



*Quality in Security, Quality in Service*

## **IMPORTANT INFORMATION REGARDING TELEPHONE SERVICE AND ALARM SYSTEMS**

For Customers Considering Changes To Your Home Telephone Service

Including:

- Voice Over Internet Protocol Telephone Service (VoIP)
- Other Non-Standard Telephone Service
- Elimination of Your Telephone Service

If you have changed your home telephone service to Voice Over Internet Protocol (VoIP) or other types of non-standard telephone service, or eliminated your traditional landline telephone service altogether, then it is important that you contact Tel-Tec Security Systems, Inc. at (661) 397-5511 immediately; you may have disconnected your Security System and Tel-Tec Monitoring Center may no longer receive alarm signals from your home.

If you have made one of the changes above then it is important for you to test your system to determine whether the change to VoIP or other non-standard telephone service has affected your alarm system. To test your system please contact Tel-Tec Monitoring Center at (661) 397-5511, identify yourself, your address and security password. Advise them you made a change to your phone service and are about to test your system. Arm your system normally. Once full armed, activate the system, putting the system into an alarmed condition. Disarm the system and then re-call Tel-Tec Monitoring Center to confirm signals were received.

If necessary, Tel-Tec can help you test your system and will arrange for a service visit. Do not rely on a non-Tel-Tec technician to make your Security System operational if you have made any changes to your telephone service.

Please read the information on the back of this notice regarding VoIP phone services.

Thank you,

Owen Freeman, VP  
Tel-Tec Monitoring Center

Important considerations you should know regarding VoIP (Voice over IP) or other changes to our home telephone service\*:

- Phone Service using the Internet has not proven to be as reliable as regular telephone service. Some VoIP services may be temporarily unavailable due to scheduled or unscheduled network outages. You may be familiar with such lapses in service based on your own experiences using the non-standard services.
- Alarm signals that are transmitted over VoIP or other non-standard telephone services are more susceptible to loss and distortion versus traditional, landline-based telephone signals.
- With VoIP or some other types of non-standard telephone services, power to your phone comes from your home-not the telephone company; so you should have a battery backup to help keep your Internet network equipment working when power to your home is off. While your Security System already has a battery backup to help assure continued operation during a loss of power, this battery backup will not power VoIP or non-standard telephone service.
- Tel-Tec Security Systems, Inc. may lose the ability to program your alarm system remotely via your phone connection and could require a service call if changes are required.
- Your Security Alarm control panel is designed to "seize" control of the telephone line in front of all telephone extensions in the house in order to transmit alarm data. This important feature allows the alarm system to transmit alarm information to the Tel-Tec Monitoring Center even when phone extensions are left off the hook. Some VoIP installations may jeopardize this important feature.
- If you eliminate your landline telephone or change your telephone number, please contact Tel-Tec Security Systems, Inc. immediately to update your contact information.

Your safety and security is Tel-Tec's number one priority and that is why Tel-Tec always recommends maintaining a basic landline telephone service for the transmission of your Security Alarm signals. Regardless of the type of telephone service that you choose, it is important to test your alarm system regularly to assure that it is communicating to Tel-Tec Monitoring Center. In the event you do not keep landline telephone service, Tel-Tec recommends an alternate or additional method of alarm signal transmission. For this reason, Tel-Tec is offering special packages on Tellular Backup Systems which provides your home with a cellular connection to Tel-Tec,\*\* bypassing your home telephone service altogether, and thus addressing the security monitoring issues that can be associated with some VoIP and other emerging technologies. Tellular is the most respected cellular system in the security industry and can help keep your home connected to Tel-Tec even if you make a change to VoIP or to some other types of non-standard telephone service, or if you eliminate your traditional landline-based telephone service altogether.\*\*\*

For more information on Cellular Backup or any other questions concerning non-standard phone service and your Security System, please call (661) 397-5511.

\* Aspects of these considerations may vary dependent upon your VoIP or other non-standard telephone service provider and change with new developments in Internet technology. You should always check with your VoIP or other non-standard telephone service provider to confirm any advantages and limitations of their service. Additional information on VoIP is available at [www.fcc.gov/voip](http://www.fcc.gov/voip).

\*\*Tellular connection relies on operating cellular digital device and network services.

\*\*\*Tel-Tec's recommendations regarding additional or alternate cellular connection apply to Burglar Alarm services only. While cellular devices can transmit fire alarm signals, transmission of fire alarm signals by means other than a standard telephone line may not be in compliance with national household fire alarm standards or some local fire codes.