP's. No dispatch.

SIGNAL SUPPRESSION

AvantGuard's Central Station Operator 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**

AVANTGUARD MONITORING CENTERS LLC	Dealer: _____ (Dealer's Corporate Name)
Signature	Signature
Date	Date