## An important message for customers who are switching or have already switched their phone service to VOIP (Voice Over Internet Protocol)

If you have already or are planning on switching your phone service from a standard POTS (plain old telephone service) through the phone company to an internet based phone service this message is very important.  VOIP phone service is becoming more and more widely available and used.  This may have a detrimental effect on the ability of your alarm system to transmit messages to the central station in the event of an emergency.  Some of the problems associated with VOIP service and your alarm are listed below.

1. Some alarm transmission formats are not compatible with digital telephone transmission formats.
2. VOIP does not meet code requirements for commercial fire alarms.
3. VOIP providers may tie into your house phones in front of the alarm system thereby defeating the line seizure feature.
4. In house wiring may be totally disconnected, including the alarm line, in favor of directly connected cordless units.
5. VOIP systems are vulnerable to power outages and if not backed up by an uninterruptible power supply at your location, both your phones and your alarm will not have dial tone.
6. VOIP may eliminate the usage of 911 and reverse 911 services.

If you have already switched to VOIP service it is imperative that you contact Ocean Security Systems and have your system tested and evaluated.  While your alarm may appear to be operating properly it may fail in trying to send its message to the central station informing them there is an emergency.  There are measures that can be taken to provide a backup in the event there is a failure.

If you are planning on switching to VOIP service please contact us so that we may discuss the above issues with you to ensure your alarm will continue to operate properly