

False Alarm Appeal Procedure

An alarm system owner who receives a notice of a false alarm and believes that notice was improperly issued may appeal the notice in writing to ATB Services, LLC within 20 business days of receiving the invoice or notice of action. Along with the request for appeal, the alarm system owner may communicate factual information to support the assertion that the false alarm charge should not be assessed. The burden of proving that an alarm was not a false alarm shall be on the alarm system owner. To appeal the Alarm Administrator's action, a written request for appeal must be filed. The designated administrator of the Police Department shall conduct a hearing within 15 days after receipt of the request for review and determine if the false alarm should be chargeable or non-chargeable against the alarm system owner. There is no appeal fee.

The Administrative Review Officer can uphold, reduce, or waive the false alarm service charge. The decision shall be final. Any decision requiring the subscriber to pay a service charge shall require payment of the invoice within 20 days of mail service.

BEFORE FILING AN APPEAL, PLEASE READ THOROUGHLY

False Alarm Defined: False alarm means the activation of an alarm system due to malfunction, improper installation or maintenance, or the negligence of the subscriber. The City of Farmer's Branch shall have full authority and discretion to determine those situations and/or circumstances that may constitute a false alarm but which is not defined below. **If your reason for appeal is any of the following, your appeal will not be upheld.**

- 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 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. Normal weather conditions, animals or balloons of any kind are not a valid excuse for false alarms.

NOTE Alarms that are cancelled prior to the officer arriving at the alarm site are NOT considered a false alarm.

Farmer's Branch

NOTICE OF FALSE ALARM APPEAL

v.

APPELLANT'S NAME ACCOUNT#

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:

Supporting documentation 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 the ATB Services, LLC, PO Box 26364, Colorado Springs, CO 80936 or fax 719-634-6325 or email to compliance@atbservices.com.