



125 Miller Avenue  
Jackson, Tennessee 38305  
731-660-8878  
Fax 731-660-8879  
TN Alarm System Contract # C-0630

Dear Customer:

Volunteer Technology Systems, LLC would like to inform you about the potential impact that installing Voice over Internet Protocol (VoIP), Voice Over DSL, or Fiber to the Home or Business could have on your electronic security/fire/life safety system. These technologies allow you to make telephone calls via the broadband Internet or DSL instead of using a traditional land line.

We realize they 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/fire/life safety system. If you decide to install one of these technologies, please make sure the company you are working with knows that you have an alarm system.

The following are things to consider before installing one of them:

- If a phone number change is required when switching to this technology, 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 calls.
- Neither of these technologies meet the requirements of the NFPA 72, National Fire Codes, Chapter 8 section 5.3.2
- In addition to alarm system battery back-up equipment, any of these technologies may need additional battery backup to maintain communications in the event of a power outage. (Fire codes **REQUIRE** a minimum of 24 hours and 5 minutes)
- There could be additional costs and modifications for your alarm system to communicate through any of these technologies.
- If you utilize one of these technologies, you acknowledge that you are assuming all risk and liability.
- Volunteer Technology Systems, LLC (or any other monitoring agency) cannot guarantee the system will communicate with the monitoring agency in the event of an emergency or during regularly scheduled test.

We encourage you to check with us before making any changes to your existing telephone service. Through proper communications, we will be able to continue to provide monitoring services for your electronic security/fire/life safety system.

If you have questions regarding these technologies, or anything else associated with your system, and how it may affect your electronic security/fire/life safety system, please contact us at, 731-660-8878.

Sincerely,

Mike Nelson, CET  
President  
Volunteer Technology Systems, LLC