YOU are receiving this because your site at: **Click here to enter site address** Fire Riser valve stack & alarm devices are being monitored by us.

YOU are on the ‘Party List’ for **Click to enter Site Name** Alarm callout.

In regard to CMS calling those on the party list:

If you have folks on your Party List, they must **be prepared to answer that call**.

1. Please instruct those who are on your Party List on the following points:
	1. That they MUST allow/accept: **1 773 725-0222** on their phone.
		1. It is from Emergency 24 Central Monitoring Service (AKA     E24 CMS)
	2. Party List members must know the alarm account number
	3. Party List members must know the password/s
		1. You can have different passwords for various options.
	4. Party List members **must answer** the call from 773-725-0222.
		1. The operator has already sent the Fire Department to your site, before calling 'you'
		2. The operator is then following your instructions when you signed up, to call those listed on your Party List.
		3. If the Operator cannot get anyone on the list, they notify Fire Suppression Services, and mark your number for deletion.
		4. We carry out a follow up, the next business day.
		5. If you do not answer the follow up, you are confirmed as a ‘marked for deletion’.
2. Party List members must know the alarm account number:
	1. **YOUR ACCOUNT Number is: Enter account #** for the **Enter site address here** site.
3. .... and they must know the passwords
	1. Ask your supervisor for **your password**.

**Points to Note:**

Alarm technicians on the other hand need to know:

* The account number and the password to place in test,
	+ (**Our** Technicians are issued with our master password. Do not give them your password).

And …

* They need to know the Receivers.

More often I am called, or the CMS is called, to place the FACP in test, for inspections, and ...  if the FACP is not operational for any reason, local Fire Marshal needs to know because Fire Watch is required.

If you need more information, I can give it to one who can answer the password question correctly. I can also make changes as necessary.

And .. I suggest that you advise us of your open & close times.

**Legend:**

|  |  |
| --- | --- |
| **CMS** = Central Monitoring Station. | **E24** = Emergency24 |
| **Napco** =Starlink | **C24** = Connect24  |
| **FACP** = Fire Alarm Control Panel |  |
| **EACP** = Evacuation Control Panel/with Voice Evacuation |
| **AHJ** = Authority Having Jurisdiction. (Fire Marshall, Building Inspector etc.) |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | Network Operations Centre |
| Your alarm Panel | Your Cell Dialer | Verizon or AT&T Cell network | NOC |

 Via IP or Dial Number, to a Line Card

|  |
| --- |
| Emergency 24 OperatorAKA E24773-725-0222 |
| **C**entral **M**onitoring **S**tation. AKA **CMS** |

|  |  |
| --- | --- |
| IF ALARM | IF TROUBLE |

 NOTIFY

|  |  |  |
| --- | --- | --- |
| 1. **FIRE DEPARTMENT-POLICE-EMS**
2. PARTY LIST
3. FIRE SUPPRESSION SERVICES LOG
 |  | 1. PARTY LIST
2. FIRE SUPPRESSION SERVICES LOG
 |

 And we may then call your Party List

|  |
| --- |
| Fire Suppression Services inc. |
| Fire Alarm Company(801) 277-6464 |