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TO ALL RESIDENTIAL CUSTOMERS

INTRODUCING ENHANCED CALL VERIFICATION TO AVOID FALSE ALARMS

What is Enhanced Call Verification and how does it work?

Enhanced Call Verification is a simple and effective way that you can help avoid sending law enforcement to false alarms. It requires NWOSS Central Station to attempt to verify the alarm activation by making a minimum of two (2) phone calls to different numbers prior to dispatching law enforcement. (Our normal procedure was one call to premise then dispatch if no answer). The first call is to the home where the alarm is occurring, and, having failed to reach a responsible party, a second call is made to a different phone number that will most likely be answered when the alarm owner is away. The most effective second call is to a cell phone.

The Enhanced Call Verification procedure is only used for burglar alarm signals such as doors, motion detectors, etc. All Fire, Medical, Panic, Hold-up and Duress signals would follow the dispatch procedures set-up per customer and does not fall in this category of Enhanced Call Verification.

Enhanced Call Verification works because it provides two opportunities to cancel accidental alarm activations before requesting law enforcement response. As an alarm user, you are familiar with activity occurring at your home such as house repairs, cleaning crews, UPS delivery, etc. However, when this activity causes a false alarm, you may not be present to cancel the alarm activation, resulting in an unnecessary dispatch. With Enhanced Call Verification, and the knowledge of what is happening at your home, you can prevent these types of false alarms from occurring.

How can Enhanced Call Verification benefit you?

Enhanced Call Verification keeps you more aware of alarm activations and potential equipment malfunction. It also provides you with a simple way to help avoid false alarms and the fines imposed by many cities and counties, including alarms caused by:

- Cleaning crews, scheduled maintenance work, deliveries
- Forgetting to close a window or door,
- Leaving pets in areas protected by motion detectors
- Authorized users returning home and not remembering the password

How will Enhanced Call Verification benefit our community?

Good Citizenship. Implementing Enhanced Call Verification serves the community by conserving resources and is a part of being a responsible operator of your alarm system. Enhanced Call Verification also preserves law enforcement responses while protecting law enforcement resources and helps to ensure officers will be available to respond to emergencies.

Many of our home owners have already requested to go to this policy. NWOSS wants to standardize this procedure for all our residential customer accounts effective immediately. Please contact the NWOSS Monitoring Station at 419-227-1655 to further discuss this policy and provide us with your second point of contact. You may also email this information to gannonc@nwoSS.com or fax to 419-227-2426.