



## COBOURG REGION

### ALARM AND DISPATCH SERVICE

#### Alarm Permit Registration

Alarm holders are required to pay an annual alarm registration fee for each residence under Alarm Registration and Response By-Law:

Residential	\$24.00 + HST
Commercial	\$60.00 + HST
Institutional	\$48.00 + HST
Industrial	\$60.00 + HST

In the event the Cobourg Police respond to an unregistered false alarm, a letter will be sent by the Cobourg Police to the alarm holder advising that payment of the registration fee, plus tax is required. The alarm holder will be allowed 15 days from the alarm response date to pay the registration fee, failing which the alarmed premise will be suspended from Police response.

In the event a customer of the monitoring company refuses or fails to pay the alarm registration fee(s) the monitoring company will send a letter (provided by the Cobourg Police Service) to the customer advising that the Police response to an alarm (without prior verification of an emergency situation) will not be provided to an alarmed premise for which a monthly registration fee has not been paid.

The registration form is available for download, please open link below:

<https://www.cobourgPolice.com/photos/custom/AlarmRegistryForm.pdf>

#### False Alarm Response

Registration will permit every registered alarmed premise a Police response on two (2) occasions within any 365 day period.

**Note: If it is determined that both alarms were false, a caution notice (from the Cobourg Police Service) will be sent to the alarm holder.**

A 3rd false alarm involving a Police response within 365 days will result in a suspension notice (from the Cobourg Police Service) being sent to the alarm holder. A suspension of thirty (30) days from the date of the last Police response will be in effect, or in lieu of this suspension.

Subsequently, a 4th false alarm involving a Police response within 365 days will result in a one (1) year suspension. In lieu of the suspension, a reinstatement fee of \$200.00

Plus H.S.T. per alarmed premise may be paid by the alarm holder to the Cobourg Police.

The alarm holder may pay a reinstatement fee of \$100.00 plus H.S.T. per alarmed premise to the Cobourg Police.



### **Police Dispatch Cancellations**

The Cobourg Police will accept alarm response cancellations from alarm holders. When a monitoring company notifies the Cobourg Police regarding an alarm signal, Police personnel will dispatch Police units in accordance with Cobourg Police Service policies. If the monitoring company or alarm holder calls the Police Service communicators to cancel the alarm, the communicators will follow the appropriate procedure to cancel the Police unit(s) being dispatched. Canceled alarms, where a member of the Police Service has not yet arrived on the scene, will not be counted as false alarm responses.

### **PROTECTION PLUS POLICIES**

Protection Plus will do alarm Registration with the Cobourg Police for all alarm holders who wish to have Police response for their alarm. The annual alarm registration fee is \$24.00 + \$5.00 (service fee) + HST for residential and \$60.00 + \$5.00 (service fee) + HST for commercial.

**Customers who do not wish to register with the Police, we offer an alternative service for Guard response.**

**PROTECTION PLUS offers a Private Guard Response in Cobourg.** This service provides a response from a Private Guard company that will dispatch qualified Guards to your residence. Should the dispatch be the result of a false alarm, the Guard will leave a Patrol Report at your house. However, should the emergency be real, the Guard will immediately contact the Police and request appropriate action.

All **Panic Button Signals** will still be attended to by the Police (and are subject to fees if deemed false).

**Residential**     \$4.95 + tax monthly or \$80.00 + tax per response

**Commercial**   \$7.95 + tax monthly or \$95.00 + tax per response

**Note: To reduce false alarms responses, please remember to call the monitoring station on all alarms. Please do not wait for their call.**

**Disclaimer:** Please note that policies and charges may change on occasion. Please verify the information accordingly.