

SERVICE SPECIFICATION / PHYSICAL SECURITY

Intercom, paging, and mass communication

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Intercom handles two-way calls, paging distributes voice or tones, and mass communication coordinates urgent messages, each with its own coverage, priority, accessibility, and approval requirements.

Intended outcome

Named stations and zones with tested calls, audibility or intelligibility, priority behavior, permissions, and operator instructions.

Service scope

Intercom supports two-way conversations; paging distributes voice or tones to zones; mass communication coordinates urgent messages across one or more channels. A system may provide more than one function, but routine convenience audio should not be assumed to satisfy emergency or life-safety requirements.

Design inputs include ambient noise, acoustics, accessibility, message priority, supervision, network and power resilience, source authority, emergency plans, and interfaces to other systems. Required emergency systems need qualified design and authority review.

How the system fits together

01 Originate	Intercom station, console, handset, software, scheduled or integrated trigger
02 Control	Permissions, zones, priorities, queues, presets, logging
03 Transport	IP network, analog circuits, amplifiers, supervised pathways, resilient power
04 Receive	Speakers, displays, mobile endpoints, visual and audible entry stations

Typical project triggers

- Visitors cannot reliably reach a staffed responder
- Announcements are unintelligible or spill into the wrong zones
- Multiple disconnected notification tools create conflicting messages
- Emergency, operational, and routine priorities have never been exercised



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Delivery and acceptance

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The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Map messages and people

Document routine, operational, entry, and emergency messages; originators; target zones; ambient noise; accessibility; priorities; and existing plans.

Acceptance evidence: Message-and-zone matrix with originator roles, priority, target recipients, and site acoustic observations.

02 Engineer coverage and control

Select station, speaker, amplifier, network, power, and interface architecture; model zones and escalation; coordinate required emergency systems.

Acceptance evidence: Device and zone plan, load and network calculations, priority table, interface map, and required specialist reviews.

03 Install and tune

Install, label, address, configure permissions and presets, balance levels, and set priority and fallback behavior.

Acceptance evidence: Device inventory, labeled endpoints, configuration record, level settings, and installation photos.

04 Exercise real scenarios

Test entry calls, routine pages, priority overrides, zone selection, failed endpoints, accessibility features, and approved emergency scenarios.

Acceptance evidence: Scenario acceptance sheets, intelligibility or audibility observations, event logs, quick-start guides, and exception list.

Handover deliverables

- Message, permission, priority, and zone matrix
- Speaker/station plan and infrastructure calculations
- Interface and responsibility schedule
- Scenario-based acceptance evidence
- Operator quick guides, administrator documentation, and test schedule

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



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Planning and scope boundaries

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Customer and site inputs

- Message types, originators, target groups, zones, and priorities
- Ambient noise, acoustics, indoor/outdoor conditions, and accessibility needs
- Existing emergency action plan and responsible design authorities
- Network, power, pathways, amplifier locations, and resilience requirements
- Interfaces to access, video, clocks, fire alarm, telephony, or mobile notification

Constraints and coordination

- Emergency and life-safety communication may require code-specific design, listed equipment, testing, and authority approval
- Audibility does not automatically mean intelligibility, especially in reverberant or noisy spaces
- Accessible communication can require visual, audible, and operable-part features beyond audio coverage
- Networked services depend on configured priority, bandwidth, endpoint health, power, and licensing

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Occupational Safety and Health Administration — Employee Alarm Systems | Source review: 2026-08-20

Federal Emergency Management Agency — IPAWS Program Planning Toolkit | Source review: 2026-08-20

United States Access Board — Guide to the ADA Standards: Entrances, Doors, and Gates | Source review: 2026-08-20

AVIXA — Published Standards | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06