

## False Alarm Appeal Procedure

An alarm system owner who receives a notice of a false alarm and believes that notice of false alarm was improperly issued may appeal the notice in writing to Alarm Tracking and Billing Services, LLC within 30 days of receiving the notice. The Coordinator will make a determination on the information contained in the appeal. Along with the request for review by the Coordinator, the Principal may communicate factual information to support the assertion that the false alarm charge should not be assessed. Please include the \$25 appeal fee, which will be refunded if appeal is upheld. The burden of proving that an alarm was not a false alarm shall be on the Principal. The representative may determine the false alarm should be chargeable or non-chargeable against the alarm system owner. If the false alarm is determined to be chargeable, the penalty, if any shall be paid in full within 30 days of the date of the decision of the appeal. If the false alarm is determined to be non-chargeable it will be removed from the alarm system owner's false alarm records and no payment required.

**False Alarm Defined:** False alarm is any alarm that is activated on purpose or by accident or by system malfunction when there is no intrusion, fire, smoke or medical emergency. The City shall have full authority and discretion to determine those situations and/or circumstances that may constitute a false alarm which is not defined below.

- A. Error or Mistake: Any action by any person, firm, corporation or other entity owning or operating any dwelling, building, or place, or any action by any action by an agent or employee of said person, firm, corporation, or any other entity which results in the activation of an alarm system when no emergency exists.
- B. Malfunction: Any unintentional activation of any alarm system caused by a mechanical malfunction, flaw in the design, installation, or maintenance of the system. This shall not include any activation caused by extraordinary violent conditions of nature such as tornadoes, floods and earthquakes.
- C. Intentional Misuses: Any intentional activation of an alarm system when no burglary, hold-up, fire or other emergency exists or is in progress.
- D. Alarms that are cancelled by the alarm company before the police officer is dispatched will not be classified as false.
- E. Normal weather conditions or animals of any kind are not a valid excuse for false alarms.

CITY OF SUFFOLK, VA

v.

NOTICE OF FALSE ALARM APPEAL

APPELLANT'S NAME      ID#

I, the undersigned, hereby state that I received notice of a false alarm which occurred on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_ . I feel I should not be charged with a false alarm because:

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Supporting documents may be attached.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Full Name

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State and Zip Code

\_\_\_\_\_  
Telephone Number

This appeal will not be considered filed until it has been fully completed and returned to ATB Services, LLC via PO Box 26364 Colorado Springs, CO 80936 or fax 719-634-6325 or email to [atb@atbservices.com](mailto:atb@atbservices.com).