



## Alarm Verification and Notification Procedures

ANSI/CSAA CS-V-01-2004.XX (version July 16, 2004)

**Sponsor**  
Central Station Alarm Association (CSAA)

### Copyright notice

Approval of an American National Standard requires verification by ANSI that the requirements for due process, consensus, and other criteria for approval have been met by the standards developer. Consensus is established when, in the judgment of the ANSI Board of Standards Review, substantial agreement has been reached by directly and materially affected interests. Substantial agreement means much more than a simple majority, but not necessarily unanimity. Consensus requires that all views and objections be considered and that effort be made toward their resolution.

The use of American National Standards is completely voluntary; their existence does not in any respect preclude anyone, whether he or she has approved the standards or not, from manufacturing, marketing, purchasing, or using products, processes, or procedures not conforming to the standards.

The American National Standards Institute does not develop standards and will in no circumstances give interpretation on any American National Standard in the name of the American National Standards Institute. Requests for interpretations should be addressed to the secretariat or sponsor whose name appears on the title page of this standard.

**CAUTION NOTICE:** This American National Standard may be revised or withdrawn at any time. The procedures of the American National Standards Institute require that action be taken periodically to reaffirm, revise, or withdraw this standard. Purchasers of American National Standards may receive current information on all standards by calling or writing the American National Standards Institute.

The developers of this standard have requested that holders of patents that may be required for the implementation of the standard, disclose such patents to the publisher. However, neither the developers nor the publisher have undertaken a patent search in order to identify which, if any, patents may apply to this standard.

As of the date of publication of this standard and following calls for the identification of patents that may be required for the implementation of the standard, no such claims have been made. No further patent search is conducted by the developer or the publisher in respect to any standard it processes. No representation is made or implied that licenses are not required to avoid infringement in the use of this standard.

**Printed in the United States of America**

Published by

**Central Station Alarm Association**

**440 Maple Avenue East, Suite 201, Vienna, VA 22180**

© CSAA 2004 — All rights reserved

# Contents

Page

Foreword .....	iv
Introduction.....	vi
1 Scope .....	1
1.1 General .....	1
1.2 Definitions .....	1
2 Standard Verification Procedures for Burglar Alarm Signals .....	3
2.1 Procedures for Alarm Signals Received from Systems without “UL Certificated” Service.....	3
2.1.1 If No Contact .....	3
2.1.2 If Telephone is Answered.....	3
2.2 Procedures for Alarm Signals Received from Systems with “UL Certificated” Service .....	3
3 Enhanced Telephone Verification of Burglar Alarm Signals .....	3
3.1 Extended Time .....	3
3.2 Procedure.....	3
3.2.1 Call 1 .....	4
3.2.2 Call 2 Other Than Premises.....	4
3.2.3 Call 2 Premises .....	4
3.3 Answering Machines.....	4
3.4 Scheduled Events.....	4
3.5 Verified False .....	4
3.6 Call lists and Priority.....	4
3.7 Additional Methods .....	4
4 Hold-Up.....	5
4.1 Commercial Hold-Up Alarm.....	5
4.2 Residential Panic/Duress/Emergency Alarm.....	5
5 Residential Fire Alarms .....	5
5.1 Households .....	5
5.1.1 Household Fire Alarm Signal .....	5
6 Commercial Fire Alarms .....	5
6.1 5 .....	5
6.2 Commercial (Non-Household) Fire Alarm.....	5
Annex A (Informative) .....	6

## Foreword

This standards document is published by the Central Station Alarm Association (CSAA) and was developed and adopted by a consensus of industry volunteers in accordance with CSAA's standards development policies and procedures.

CSAA assumes no responsibility for the use, application or misapplication of this document. Industry members using this document, particularly those having participated in its development and adoption, are considered by CSAA to have waived any right they might otherwise have had to assert claims against CSAA regarding the development process of this standard.

CSAA reserves the right to revise this document at any time. Because CSAA policy requires that every standard be reviewed periodically and be revised, reaffirmed, or withdrawn, users of this document are cautioned to obtain and use the most recent edition of this standard. Current information regarding the revision level or status of this or any other CSAA standard may be obtained by contacting CSAA.

Requests to modify this document are welcome at any time from any party, regardless of membership affiliation with CSAA. Such requests, which must be in writing and sent to the address set forth below, must clearly identify the document and text subject to the proposed modification and should include a draft of proposed changes with supporting comments. Such requests will be considered in accordance with CSAA's standards development policies and procedures.

Written requests for interpretations of a CSAA standard will be considered in accordance with CSAA's standards development policies and procedures. While it is the practice of CSAA staff to process an interpretation request quickly, immediate responses may not be possible since it is often necessary for the appropriate standards subcommittee to review the request and develop an appropriate interpretation.

Requests to modify a standard, requests for interpretations of a standard, or any other comments are welcome and may be sent to:

Central Station Alarm Association  
440 Maple Avenue East, Suite 201, Vienna, VA 22180  
Tel: 703/242-4670  
email:

This document is owned by the Central Station Alarm Association and may not be reproduced, in whole or part, without the prior written permission from CSAA.

## ACKNOWLEDGEMENTS

CSAA Standards Chairman: Louis T. Fiore, L.T.Fiore, Inc.

CSAA Staff Administrator: Stephen P. Doyle, Executive Vice President, CSAA  
Celia T. Besore, Director of Marketing and Communications, CSAA

This standard was approved by the Security Industry Standards Council on August 20, 2004.

ADT .....	Larry Dischert / William Cooper
American Protective Services .....	Dan Jaquish
ASIS .....	Kathleen Woods
Brinks .....	Mitchell Christopher
Cain Security .....	Ron Cain
CSAA .....	Lou Fiore / Ralph Sevinor
Emergency 24 .....	Patrick Devereux
GE Security .....	Ted Nesse / Keith Kuhnly
Honeywell .....	Gordon Hope
IDS Research and Development, Inc. ....	Jeffrey Zwirn
NBFAA .....	Dom D'Ascoli / Ann Dowdy
Palm Beach County Sheriff's Office .....	William Kenny
Security Industry Association .....	R. Hunter Knight / Mark Visbal
State Farm Insurance .....	Joe Miskulin
UL .....	Isaac Papier / Neil Lakomiak
USI Insurance Services .....	Dennis Kristan
Vector Security .....	Pam Petrow / John Murphy

## Revision History

2004.09 Original Publication

## Introduction

This standard defines methods by which false dispatches can be greatly reduced. It has been proven that verifying an alarm signal by a monitoring central station will drastically reduce false dispatches. This standard takes verification to its next level by defining multiple call verification, cross zoning, biometric, audio and video verification.

Methods defined herein have been tested and proven to achieve a lower level of false dispatch. Further reduction is possible to achieve using a combination of the methods defined herein.

# Alarm Verification and Notification Procedures

## 1 Scope

This standard has been prepared under the direction of the Security Industry Standards Council (SISC) members with the participation of Central Station Alarm Association (CSAA) members, Security Industry Association (SIA) members, National Burglar & Fire Alarm Association (NBFAA) members, ASIS members and Canadian Alarm Association (CANASA) members. This standard is to be used by alarm monitoring facilities and by state and local units of government in their development of consistent administration criteria for alarms. New technologies and successful efforts to reduce false alarms have led to this standard. This standard, adopted by the various states and local units of government, recognizes the life saving benefits monitored security and fire alarm systems provide. The intent of this standard is to achieve increased efficiencies by reducing costs and eliminating wasteful efforts associated with potential false alarms.

### 1.1 General

If differences exist between this standard and other written Special Instructions with the monitored premises, the Special Instructions shall take precedence.

### 1.2 Definitions

#### 1.2.1

##### **alarm verification**

alarm verification is a generic name given to many techniques used (1) to permit authorized personnel to appropriately identify themselves, thereby preventing emergency response agencies from being requested to respond to situations that do not represent an emergency; and (2) to confirm or deny the validity of alarm signals received at a Central Station or monitoring facility.

#### 1.2.2

##### **"UL Certificated" Service**

the term "UL Certificated" Service, as used in this document, refers to burglar alarm systems that have a UL certificate in force and therefore follow verification procedures outlined in UL 827, UL 2050, ULC S301 or ULC S304 Standards.

#### 1.2.3

##### **Types of Verification**

Two broad forms of verification may be employed. These include:

##### 1.2.3.1

##### **standard verification**

standard verification is the attempt by monitoring facility personnel to verify that an emergency does not appear to exist at the monitored premises, by means of a telephone call, voice contact or other electronic means

### **1.2.3.2**

#### **enhanced verification**

Enhanced Verification is the attempt by monitoring facility personnel to verify that no emergency appears to exist, at the monitored premises, by means of more thorough procedures such as two (2) or more verification calls, live audio or video, cross zoning, other means or a combination of these procedures.

### **1.2.3.3**

#### **Methods of Verification**

#### **1.2.3.3.1**

##### **Electronic Verification**

An electronic signal transmitted to the monitoring facility that indicates to its personnel or to its dispatch computer that no emergency appears to exist.

#### **1.2.3.3.2**

##### **Verbal**

A personal contact by means of telephone or audio conversation with an authorized pass code holder or other authorized person for the protected premises to verify that no emergency exists.

#### **1.2.3.3.3**

##### **Video**

An electronic picture, pictures or images viewing an area of the protected premises from which an alarm signal has been received which permits monitoring facility personnel to view the area which has an alarm to verify an emergency condition exists or alternately that no emergency appears to exist.

#### **1.2.3.3.4**

##### **Cross Zoning**

The application of redundant detection devices such that one motion detector or one photo-electric beam paired with some other device such as another motion detector, photo-electric beam, door contact or door contacts, to cover generally the same area. An alarm is recognized when both detectors in the pair are triggered.

#### **1.2.3.3.5**

##### **Electronic Biometrics**

The ability to verify the identity of authorized on premises personnel through the use of detectors that utilize facial or body recognition, voice identification, hand geometry, fingerprint identification or other biometric characteristic identification technology.

### **1.3**

#### **notification call**

The call to the law enforcement authority, such as 911 or the telephone number used to reach the responding law enforcement agency.

### **1.4**

#### **dispatch**

Notification of law enforcement agency as defined in 1.3. a guard, guards, a runner, runners, other response entities or predetermined combination of the above to respond to the premises.

### **1.5**

#### **special instructions**

A written, separate document from the monitoring contract document, that specifies a specific set of instructions to be followed in the event of an alarm, between the monitored premises and the alarm/monitoring company.

## **2 Standard Verification Procedures for Burglar Alarm Signals**

### **2.1 Procedures for Alarm Signals Received from Systems without “UL Certificated” Service**

Unless Special Instructions exist, monitoring facility personnel shall call the protected premises for identification and verification of persons authorized to be on the customer’s premises.

#### **2.1.1 If No Contact**

If there is no answer, the monitoring facility personnel shall make a Notification Call, unless the monitoring facility personnel have reason to believe no emergency exists.

#### **2.1.2 If Telephone is Answered**

If the telephone is answered, the monitoring facility personnel shall obtain pass code verification or other electronic identification that the person is authorized to be on the premises. Upon receipt of correct identification, and the authorized person states that no emergency exists, responding entities shall not be notified or shall be recalled, if already notified, and the alarm is considered aborted.

##### **2.1.2.1 No Code**

If no code or authorization is provided, the monitoring facility personnel shall attempt to reach an authorized person off premises to verify the authenticity of the on premises person, and failing that shall make a Notification Call. Further explanatory material on this can be found in Annex A.

##### **2.1.2.2 Wrong Code**

If the person(s) contacted cannot be identified by a valid identification code within a reasonable time after the contact as defined in 2.1.2, the monitoring facility personnel shall make a Notification Call.

### **2.2 Procedures for Alarm Signals Received from Systems with “UL Certificated” Service**

Signals received from certificated systems shall be handled in accordance with the procedures defined in UL Standard 827, UL 2050, ULC S301 or ULC S304.

## **3 Enhanced Telephone Verification of Burglar Alarm Signals**

### **3.1 Extended Time**

The maximum time permitted for enhanced verification of a non-certificated system can be extended beyond the time constraints imposed for certificated systems defined in UL 827, UL 2050, ULC S301 or ULC S304.

### **3.2 Procedure**

For burglary alarm signals received from non-certificated commercial burglary alarm systems or any residential alarm system, the following procedures shall be followed (further explanatory material on this can be found in Annex A):

### **3.2.1 Call 1**

The monitoring facility shall attempt telephone verification to the protected premises after receipt of the alarm signal. The procedure defined in 2.1.2 above shall be followed if the premises telephone is answered. Otherwise proceed to 3.2.2 or 3.2.3, whichever is applicable.

### **3.2.2 Call 2 Other Than Premises**

When monitoring facility personnel get a busy signal or no answer on the first call to the protected premises, a second call or calls shall be made to an alternate phone number such as a cellular or work number and if the authorized person states that no emergency exists, responding entities shall not be notified or shall be recalled, if already notified, and the alarm considered aborted.

### **3.2.3 Call 2 Premises**

When monitoring facility personnel get a busy signal or no answer on the first call to the protected premises, a second call or calls shall be made to an alternate phone number at the protected premises when such number is available. The procedure defined in 2.1.2 above shall be followed.

## **3.3 Answering Machines**

When any call reaches an answering machine a message shall be left, clearly stating that it is the alarm company calling and leaving necessary information for the alarm user to promptly contact the monitoring facility.

## **3.4 Scheduled Events**

If an alarm signal is received in connection with a scheduled opening or closing event, additional telephone numbers shall be called on the call list in order to determine whether the alarm signal is caused by an opening or closing error. If no answer or no determination can be made that a false alarm exists, a Notification Call shall occur.

## **3.5 Verified False**

If the alarm is verified as being false during the first, second or succeeding calls, monitoring facility personnel shall suspend activities relating to the specific signal being worked.

## **3.6 Call lists and Priority**

Following the Notification Call, attention shall be placed on contacting the emergency call list, until someone is reached to achieve a cancellation of the notification if it is determined that no emergency exists.

## **3.7 Additional Methods**

Audio verification, video verification, cross zoning or other electronic verification mediums shall be permitted in place of or in addition to the second verification call and shall be considered in compliance with this enhanced verification standard.

## **4 Hold-Up**

### **4.1 Commercial Hold-Up Alarm**

Unless otherwise noted by Special Instructions, the monitoring facility shall not call the protected premises but shall make a Notification Call.

### **4.2 Residential Panic/Duress/Emergency Alarm**

The monitoring facility shall follow the Standard Verification Procedures as defined in section 2.0.

## **5 Residential Fire Alarms**

### **5.1 Households**

For purposes of this standard, “household” is defined in NFPA 72 August 2002 as the family living unit in single-family detached dwellings, single-family attached dwellings, multifamily buildings and mobile homes. This definition excludes common usage areas in multifamily buildings such as corridors, lobbies, basements, etc. Fire alarm systems covering such excluded areas are not “household” fire alarm systems. The primary purpose of fire alarm systems in households is to provide an audible signal to occupants in order to expedite evacuation of the household. Further explanatory material on this can be found in Annex A.

#### **5.1.1 Household Fire Alarm Signal**

The procedures defined in the NFPA 72 code shall be followed for household fire alarm signals.

## **6 Commercial Fire Alarms**

### **6.1**

For the purpose of this standard, a commercial fire alarm is defined as all fire alarm systems in all properties other than households as defined in 5.1 above

### **6.2 Commercial (Non-Household) Fire Alarm**

The procedures defined in the NFPA 72 code shall be followed for commercial (non-household) alarm signals.

## **Annex A (Informative)**

### **A.2.1.2.1**

If the monitoring facility personnel reaches the protected premises on the first or second call and the person answering the phone does not have the proper pass code then, if possible, the personnel may attempt to make a 3-way call with the premises person retained as a party to the call. The monitoring facility personnel may attempt to reach others on the call list to verify the authenticity of the person on the protected premises. If this process fails to resolve the issue then the monitoring facility personnel should proceed to make a Notification Call.

### **A 3.2**

Verification Phone Accessibility Guideline. Care should be taken to verify that the emergency call list phone numbers are to phones without call waiting, or alternately that \*70 is programmed in front of the monitoring center phone number in the electronic digital communicator. The verification phones at the monitored premises should be accessible after hours (not locked up in an office), such as in the vicinity of commonly used entrances and not be sent to voice mail after hours so the after hours users and cleaning people can hear and answer the phone.

### **A 5.1**

NFPA #72 states that “This code {Household Warning Equipment} is primary concerned with life safety, not with the protection of property. It presumes that the family has an exit plan.”