

24/7 Telephone Numbers

(757) 855-0620

(800) 242-9760



701 Ford Drive, Suite A

Norfolk, VA 23523

(757) 852-3300

Central Station Contact List

Johns Brothers Security Account Information:	JBS Account #
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Account Name	Location Contact	
Street Address	Email	
City	State	Zip

Contact List Instructions

There is a mandatory two call process before we dispatch for the police during an intrusion alarm. This is done as part of a National Enhanced Alarm Verification Program.

1. Please list the first two individuals that should be contacted during an alarm. We will call these in the order you list them to provide an opportunity to cancel the alarm. These individuals will need to give the account PASSWORD to cancel the alarm.
2. Please list any additional individuals you would like us to notify after we have dispatched for the authorities. These are usually family, friends or neighbors for residential customers and additional employees, managers or owners for business customers.
3. Select a PASSWORD for the account. This is usually one word. It is required to cancel an alarm, place the system on test or to discuss the account with a Central Station Operator.

Primary Contacts - (Called before dispatching)

	Name	Telephone	Role
1.			
2.			

Secondary Contacts - (Called after dispatch)

3.			
4.			
5.			
6.			
7.			
8.			

Account Password	
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Special Instructions:

Call Options:
1. Do you want to be called on Power Outages?
2. Do you want to be called first on Panic/Hold-up/Medical Alarms?

Future changes to this account can be emailed to central@johnsbrothers.com. Please include your **Password and/or Central Station Account Number** in your email. Requests that do not have a valid Password or Central Station Account Number will not be accepted. An electronic document can be sent to you upon request. Remember to test your system monthly.