

## Enhanced Call Verification Implementation Guide

With the implementation of **Enhanced Call Verification** becoming more prevalent, the Security Industry Alarm Coalition (SIAC) is providing general guidelines and recommendations for implementing this proven dispatch reduction program.

### **LEGAL AND CONTRACT CONSIDERATIONS**

This document is not intended to be a substitution for consulting with legal counsel as to the best method of adopting ECV and ensuring compliance with your contract with your customer. You should consult with your legal counsel to determine if adopting ECV as a policy impacts your current contract.

- Some companies have contracts that allow them to send an announcement to their customer announcing that ECV will commence on a certain date, and the customer has a deadline to refuse ECV. If they do not hear back from the client, ECV is implemented automatically on the effective date.
- Some companies have contracts that required each customer to sign a new monitoring contract.

If ECV is being required as part of legislation, such as an alarm ordinance, your contract cannot exempt you from compliance. You should still use a path of implementation that has been reviewed by your legal counsel.

When ECV is being implemented as part of a regional effort, such as new legislation or a proactive association program, companies may consider using either the local association attorney or the counsel from a third party monitoring facility to review the process for everyone.

### **STAGED IMPLEMENTATION**

The objective is to have all of your customers operating under Enhanced Call Verification. The first step is to make sure all new installations begin with ECV as part of their dispatch protocol.

In many cases, the majority of the invalid dispatches are caused by less than 10 percent of your customer base and you should consider staged implementation to concentrate on these customers first. You can identify those customers who have the highest number of invalid alarms and bring them under the ECV protocol.

The final stage is completing ECV protocols for all of your customers.

### **ECV EFFECTIVENESS**

ECV will be most effective when the central station call out list contains a second premise number or cellular phone as the second number, since these are the numbers that will not be affected by call waiting.

### **SUMMARY**

Enhanced Call Verification is proven to have a dramatic and significant impact on reducing dispatches to invalid alarms. In addition, your customers will appreciate the higher level of service which results in eliminating invalid police dispatches. No matter what process is used to implement ECV, it is a matter of the highest importance to the alarm industry and the alarm users that we move toward industry wide acceptance. No matter what the implications of processing your existing customers, there is no obstacle to applying all of the best solutions to your new customers.