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Dear alarm subscriber:

The Federal Communication Commission recently enacted the Wireless Local Number Portability Act, which allows consumers to change cellular phone carriers while keeping the same phone number. This regulation also allows consumers to transfer their home landline telephone numbers to cellular phones.

Totally Secure realizes cellular phone companies may contact you in the future offering to switch your home phone number to a cellular phone, thereby allowing you to disconnect your phone line. While you may be offered a seemingly beneficial promotional deal to trade your landline for a cellular phone, please take into consideration whether your security/life safety system requires a landline to communicate the central monitoring station.

If your security/life safety system depends on the wired home telephone line for communications, switching your home number to a cellular service will disable your system's ability to send alarm signals and other vital information to the monitoring station. Without this communication, the monitoring station will not be able to determine when a situation requiring alarm activation is occurring at your residence, keeping the proper authorities from being notified. This may have damaging or potentially fatal results.

Your local cable company is also offering VoIP programs in which your phone service is through your cable modem ie: all in one packages (phone, cable and internet). These services will directly affect the way your security/life safety system communicates with the central station. Your system will need to be re-wired so that it communicates properly through the cable modem. Following is an excerpt directly from Cablevision's website (check your local cable company's website for more details):

“Home security systems and medical alert systems: Optimum Voice may not be compatible with home security systems or medical alert systems that are set up to make automatic phone calls to a central monitoring station. Subscriber understands and agrees that Cablevision does not guarantee that Optimum Voice will function as the connection between a home security or emergency medical alert system and the central monitoring service. Cablevision will not connect Optimum Voice to any home security or emergency medical alert system and will not provide technical support for any such connection. In the event of a power outage, the Optimum Voice modem and all services attached to it, including centrally monitored home security services, will not work.”

We encourage our customers to check with Totally Secure before making any changes to their current telephone service. Through proper communication, we will be able to continue to provide monitoring services for your electronic security/life safety system.

If you have questions regarding the Wireless Local Number Portability Act and how it may affect you, please contact us by phone at 973 546-4694 or send an e-mail.

Sincerely,

**Dennis Didyk**  
President