



## **METRO REGION**

### **ALARM AND DISPATCH SERVICE**

No Registration Fee is required for Police Response

#### **False Alarm Policy**

There are no FREE false alarm dispatches. For every false alarm where Police are dispatched, the customer is charged \$160.00 + HST. The 2<sup>nd</sup> false alarm dispatch, a caution notice will be issued to the customer from the Toronto Police Service. The customer will be suspended for 365 days with no appeal if they have four (4) false alarm dispatches.

If the operator calls to cancel the dispatch, the customer will still be charged for a false alarm unless the Police dispatcher has not dispatched a car.

A false alarm from a customer's account will clear in the Police database, 365 days from the day of the alarm.

### **PROTECTION PLUS POLICIES**

Although the Metro Region does not require a permit registration for the Police response, there are fees and penalties for false alarm responses being administered by the police department. Protection Plus administers these fees to customers who choose to have police response for their alarm and remitted to the Metro Region Police.

**Customers who do not want Police response, we offer an alternative service for Guard response.**

**PROTECTION PLUS offers a Private Guard Response in Metro region.** 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.