

ALERT ALARMS INC.

CUSTOMER INFORMATION – MARCH 2009

PHONE PROVIDER CHANGES

Many customers are choosing to change their service from the conventional phone service to a digital service (i.e. UVerse, Comcast, Cablevision, Optimum, Vonage, etc.). Your alarm system has equipment designed to function with the conventional service. Just as you are seeing on TV that the channels will be broadcasting on digital and a converter box is needed for your existing television, we would like to inform you about the potential impact that new types of phone services may have on your security system. **It is important that you are aware that these new services can adversely affect your security system.**

If you choose to try to use the new digital service with your existing alarm system:

1. Test your alarm system at the completion of the installation of the new service. (While the installer is still at your residence.) Call our office and we will help you through the process.
2. In addition to the security system's battery back-up equipment, the digital phone services need additional battery back-up equipment to maintain communications in the event of a power failure.
3. Your current system has been wired to have the alarm equipment ahead of the phones in the house and has a special jack installed to insure that if the alarm is activated it seizes the phone line and can communicate without interruption. You may have found when the alarm has been activated that your house phones are dead for a short period of time. This feature is there to insure that even if a phone in the house is off the hook, the alarm will still be able to communicate. If the new phone service installation is not connected in this fashion, then the alarm signal may not communicate properly.
4. We encourage you to check with us before making any changes to your existing telephone service. If you have already switched to digital phone service, it is extremely important that you contact us now. We will arrange a service call to properly test your system. **Either way, there is significant risk that your security system will not be able to communicate an emergency signal to the central station when using digital phone services.**

For the utmost reliability, there are new security communications solutions available. One suggestion we have is to add a cellular communicator to your existing system. There is an installation charge for this addition. The installation of the communication equipment is \$210.00 and there will be an additional monthly charge of \$14.00. These services allow you to take maximum advantage of cost savings from digital phone services while maintaining and even improving, the reliability of your security system. We would be happy to discuss these options with you.

OTHER REMINDERS

Make sure that your call lists are up to date. Have you changed employment? Has your cell phone changed? Are the people on the list still available?

*Office hours are 9:00 am to 5:00 pm Monday through Friday.
Service calls during regular office hours are \$45.00 per hour.
We are always available 24 hours a day for emergencies.*