

**Log:** AV-01-126

**Submitter:** Steve Walker

**Section/Paragraph:** 1.2.6

**Recommendation:**

**Add an Additional Method of Verification**

1.2.6.3            Operator Action

Action taken by alarm/monitoring facility personnel based on interpretation of audio received from the monitored premise. Action taken is based on experience, account history, and types of sounds received.

**Substantiation:**

Current list of methods does not encompass alarm verification via interpretation of impact audio. This is a valid means of verification accepted by UL and AHJ's across the US.

**Committee Action:**

Reject

**Committee Statement:**

**Log:** AV-08-37

**Submitter:** Steve Walker

**Section/Paragraph:** 3.7

**Recommendation:**

**3.7 Compliance with Enhanced Call Verification**

The Audio verification procedure defined in 3.2.1 or 2.1.2.1 shall be permitted in place of or in addition to the second verification call and shall be considered in compliance with the CSAA's published Enhanced Verification Standard (CS-V-01).

**Substantiation:**

Both 3.2.1 and 2.1.2.1 describe actions prompted by initial verification, therefore section 2.1.2.1 should be referenced by this section.

**Committee Action:**

Reject

**Committee Statement:**

**Log:** AV-07-36

**Submitter:** Anita Ostrowski

**Section/Paragraph:** 3.6

**Recommendation:**

**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 and valid code if it is determined that no emergency exists.

**Substantiation:**

The call is being placed to an off site number. It is important we know the person we are asking to validate the authorities are not needed is the appropriate party. We cannot control someone else answering another party's cell phone or office phone.

**Committee Action:**

Accept

**Committee Statement:**

**Log:** AV-06-322

**Submitter:** Anita Ostrowski

**Section/Paragraph:** 3.2.2

**Recommendation:**

**3.2.2 Attempt #2**

When monitoring facility personnel can not attain contact or verification during the first attempt to the protected premises, a second attempt via a standard telephone call shall be made to an alternate phone number(s) such as a premise, cellular or work number and if the authorized person states that no emergency exists and provides a valid code, responding entities shall not be notified or shall be recalled, if already notified, and the alarm considered aborted.

**Substantiation:**

The call is being placed to an off site number. It is important we know the person we are asking to validate the authorities are not needed is the appropriate party. We cannot control someone else answering another party's cell phone or office phone.

**Committee Action:**

Accept

**Committee Statement:**

**Log:** AV-05-321

**Submitter:** Steve Walker

**Section/Paragraph:** 3.2.1

**Recommendation:**

**3.2.1 Audio Verification Session - Attempt #1**

The monitoring facility shall attempt an audio verification with the protected premises after receipt of the alarm signal. The procedure defined in ~~2.1.5-2.1.1.5~~ above shall be followed if audio contact is made with premises. The procedure defined in 2.1.2.1 above shall be followed if “Listen Only” audio contact is made with the premise and the operator is directed to follow dispatch instructions. Otherwise proceed to 3.2.2. Attempt #2.

**Substantiation:**

While both 3.2.1 and 3.2.2 refer to two way communication for ECV, the standard should be modified to include the re-write of section 2.1.2.1 allowing audio activated systems or audio listen back systems as Attempt #1.

**Committee Action:**

Reject

**Committee Statement:**

**Log:** AV-04-2121

**Submitter:** Steve Walker

**Section/Paragraph:** 2.1.2.1

**Recommendation:**

**2.1.2.1 Initial Verification Session**

Upon receipt of an alarm condition the central station operator will initiate the audio session according to the manufacturers stated command set (most current manufacturers comply with the SIA Audio Verification Standard command set). Upon initiation the central station operator will maintain a "Listen Only" status and will not initiate any communications with the premise. During the Listen in Period another operator should follow the dispatch instructions. Should the operator listening to the premise hear a valid code, the dispatching operator should be notified in an effort to cancel or abort dispatching. In the case of impact audio systems, the central station operator will maintain a "Listen Only" status for threatening sounds or the verbal relay of a valid code from the user. If no threatening sounds are heard, operator will reset the account and take no action. If threatening sounds are heard and there is no verbal code relayed from the end user, the operator will follow the dispatched instructions.

**Substantiation:**

This section was written for digital equipment only and does not reference/acknowledge impact activated audio, Impact activated audio should be acknowledged because it is currently/actively used within the industry today..

**Committee Action:**

Reject

**Committee Statement:**

**Log:** AV-03-212

**Submitter:** Steve Walker

**Section/Paragraph:** 2.1.2

**Recommendation:**

**2.1.2 Listen-In or Listen Back or One-Way Audio**

The general purpose of this technology and service is to allow the monitoring facility to gain additional information from the protected premise on ~~certain~~ alarm conditions ~~that traditionally are not verified such as hold up or ambush alarm conditions~~. activating audio listen in capability.

**Substantiation:**

Section 2 does not specifically acknowledge use of impact audio (listen-in, or passive listening) for verification of burglar alarms. Sections 2.1.1, 2.1.1.2, 2.1.1.3, 2.1.1.4 and 2.1.1.5 all reference two way audio verification. Current and active audio verification systems that use listen-in capability are accepted by UL and AHJ's for this purpose. This proposal attempts to acknowledge this means of accepted alarm verification without attempting to re-write other sections. The same goal could be met by modifying the sections above to acknowledge listen-in capability as a stand-alone means of alarm verification.

**Committee Action:**

Reject

**Committee Statement:**

**Log:** AV-02-191

**Submitter:** Steve Walker

**Section/Paragraph:** 1.9.1

**Recommendation:**

**1.9.1 Capture**

The event of the audio verification system holding the line off-hook after the digital communicator has received a kiss-off from the monitoring station receiver or actuator of audio signal sent to monitoring center requiring acknowledgement and reset command from operator before kiss-off.

**Substantiation:**

This expanded interpretation captures system design/functionality currently and actively used within the industry.

**Committee Action:**

Accept in Principle in Part

**Committee Statement:**

**Committee agreed for a change of language as follows:**

The event of the audio verification system holding the line off-hook after the digital communicator has received an acknowledgment from the monitoring station.

**Log:** AV-09-41

**Submitter:** Steve Walker

**Section/Paragraph:** 4.1

**Recommendation:**

**4.1 Commercial Hold-Up Alarm**

The monitoring facility shall follow the Standard Verification Procedures as defined in section 2.1.2.

**Substantiation:**

Section 4.1 is acceptable if the comments are accepted for 2.1.2.

**Committee Action:**

Reject

**Committee Statement:**