



SMC UK&I Concise Guide to Monitoring

Scope

This guide provides contact, administrative and alarm response information in a concise format and is supplemental to the full SMC Custodian Administrative and Operational Booklet.

It is intended as a quick reference guide to fire & intruder alarm monitoring for Alarm Companies and their clients' and not a replacement of the full booklet.

Terms in this document

'Company' - the organisation that provides service and maintenance to alarm systems or pays for the monitoring service, e.g. Alarm Company, National Account or End User.

'ARC' – Alarm Receiving Centre (NSI Gold, BS5979, Cat. II).

Sales Mon – Fri 08:30-17:00	
Sales: Monitoring Tel: 0844 879 1702 Opt. 1 Email: uk_sales@smc-monitoring.com	SMC Vision Sales: 0844 879 1007
ARC Nottingham (24/7)	
Crocus Street The Meadows Nottingham NG2 3EJ Operations: 0844 879 1703 SmartTEST: 0844 879 1706 Email: csm-nott@smc-monitoring.com	SMC Vision Nottingham (24/7) Crocus Street The Meadows Nottingham NG2 3EJ Tel: 0844 879 1911 Email: rvr@smc-monitoring.com
ARC Administration (UK only) Mon – Fri 08:30-17:00	
Tel: 0844 879 1704 Email: Orders (UK only): orders@smc-monitoring.com Email: For Schedules: schedule@smc-monitoring.com Email: For URN's: urn@smc-monitoring.com Email: Cancellations: cancellations@smc-monitoring.com Email: Data Changes: data-changes@smc-monitoring.com	

Head Office Mon – Fri 08:30-17:00
Security Monitoring Centres Limited Crocus Street The Meadows, Nottingham NG2 3EJ Tel: 0844 879 1701 Credit Control: 0800 028 3082 Email: UK_collections.cmrs.uk@smc-monitoring.com

SmartPAC & TOUCH Mon – Fri 08:30-17:00
Touch v1.0 & SmartPAC: www.smc-monitoring.com Touch v2.0: Touch v2.0 - Login Touch v2.0 Registration: smc-touch.co.uk/registration Touch Helpdesk: Touch.estate@smc-monitoring.com

Business Communication

Prior to connecting systems to our ARC's for the first time you will need to have agreed a monitoring contract with us. Should a contract not be in place please contact our sales hub.

To provide consistency & minimise errors it is preferred that all applications for monitoring, subsequent data changes and cancellations are submitted electronically via our standard TouchForms which are available to authorised Service Companies via [SmartPac](#) or [TOUCH](#) - click on these links or see our website <https://smc-monitoring.com> for further details

We will aim to process all administration requests for data changes within 48hrs of receipt. The normal working day is defined as: 0830-1700, Mon to Fri excluding 'English' bank holidays. Further details regarding timescales for orders and cancellations can be found within the SMC Custodian Administrative & Operational Booklet.

Connecting Systems to our ARC

Application for Monitoring - Our ARC Admin. Dept. should be in receipt of the appropriate application form at least 24 hours in advance of commissioning the system and longer periods where third party signalling services are required, i.e. CSL DualCom, etc.

Commissioning Systems - To commission the system, if registered, you can use Touch v2.0 if you have submitted the necessary forms in good time and meet the required criteria. Alternatively, contact our ARC Admin. Dept., identify the system you require to commission and request that it is placed "in-service" and "on-test."

Test each alarm and restore signal, including single and dual path failures, call us on completion to confirm each alarm signal and restore condition has been received in the same order as sent.

Check all proposed alarm responses meet your end user's expectations and provide any missing information that may inhibit our ability to respond to an alarm correctly, i.e. Contacts/Keyholders, Police URN's, etc.

On completion of commissioning, provided you have met all necessary criteria, a commissioning report will be issued based upon satisfactory transmission of all required test signals.

More detailed instructions in respect of commissioning particular communication products, required criteria and the bulk transfer-in of systems can be found within the SMC Custodian Administrative & Operational Booklet.

Data Changes

Contact/Keyholder details, site telephone & passwords should be amended through SmartPAC or TOUCH. This gives you 24/7 access to manage your estate and make immediate updates - Please use the registration link shown on page 1 to register. Cancellations, URN and Alarm Response Plan changes will only be accepted in writing on the appropriate form directly to our Administration Department.

We reserve the right to raise an additional charge for non-standard or bulk requests for changes.

We will accept verbal requests from customers (following password validation) for Contact/Keyholder, password or open/close schedule changes.

We will always try to accommodate verbal requests from engineers, (following engineer code validation) but not for complex changes.

Reports

Our ARC provides various reports via online portals or on a request basis (daily/weekly/monthly) to assist alarm companies in managing their alarm systems monitored at SMC.

Data Accuracy & System Liability

It is vital that the alarm information we hold is complete and accurate to ensure a correct response to alarm conditions. It is therefore important that the reports we send are reviewed to identify and amend any missing or incorrect details.

We would also recommend you carry out, as a minimum, an annual audit of your Contacts/Keyholders, URN's, alarm response, etc. and as a matter of course review all data held and system status at maintenance and corrective site visits.

Alarm Monitoring Response

Signal Priorities - All alarms are assigned a priority as indicated in the table below. In the event of multiple alarm signals, only the highest priority alarm will be processed.

Item	Priority	Item	Priority
Fire	1	Comms Fault	5
PA	2	Trouble	6
Confirmed Intruder	3	Environmental	7
Intruder	4		

We can only act on alarm signals received at the ARC. We accept no liability for signals lost for whatever reason by suppliers or their agents.

Filtering Policy - Alarm signals are filtered in accordance with NPCC & Police Scotland Policies, BS5979, BS8243, SR25 & IS228 or where not specified by industry standards for the periods stated for the type of alarm event below. The purpose of a filter period is to prevent the calling of emergency services and keyholders unnecessarily whilst ensuring that should an applicable second signal be received during this period that the signal is upgraded to a confirmed alarm on release from the filter or aborted in the event of mis-operation or applicable restore signal.

Mis-Operation Signals - All systems should either send an unset/set (open/close) signal or be capable of generating a secondary signal to indicate that the alarm system has been mis-operated.

Where we are unable to identify whether the system is unset/set (open/closed) we will action as "closed" and then respond to alarms as per the processing stated below.

All intruder alarm conditions are delayed in accordance with the relevant agency policy. If the ARC receives an open or abort signal prior to processing the alarm it will automatically be aborted.

Open/Close with monitored line communications - Where the communication path is monitored, alarm transmission equipment must be programmed to send open & close signals to the ARC. If the status of the alarm system is unknown we will be unable to pass incidents that involve transmission of faults to the emergency services.

Alarm Response Performance - We aim to meet the standards for contacting the emergency services as set out in BS5979 for Category II ARC's:

Fire - 30 seconds for 80% of signals received & 60 seconds for 98.5% signals received.

PA - 30 seconds for 80% & 60 seconds for 98.5% signals

Intruder - 90 seconds for 80% of signals and 180 seconds for 98.5% of signals received. These targets are exclusive of any imposed filtering period and exceptional circumstances such as extreme weather conditions and the associated abort signals received under these conditions. Alarm processing may be dispatched via an immediate automated notification method, i.e. text*, email, telephone.

Fire Alarm Processing - Fire alarms are processed in accordance with the appropriate Fire Authority Policy and the table below indicates our default response to these signals.

Type of Alarm	Action taken
Fire Alarm none (CFOA) region	Fire Brigade & Contacts
Fire Alarm (CFOA) region	Premises, Fire Brigade & Contacts (if required)
Fire Alarm no Brigade requirement	Premises or Contacts

Hold-up Alarm Processing - Hold-up alarms are normally extended directly to the Police without delay provided a URN is in place, Police response has not previously been lost and the alarm confirmation requirements of BS8243 are to apply.

Type of Alarm	Action taken
Hold-up Alarm (confirmation is not required)	Police only
Unconfirmed Hold-up Alarm (with sequential confirmation)	Contacts Only
Unconfirmed Hold-up Alarm (with sequential confirmation & telephone call back)	1. Call Premises and/or 2. Police or Contacts
Unconfirmed Hold-up Alarm (with audio or video confirmation)	1. Premises (via Audio or Video) and/or 2. Police or Contacts
Sequentially confirmed Hold-up Alarm	Police only as confirmed

Intruder Alarm Processing - All police calling systems must have a unique reference number (URN) for the ARC to be able to dispatch to the Police.

All new intruder alarm systems and systems that have had police response withdrawn, but now require police response reinstating, must incorporate confirmation technology. Intruder alarms are normally filtered for a period of 2 minutes.

Type of Alarm	Action taken
Unconfirmed Intruder Alarm	Premises or Contacts
Confirmed Intruder Alarm when closed within re-arm period or audio or visual verification	Police and Contacts (as confirmed)
Confirmed Intruder Alarm when open	Premises or Contacts
Unconfirmed Intruder alarm followed by an Open or Abort signal	No action taken

Path Failure Processing - The response to path failure conditions changes when the system is set or unset as described within the table below. Single path failure conditions are normally filtered for 60 minutes.

Type of Alarm	Status	Action taken
Single path failure	Open or closed	Report notification by email (Alarm Company or customer)
Dual path failure	Open	Premises or Contacts
Dual Path Failure	Closed	Police and Contacts (as confirmed)
Single Path failure with a single intruder or vice versa	Closed	Police and Contacts (as confirmed)

Faults and Advisory Alarm Processing - A selection of the standard response to common fault and advisory alarm signals are stated below. All system faults & advisory signals, e.g. power fail, low battery, trouble, tamper etc, are normally filtered for 60 minutes.

Type of Alarm	Status	Action taken
AC Mains Fail	Open or closed	Premises or Contacts
Low Battery Grade 4	Open or closed	Contacts
Low Battery Grade 2 & 3 & Non Graded	Open or closed	By auto report only
System Fault, Trouble, Tamper & Other	Open	Premises or Contacts
System Fault, Trouble, Tamper & Other	Closed	Contacts only
Zone Omit following an intruder alarm within the previous 60 minutes	Closed	Contacts only
Zone Omit following a hold-up alarm within the previous 20 hours	Closed	Contacts only

As part of SMC's continuous improvement program, all faults & advisory signals will be notified utilising an intelligent automated process, e.g. by telephone, email or text* services.

***Text messages are dispatched upon signal receipt at the ARC, prompt receipt of these messages are dependent on the signal availability to your device.**

Type of Alarm	Status	Action taken
Late to Close – LTC (more than 30 minutes after scheduled closing time)	Open	Premises or Contacts (via automated process)
Early to Open – ETO (more than 30 minutes before scheduled opening time)	Closed	Premises or Contacts (via automated process)

Calling Contacts/Keyholders - In accordance with Police requirements there should be a minimum of two keyholders, unless a 24-hour keyholding service is utilised, who have transport available and reside within 20 minutes travelling distance of the protected premises.

Placing Systems on Test

TOUCH – engineers can place systems on/off test via their smartphone, PDA or tablet and view alarm history and test results in real-time.

Via an operator – call your local ARC number listed in the contact section of this guide.

End user Fire Test – via TOUCH (following set up via the alarm maintainer) or via an operator on a dedicated line Nottingham: 0906 802 0160 (Calls cost 65p per minute from a standard BT line other suppliers may vary, mobiles may be higher).

On-test expiry conditions - all test periods expire automatically at the end of the period set on commencement. If the ARC monitors restore conditions and a test expires but the system has not been restored and remains in alarm, such conditions will normally be reported to the party initiating the test so they can be reviewed. The ARC will not accept any liability for tests that expire with unrestored alarm conditions.

Remote Restore (Remote Reset)

If you subscribe to this service, we can issue a remote restore dependant on the following criteria:

Remote Restore (Alarm was not Policed)

- The end user has been identified by predetermined password
- The alarm was caused by client error or was a genuine alarm
- There is no requirement for an engineer's visit.

Remote Restore (Alarm was Policed)

- The end user has been identified by predetermined password
- The alarm was caused by client error or the cause is known not to be with the alarm system
- There is no requirement for an engineer's visit
- The number of alarms policed has not exceeded two within the last 12 Months.

It is ARC policy not to remotely restore a genuine alarm that has been extended to the police due to the possibility of the end user's insurance cover being invalidated if it is subsequently found that the alarm system is not fully working.

Additional Services

Out of Hours Emergency Demand Service Calls

We offer an additional chargeable service to the Company for the handling of service requests from their clients outside of normal working hours. This service is available from 17:00hrs until 08:30hrs weekdays, all weekends and recognised Bank Holidays.

Keyholder Care

Is a chargeable service offering peace of mind to those responsible for providing a duty of care to keyholders. If the keyholder fails to respond to the ARC within a set time window the chosen emergency contact will be alerted.

Lone Worker Monitoring

Our ARC is inspected and approved by the NSI for the monitoring of Lone Worker Devices to BS8484. We can provide monitoring of approved Lone Worker Devices and pass verified alarms to the emergency services or an emergency responder.

SMC Vision

Offers a comprehensive selection of CCTV related services by using a wide range of transmission technologies, including remote surveillance; remote verification; remote service; remote interactive; remote control; remote tours.

Contact your Account Manager for further details.