Rapid Response – Refrigeration Alarm Notification

Dear customer,

The SMC Monitoring Corporation Alarm Response Center is pleased to introduce Operator Assist, our automated alarm notification operator. When activated, the SMC Monitoring Corporation Operator Assist platform will make near instantaneous phones calls to the premises and all keyholders listed as emergency contacts within the account (in succession).

Effective immediately, your refrigeration alarm notification will be delivered via our automated system, Operator Assist. If Operator Assist is unable to make contact at the premises via a direct dial number, extension, or prompts, it will begin to contact the emergency keyholders listed on file.

Why has my response level changed?

To meet and exceed expectations of rapid and reliable service, SMC Monitoring Corporation has tailored our refrigeration 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 Refrigeration Alarm Notification Process

When SMC Monitoring Corporation ARC receives a refrigeration or supervisory alarm, the following occurs:

1. Our Operator Assist system initializes to call the listed premises phone number. If defined, Operator Assist will use extensions or prompts to reach the appropriate person.

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" – then prompt for the call taker to "press 1 to accept or press 2 to reject the call. Please note: pressing 2 will end the call. Operator Assist will then move onto the emergency keyholder phone 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. Acknowledge the alarm by stating their full name and take no action.

ii. Speak with an alarm operator.

iii. Hear the message again.

2. If Our Operator Assist is unable to notify an appropriate party on site, it will initialize to call the emergency keyholder list phone number to deliver notification in the same manner.

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.