



Dear Valued Customer,

Circle City Security Systems Inc. would like to inform you about the potential impact that installing Voice over Internet Protocol (VoIP) could have on your electronic security/life safety system. VoIP is a technology that allows you to make telephone calls via the broadband Internet instead of using a traditional landline telephone.

We realize VoIP may be a useful technology for you, but we want to make sure you are aware of the affects it could have on your electronic security/life safety system. If you decide to install VoIP, please make sure the company you are working with knows that you have an alarm system.

The following are things to consider before installing VoIP:

- If a phone number change is required when switching to VoIP, make sure to notify us about this change. The monitoring station has no way to contact you should an alarm be activated if we do not have your new number.
- It may be difficult for you to connect with a local 911-dispatch center or for the dispatch center to identify the location of the Internet based 911 call.
- In addition to alarm system battery back-up equipment, VoIP may need additional battery back-up to maintain communications in the event of a power outage.
- There could be costs and modifications for your alarm system to communicate through VoIP.

We encourage you to check with us before making any changes to your existing 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 VoIP and how it may affect your electronic security/life systems, please contact us at (317) 542-7087.

Sincerely,

Josh L. Jordan