

**1.2.14 Call for Service (Notification (See: 5.6 16-5-6-14))**

A call or *Data Message* to the law enforcement authority, such as *ECC/PSAP/911* or the telephone number used to reach the responding law enforcement agency, that the *Alarm Monitoring Center* is in receipt of an alarm.

**3. ECC/PSAP Call for Service**

With the categorizing established in 2 above, and the data obtained during the process, this section provides the mechanics of a *Call for Service* to the *ECC/PSAP*.

**3.1. Intrusion Alarm**

When executing the procedures, as indicated within *CS-V-01* and described in Section 2, only alarms that cannot be categorized as *Intrusion Alarm Level 0*, continue to this point;

***ECC/PSAP Call for Service***

Communications shall be established with the appropriate *ECC/PSAP*. Once communication is established, data is exchanged as directed by the *ECC/PSAP* and supported by the *Alarm Monitoring Center*.

(See: *Intrusion Alarm Script Request for Service- Data Elements (\*5.3)*) Data may be conveyed electronically or verbally.

**3.1.1 Electronic Data Transmission**

Data is conveyed electronically to the *ECC/PSAP* specific to the conveyance

Examples are *ASAP* to *PSAP*, *NG9-1-1*, and the like.

**4. Compliance Management**

With the alarm event categorization and *ECC/PSAP Call for Service* defined in Sections 2 and 3, this section defines ongoing compliance management responsibilities of stations using *AVS* to process intrusion detection system alarm events.

Alarm Monitoring Centers that want to claim compliance with this standard **must shall** have a Nationally Recognized Testing Laboratory (NRTL) *AVS-01* certificate in force and **therefore follows demonstrate they follow** confirmation procedures outlined in *UL 827, UL 2050, ULC S301 or ULC S304 Standards and have a subset certificate meeting the requirements of this standard.*

5.2 Assistant Card (See submittal)

In the images **auditable** needs to be **audible** (4 occurrences)

ALARM LEVELS				
LEVEL 0	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
No Notification	Notification	Person(s) Present Notification	Threat to Property	Threat to Life
No person(s) seen or heard	No person(s) seen or heard	Person(s) seen and/or heard	Visible/auditable evidence of threat to property	Visible/auditable evidence to threat to life
Automation clears alarm	Automation does not clear alarm	Signal caused by unauthorized person(s)		
CS-V-01 clears alarm	CS-V-01 does not clear alarm	Automation indicates human caused event(s) (Seismic, presence TBD)		
		CS-V-01 confirms unknown person(s) with unknown intent		
		Eyewitness confirms person(s) on prem		

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