

TELEPHONE SCRIPT

TO REPORT A VERIFIED, IN PROGRESS, INTRUSION ALARM

PURPOSE: Report a "Verified - In Progress" intrusion. This is most Police Departments' highest priority for immediate dispatch of Police manpower and equipment. Support and Help Your Police!

Q: When a burglary is happening, what do I say to the Police Officer on the telephone?

A: Explain clearly and calmly by saying:

1. *I am the property owner/manager of _____ (give the address or location) _____.*
2. *I have a security system that called me and I am able to listen to sounds at that location.*
3. *Presently someone is burglarizing that space.*
4. *This is a "VERIFIED ALARM" and it is "IN PROGRESS."*
5. Provide the authorities with as much detailed information as you can to assist them in their task.
6. If they request it of you, stay on the telephone line.
7. Be prepared to provide the following information if it is requested:
 - A. Where is your TeleSpy physically located? (Give the location - "main hallway table", "counter top facing the backdoor", etc.) _____.
 - B. Describe what the burglar may be after (if you know) or may find of value: (Describe the items and locations - safe in master bedroom closet, etc.) _____.
 - C. Describe any other hazards the responding Police Officers may encounter. (My large, mean dog is inside the fence in the back yard, alligators in the swimming pool, etc.) _____.
8. Ask if the Police Dispatcher wants you to patch them in the next time your TeleSpy triggers and calls you. Use the "conference call" or "flash and add a person" features of your phone to accomplish this. It is not always possible during the thirty seconds listen-in period. In some cases it can be repeated. A hand held recorder can also capture some of the sounds for evidence or proof later. (ICOPs recommends some combination of video, audio and repetition verification. TeleSpy gives your two of the three. Audio and Repetition.)
9. Write down the following information while it is fresh in you mind:
 - A. Incident's Date: _____ and Time: _____.
 - B. Telephone number you called: _____ to report the incident.
 - C. Name of the dispatcher / Police Officer that took your call for help: _____.
 - D. Police Report / Incident number: _____.
 - E. Miscellaneous: _____.