



# The Monitor

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for all Blue Ridge Security Solutions Customers

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A subsidiary of Blue Ridge Electric Co-op

## Changing technology could affect your security system down the road

Part of our promise to you as a Blue Ridge Security customer is to keep you informed about changes in technology that could affect your alarm system. With that in mind, we want to make you aware of a change in cellular technology that is coming soon. AT&T, Inc. has announced that it will be shutting down its second-generation, or "2G," wireless network by the end of 2016.

This shutdown, known as the 2G Sunset, will not occur all at once, but will appear sporadically across the country. In fact, in many locations, AT&T is already converting from GSM (Global System for Mobile Communication) 2G to other technologies. This decision by AT&T to eliminate the 2G wireless network not only affects Blue Ridge Security, but many other security providers throughout the country. With data use on wireless networks increasing as more people adopt smartphones, AT&T realizes that shutting down the 2G network and using that space for 3G and 4G networks will drastically increase data capacity and speed in the newer networks.

### How does the 2G Sunset affect alarm systems?

Wireless alarm systems communicate via cellular networks like the 2G, 3G and 4G networks. For years the security industry adopted AT&T as the provider for cellular communications for alarm control panels. Many wireless systems were installed with a 2G compatible GSM device that can communicate only via the 2G wireless network. When this network ceases to exist on January 1, 2017, these alarm systems will no longer be able to communicate alarm signals.

In early 2012, additional options were made available for cellular alarm communication, including Verizon. At that time, Blue Ridge Security Solutions began using Verizon, in addition to AT&T.

### What do you need to do to make sure your alarm system will not be affected by the 2G Sunset?

It is essential that you test your system on a regular basis, at least once a week. Blue Ridge Security can provide instructions on how to properly complete this test by calling our office. In the event that your system is not communicating properly, please call our service department to schedule an appointment for a service technician to evaluate your system. You may call our service line directly at **888-320-1992**, or you may visit our website, **blueridgesecuritysolutions.com** and complete a Request a Service Call form (found on our Contact page). If you or Blue Ridge Security discovers that your system has been affected, you have the following options.

*Option 1 – Upgrade the cellular communication on your existing control panel.*

*Option 2 – Depending on the age of your system, this may be a good time to consider an upgrade to a newer system that would automatically include the new cellular communication. This upgrade will also provide new features and benefits found in our newer systems.*

It is important to note that not all systems will be affected. At Blue Ridge Security Solutions, it is our commitment to work diligently to ensure that your service is never interrupted.



## Online Bill Pay is now available!



Our summer issue of the *Monitor* announced that Online Bill Pay would be coming soon. It is now available! Online Bill Pay is a fast, convenient and secure way to pay your bill—24 hours a day, 7 days a week. It can be easily accessed through our website from any device by simply clicking on the “My Account” button. There is no cost for this new service. It is just a simple solution to ease the hassle of paying your bill.

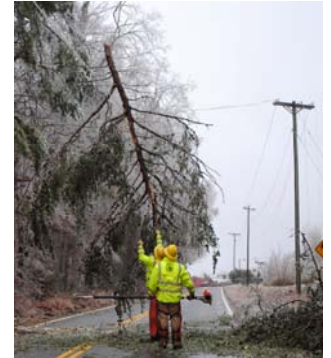
Online Bill Pay also offers you the following options to help manage your account.

- ◆ View past statements and payment history
- ◆ Receive email notifications when a bill is due or payment is received
- ◆ View your alarm activity
- ◆ View your service history
- ◆ Update your call list
- ◆ Stay up-to-date even when you are traveling

We hope you will take advantage of this bill paying solution and enjoy the convenience it provides. At Blue Ridge Security Solutions, providing solutions is what we do. We welcome your feedback!

## Don't be left out in the cold

Winter will soon be here and the time is right to consider purchasing a standby generator to protect your home and family. Depending on how strong El-Nino develops, we could be in for a harsh winter with unseasonably cool temperatures and above average wintry precipitation. Our new financing program lets you purchase a generator with enough capacity to power your needs during an outage and pay a low monthly payment.



Generac is the #1 selling brand of home backup generators, and we are proud to be one of the few Generac Elite dealers in the country. As an Elite dealer, we offer warranty work and provide a turnkey installation that includes sizing, installing and servicing your equipment.

Blue Ridge Security currently has standby generators in stock that are ready to be installed. With convenient financing options available right now, this is a great time to consider making a long term investment in a generator at a price and payment you can afford.

Don't wait until winter hits to make this investment that will keep you comfortable, regardless of what's going on outside. Contact us today and we'll help you select the Generac solution that is right for your home.

A large advertisement for Generac home backup power. The background is a snowy winter scene with trees and cars covered in snow. In the center, a white Generac Guardian Series automatic standby generator is shown. The text "HOME BACKUP POWER." is in large, bold, orange letters at the top. Below it, "COMFORT. SECURITY. FOR THE LIFE YOU LIVE." is in white. Underneath, "Automatic Standby Generators" is in white, followed by "Professionally Installed • Around-the-Clock Service" in a smaller white font. In the bottom left, a yellow starburst contains the text "Financing Available!". Below that is the phone number "1-888-407-7233" and the website "blueridgegenerators.com". In the bottom right is the Blue Ridge Security Solutions logo, which features a blue mountain range and a red lightning bolt.