



Fiber Optic Woes: When Your Fiber Optic Lines are No Match for a Highway Expansion & Weekend Road Work, You Better Have a Back Up Plan.

On Saturday, August 9, 2014, Kings III was put to the test when the fiber optic communication lines for our corporate office and Emergency Dispatch Center were cut during road construction. Our phone provider was able to resolve the issue early Monday morning, but when you are answering emergency calls, you can't be down for an hour, much less 36. Luckily, we were well prepared and our offsite location kept us up and running with minimal interruption.

A Snapshot of the Calls We Would Have Missed Had We Not Been Prepared.

8/9: Elevator entrapment, unable to reach management. Dispatched Fire Rescue.

8/9: Pool Help Phone, A man called to report two people vandalizing the community pool. Dispatched Police.

(Calls continued on backside)

**Could YOUR current emergency monitoring provider say the same?
What if YOU needed help?**



Actual Help Phone Calls to Kings III During What Could Have Been A Major Service Interruption (subset only)

8/10: Pool Help Phone, caller requested the fire department. Dispatched Fire Rescue.

8/10: Elevator entrapment, unable to reach management. Dispatched Fire Rescue.

8/10: Pool help phone, caller claimed he was assaulted by girlfriend and requested police. Dispatched Police.

8/10: Elevator entrapment, unable to reach management. Dispatched Fire Rescue.

8/10: Pool help phone, caller said she went down to the pool to request other residents keep their noise volume down. Residents in the pool were drinking and one of them threw a glass bottle at her as she walked away, hitting her in the back of the head. The caller called on the help phone but did not feel safe staying at the help phone. Dispatched police and EMS to caller's apartment unit.

8/10: Elevator entrapment, Unable to reach management. Dispatched Fire Rescue.

A perfect time to ask yourself, "How would these calls be handled at my property?"

A few questions to ask yourself when evaluating your current emergency phone solution...

- If someone were entrapped on YOUR property, would YOU know? (BEFORE seeing it on the news or social media?)
- Would they be able to quickly summon help and reach a live person? Any time of day?
- How qualified would that person be to respond to a potential emergency? Could they provide medical assistance? Talk a claustrophobic elevator passenger or terrified parent off the proverbial cliff?



The right people with the right training results in the right response.

Kings III's monitoring provides just that, all while keeping your management team informed and helping to *reduce your risk, reduce your liability and potentially reduce your costs.*

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