

IMPORTANT INFORMATION FOR DUNLAP ELECTRONIC SECURITY CUSTOMERS

Are you thinking about changing phone services to VOIP or Digital Voice?

We at Dunlap Electronic Security pride ourselves for our excellent service in security systems. As our customer, your safety and security is very important to us. Maintaining a secure line of communication between you and our central station is our top priority, providing you with 24/7 protection every day of the year.

We also understand that saving money is a top priority for our customers. The popularity of new phone technologies such as VoIP and Vonage Digital Voice service is largely contributed to the low cost of these services compared to traditional "land line based" phone services.

However, did you know these new technologies could stop your alarm system from communicating to our central station? To better understand VoIP and Digital Voice, and how it affects your alarm system, we've put together some basic information about VoIP and digital phone services.

What is VoIP/Digital Phone Service?

The on-going development of new technologies offers today's consumers a wide range of new communications services, which are generically called Voice over Internet Protocol (VoIP) or Digital Phone Services. These services are provided by cable companies, telecommunications companies and, in some cases, independent providers that rely on the Internet connections that are already present in the home. While all these technologies provide a form of telephone service, they vary widely in their range of features and reliability.

Will switching to VoIP or Digital Voice affect my alarm system?

It depends. For a VoIP user who elects to keep a traditional phone line, there will be no affect on the operation of their security system. However, in many cases, subscribers considering these new VoIP technologies plan to disconnect the traditional phone line that has been used to provide telephone service to the home. Before disconnecting their traditional phone line, homeowners should understand that some VoIP services may expose them to the risk of losing operation of the security system during a power outage. In some cases, some types of VoIP service may not properly transmit signals from the home security system.

How does my alarm system communicate now?

Security panels are designed to communicate with monitoring centers through a traditional phone line **Plain old telephone service** (POTS). During an alarm event, the control panel is designed to seize control of the traditional phone line, which allows a signal to be sent even if a telephone receiver in the home is off the hook. With VoIP, central stations ability to receive an alarm signal may be impacted if there is a power outage, if a telephone receiver is off the hook or if VoIP service is temporarily unavailable due to scheduled or unscheduled network outages. These risks vary widely among the VoIP technologies used today. In short, these aspects of VoIP service could compromise a homeowner's security.

What is Dunlap Electronic Security's policy on VoIP and Digital Voice services?

Dunlap Electronic Security policy on VoIP is based on providing the best life/safety and security to our customers. Organizations that establish standards applicable to the security industry currently recognize traditional phone lines and cellular technology as the only acceptable means for transmitting alarm signals. Because issues of life/safety may be involved, Dunlap Electronic Security is taking a conservative approach that is in the best interest of protecting our customers. **Dunlap Electronic Security requires VoIP users to keep their traditional phone line or to install a cellular transmission system to help ensure that their security system can communicate with monitoring center.** Technology is outpacing regulation in the case of VoIP, both Dunlap Electronic Security and the standard-setting organizations for the security industry are evaluating these technologies.