SMC ARC Rapid Response – The Fastest way to Alarm Notification

Dear customer,

Thank you for choosing the SMC monitoring corporation 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 SMC Monitoring Corporation SMC Operator Assist platform will make near instantaneous phones 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 SMC Monitoring Corporation SMC determine how to respond to alarms?

To meet and exceed expectations of rapid and reliable service, SMC Monitoring Corporation 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 SMC Monitoring Corporation Alarm Response Center (ARC) remains vigilant for actual alarm events with criminal activity.

Rapid Response Burglary Alarm Notification Process

When SMC Monitoring Corporation 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.

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 **dsr@smc-monitoring.com** or call us at **1-800-591-7374** option 0.

How do I stop calls made by Operator Assist?

The SMC Monitoring Corporation SMC Operator Assist system is an integrated, automated, and critical part of our alarm notification process. SMC Monitoring Corporation 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)

1-800-387-4641
Available 24/7/365 for alarm monitoring related concerns.

Administration

1-800-591-7374
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.