



Security.Improved

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**To: NACOSS Gold, Systems Silver and ARC Gold approved companies and applicants**

Dear Colleague,

**IMPORTANT UPDATE: MINIMISING ALARM SIGNAL REJECTIONS VIA ECHO**

Please find attached two documents for your attention:

1. **ECHO Bulletin (December 2024)**

Key guidance on improving alarm signal transfer success rates to police.

2. **Precision Matters Guide**

Detailed recommendations to prevent alarm signal rejections.

These resources outline common issues, such as invalid or mismatched URNs, and provide actionable steps to ensure accuracy in alarm data. This will help enhance efficiency and reduce rejections during alarm signal transfers via ECHO.

Your cooperation in reviewing and implementing these recommendations is greatly appreciated.

Yours sincerely,

*Dave Robinson*

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