

# 24/7 Monitoring Services Procedures & Contacts



## Procedures

- ✓ The customer and/or Blackridge Solutions are responsible for updating the contact information and Alert instructions in the Loner Web Portal.
- ✓ The 24/7 Monitoring Center is responsible for handling all alerts based on the Emergency Response Protocol information configured in the Loner Web Portal. The 24/7 Monitoring Center and its operators are not responsible for any setup, changes or updates regarding the customer and their GPS devices.
- ✓ All testing of customers devices must be pre-arranged and be requested in writing via email to: [info@northamericangpsolutions.com](mailto:info@northamericangpsolutions.com). Your request must be received at least (24) hours prior to the scheduled testing, unless otherwise arranged.
- ✓ It is the customers responsibility to change/add to the device description "TEST" so that the device can be recognized as a test unit. After testing is complete, it is the customers responsibility to remove "TEST" from the description of the device so that the GPS device will be "LIVE" and monitored correctly.
- ✓ Any new additional device(s) added to the clients monitored portal will remain inactive until instructions to go "LIVE" are received via email to: [info@northamericangpsolutions.com](mailto:info@northamericangpsolutions.com) and indicating the device(s) name.
- ✓ It is recommended that the 24/7 Monitoring Center phone number (844) 764-2096 be added to all emergency personnel's smartphone contact directory to help identify that the incoming call is coming from the 24/7 Monitoring Centre and that immediate answering is required.

**24/7 Monitoring Center: 1-844-764-2096**

## Contacts

### Monitoring Inquiries:

Administration  
Jane Kruchka

### North American GP Solutions

[info@northamericangpsolutions.com](mailto:info@northamericangpsolutions.com)  
(902) 298-2409 or [JaneK@northamericangpsolutions.com](mailto:JaneK@northamericangpsolutions.com)

### Hardware/Web Portal Inquiries:

Customer Care:

### Blackline

1-877-869-7212 or [CustomerCare@blacklinegps.com](mailto:CustomerCare@blacklinegps.com)

### Sales Inquiries:

Lance Kellough

### Blackridge Solutions

(778) 686-5799 or [Lance@blackridgesolutions.com](mailto:Lance@blackridgesolutions.com)