



Frequently Asked Questions

Why am I receiving this letter?

This letter is to inform you that the Central Monitoring Station will begin calling from a new phone number and will be featuring a text message notification process called **Rapid OES**.

What is the new phone number?

855-OES-ALRM (855-637-2576). This must replace the prior number you may have stored in your phone.

Why will the Central Monitoring Station be calling from a new phone number?

This new number allows for interactive text messaging to all of our clients.

When will this start?

This new service will begin on Wednesday, March 5, 2025.

What if I don't respond to a text message about an active alarm?

You will have 30 seconds to acknowledge the alarm signal. If the *Rapid OES* notification is not acknowledged, the Central Monitoring Station will follow the normal procedure.

If multiple people on the Emergency Call List receive *Rapid OES*, what happens when one contact says "Cancel" and the other says "Dispatch"?

The Central Monitoring Center will always take "Dispatch" as the priority in regards to conflicting requests.

What type of alarms can be cancelled through *Rapid OES*?

Rapid OES allows a user to cancel any dispatchable signal with the exception of commercial fire alarms, all carbon monoxide alarms and all hold-up/panic alarms.

Will I still receive a phone call if I am getting a text?

If you or someone on your Emergency Call List does not respond promptly, the Central Monitoring Station will call you and/or the proper authorities, same as they would have in the past.

Why are you adding a texting feature?

This feature allows the Central Monitoring Station to notify you and those on your Emergency Call List *instantly* of an alarm via text message with important information needed to make critical decisions in real time, with the ability to take action quickly.

How do I get set-up to receive text notifications?

An introductory text will soon be sent within the next couple of days to enroll all of our clients and their emergency contacts. This is only for those numbers that are listed with a cellular phone number.

Will this change my monthly monitoring cost?

No, there will not be a price increase to your monthly alarm monitoring.



407-897-1300



Hello@OESalarm.com



7065 Westpointe Blvd. Ste. 318, Orlando, FL 32835

FL EC13003716