

SMC ARC Rapid Response – The Fastest way to Alarm Notification

Dear customer,

Thank you for choosing the Chubb SMC Alarm Response Center as your monitoring company. Rapid alarm response is our priority, and Operator Assist, our automated alarm notification operator, is a key to delivering instant notification to your emergency contacts.

When activated, the Chubb SMC Operator Assist platform will make near instantaneous phone calls to all keyholders listed as emergency contacts within the account (in succession). For burglary alarms, if a first responder, such as police or guards are on file and are part of the instructions, a live alarm operator will attempt to dispatch them while Operator Assist attempts to make contact. Dispatches to police are subject to local bi-laws and regulations.

How does Chubb SMC determine how to respond to alarms?

To meet and exceed expectations of rapid and reliable service, Chubb SMC has tailored our alarm response based on risk level, which is determined by a few factors, namely the:

1. type of location.
2. certification of location.
3. alarm activity.
4. customer perspective.
5. response required.

Using Operator Assist will ensure Chubb SMC's Alarm Response Center (ARC) remains vigilant for actual alarm events with criminal activity.

Rapid Response Burglary Alarm Notification Process

When Chubb SMC's ARC receives a burglary alarm the following occurs:

1. Our Operator Assist system initializes to call the emergency keyholder list phone number.

Rapid Response Burglary Alarm Notification Process (Contd.)

- a) Operator Assist will use the alarm monitoring station's phone number **(1-866-271- 8415)** to call out, which is the same phone number a live operator would use.
- b) Operator Assist will vocally identify itself upfront – “This is your alarm monitoring station calling” – ask for the keyholder by name, then prompt for the call taker to “press 1 to accept or press 2 to reject the call. Please note: pressing 2 will remove the keyholder from the emergency call list.
- c) Operator Assist will provide the site name, site address and a description of the first burglary alarm zone triggered in the alarm incident.
- d) Once the call taker listens to the entire message, several options are provided:
 - i. Label the alarm as a false alarm and cancel the incident.
 - ii. Dispatch the first responders on file.
 - iii. Acknowledge the alarm and take no action.
 - iv. Speak with an alarm operator.
 - v. Remove themselves from the emergency contact list.
 - vi. Hear the message again.

Rapid Response Burglary Alarm Notification Process

When Chubb SMC's ARC receives a refrigeration or supervisory alarm, the following occurs:

1. Our Operator Assist system initializes to call the listed premises phone number. If defined, Operator Assist will use extensions or prompts to reach the appropriate person.
 - a) Operator Assist will use the alarm monitoring station's phone number **(1-866-271- 8415)** to call out, which is the same phone number a live operator would use.

Rapid Response Burglary Alarm Notification Process (Contd.)

- b) Operator Assist will vocally identify itself upfront – “This is your alarm monitoring station calling” – then prompt for the call taker to “press 1 to accept or press 2 to reject the call. Please note: pressing 2 will end the call. Operator Assist will then move onto the emergency keyholder phone list.
 - c) Operator Assist will provide the site name, site address and a description of the first burglary alarm zone triggered in the alarm incident.
 - d) Once the call taker listens to the entire message, several options are provided:
 - i. Acknowledge the alarm by stating their full name and take no action
 - ii. Speak with an alarm operator.
 - iii. Hear the message again.
2. If Our Operator Assist is unable to notify an appropriate party on site, it will initialize to call the emergency keyholder list phone number to deliver notification in the same manner.

How do I amend my alarm instructions or call list?

If you'd like to change your call list or alarm instructions on file, please email ca_cam@chubbfs.com or call us at **1-800-668-2482** option 2.

How do I stop calls made by Operator Assist?

The Chubb SMC Operator Assist system is an integrated, automated, and critical part of our alarm notification process. Chubb SMC's Operator Assist can only be halted from calling if:

1. The call taker acknowledges the alarm condition (stops subsequent calls for the same alarm incident).
2. The alarm condition no longer exists (issue has been resolved).
3. The alarm zone is placed on test (stops further calls if the same alarm zone is triggered).
4. The keyholder information is removed from the call list.

The below toll-free numbers are the best way to reach us. We recommend saving these phone numbers in your contacts and ensure it is not on your spam list.

Alarm Response Center (ARC)

1-866-271-8415

Available 24/7/365 for alarm monitoring related concerns.

Administration

1-800-668-2482

Available Monday to Friday during regular business hours to update your account information, reach our billing department or to arrange for service to your system.