

Memo

To: All customers
From: Circle City Alarm
Date: January 1, 2005
Re: False Alarm Alert

As you may or may not be aware of, most police departments have implemented a false alarm ordinance. Every false alarm occurrence may institute a citation and a considerable fine. The fine increases with each alarm. To make the situation worse, our Police Department has a phone system that also delays our attempts to disregard the police in a false alarm situation. After five false alarms you may be slated into court and the police may refuse the alarm dispatch.

Our dispatchers make every effort to confirm an alarm before they dispatch, but there are certain steps you can take to make their jobs easier. Please take the time to go over this list and then take the steps to ensure you will not be the cause of a false alarm. False alarm citations commence at \$100 each and you will be required to pay the fine should it be determined a preventable occurrence.

1. When entering or leaving, if you have tripped the alarm (or think you might have), CALL US at 317-542-7087
2. Always know your pass code and make certain your employees, house cleaners, family, or ANYONE else who has access to your system has a code and knows it. We will dispatch the authorities if a proper code is not given and we cannot confirm who they are.
3. Always keep you call list up to date. We cannot reach anyone without the proper phone list. Include cell phones, pagers, family, friends, neighbors, employees etc.
4. If you have a new pet and do not have pet motion detectors, call for an update
5. If you hang banners, signs, balloons, etc by a motion detector, MOVE THEM, or remove them after an event before you set your alarm.

It is your responsibility to inform us when the alarm has been falsely tripped. It saves valuable time if you call us as soon as possible!!

Please help us reduce the false alarm rate for our company and our customers!