



SHIVER SECURITY SERVICES

IMPORTANT MESSAGE

RE: Your Alarm System and Telephone Service

Thank you for allowing Shiver Security Services to protect your family, residence, and business. Many of our customers have been converting their telephone service to digital service (Time Warner, Vonage, etc.). It is extremely important to inform our customers who have converted or are considering this change that this could affect your security and fire alarm systems.

Digital telephone equipment requires power to work. With digital service, unless you have standby power on the vendor supplied modem, your security or fire system will not be able to transmit signals to the monitoring station during a power outage. Your security system has stand by battery built in and will operate for an extended period of time, but cannot send alarm signals to our monitoring station during a power outage, if there is no backup power supply on the modem supplying phone service. The backup power supplies for phone modems can be purchased at most stores that offer computer supplies.

It is highly recommended that you test your security system while the digital phone company technicians are on site and have completed their work. This will assure you and Shiver Security that your alarm system is operating properly.

To test your alarm system...please do the following:

1. Call the central station (937.461.4194 or 1.888.242.5586) to inform the operators that you need to test your security system.
2. When the central station has been notified arm and activate your alarm system allowing it time to transmit a signal to our monitoring station.
3. Deactivate your system and call the central station to verify signals were received.
4. In the event signals were not received Shiver Security will assist you in working with your digital phone vendor to correct the problem or schedule service to check your system.

IMPORTANT: If you have not changed to digital phone service, it is still highly recommended that you test your system on a monthly basis.

Please feel free to call Doug Deadrick at 877.577.5591, Ext. 505, if you have any questions.

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