



The Monitor

Fall 2015

for all Blue Ridge Security Solutions Customers



A subsidiary of Blue Ridge Electric Co-op

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And the winners are...

Earlier this year, *The Greenville News* conducted its Best of the Upstate poll of the paper's readers. In a nominating, voting, and tabulating process that consumed nearly three months, readers made their selections from among 200-plus nominee categories. That myriad of categories ranged from Best Antique Store to Best Veterinarian, from Best Hiking Trail to Best Jazz Band, and on and on.

Toward the end of July, the newspaper published the results. In the category of Best Home Security, the winner was Blue Ridge Security Solutions. That vote of support from *Greenville News* readers was certainly gratifying.

Blue Ridge Security has earned that endorsement with the emphasis the company and its employees place on delivering quality service. Blue Ridge Security Systems was established in 1995. And from that time, the operation has devoted itself to service excellence in its relationship with each customer.

Today Blue Ridge Security Solutions ranks among the top 30 of America's 3,000 security providers. Along with residential customers, Blue Ridge is marketing its vast array of security products and services to many of this country's most-prominent commercial and industrial firms. These Blue Ridge-served commercial and industrial locations are situated within a host of states east of the Mississippi River. For all that has been accomplished in the last 20 years, Blue Ridge Security certainly deserves this recognition.

"The long term partnership we have developed with Blue Ridge Security has been a huge part of our success as a school district. For over 10 years, Blue Ridge Security has done a tremendous job securing our schools and protecting our employees and students. I have been very satisfied with Blue Ridge Security over the years and look forward to a continued relationship."

Richard Alexander Director of Facilities Services, School District of Oconee County



School District of Oconee County
Education is Everybody's Business

Blue Ridge Security Solutions
Serious Security

Providing Commercial & Residential Security Solutions Throughout the Southeast

- Top 25 Nationally-Ranked Security Provider
- Burglary & Intrusion Systems
- Electronic Access Control
- Video Surveillance
- BlueVue24 (Video Alarm Verification)
- Fire & Evacuation Systems
- Security Gates
- Automatic Standby Generators

VOTED 2015 BEST of the Upstate
by readers of *The Greenville News*

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Are you prepared for the 2G Sunset

An important change is coming and it may affect your security system. In 2012, AT&T announced that it would shutdown its second-generation or 2G wireless network. This shutdown, known as the 2G Sunset, is already affecting many locations across the country, including parts of the Upstate, as AT&T converts from GSM (Global System for Mobile Communication) 2G to other technologies. Following their lead, other cellular companies, such as Verizon, have begun the process of phasing out their 2G and 3G data networks as well. These changes within the cellular industry will affect Blue Ridge Security and all other security providers throughout the country.

Wireless alarm systems communicate via cellular networks like the 2G, 3G and 4G networks. Many wireless alarm systems were installed with a 2G compatible GSM device that communicates exclusively via the 2G wireless network. As the 2G network ceases to exist, these alarm systems will no longer be able to send and receive alarm signals.

It is essential that you test your system at least once a week. Blue Ridge Security can provide instructions on how to properly complete this test by calling our office or referencing the FAQ page found on our web site at blueridgesecuritysolutions.com. In the event that your system is not communicating properly, please call our service department at **888-320-1992**, or visit our website and complete a Request a Service Call form located on the Contact page. If your system is affected, you will have the following options:

Option 1 – Upgrade the communication on your 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 automatically includes the newer communication technology and allows you to experience expanded features and benefits.

A representative from Blue Ridge Security will be contacting you about this upgrade if your system is affected. Please remember that not all systems will be affected. We are working diligently to be proactive for customers that have this technology to ensure that service is not interrupted. It is our goal to transition through this process in a timely manner while continuing to provide the excellent service and quality that Blue Ridge Security Solutions is known for.

Celebrating 75 Years of Service

You may have noticed on the masthead of this newsletter, a different logo for our parent company, Blue Ridge Electric Cooperative. Established in 1940 in response to the needs of the rural residents of Upstate South Carolina, the co-op has been an important contributor to the advance of progress in this area. Built on the promise of “Service Second Only to Safety”, the co-op now exceeds 64,000 members.

In 1995, the cooperative moved beyond its core business with the establishment of Blue Ridge Security Systems. At first, our subsidiary organization functioned as an in-house operation with the cooperative’s dispatchers receiving alarm signals and calls from what was primarily a residential customer base. That changed in 1997, with the purchase of an existing security company headquartered in Anderson. Blue Ridge Security Solutions has grown, and now with its service to a number of prominent businesses and industrial concerns, ranks among the top 100 security providers in America.

Along the way, Blue Ridge Security has maintained that exemplary customer service that has made the cooperative so successful. We are proud to be voted the Best of the Upstate and promise to continue to provide you with the best service possible.



Jim Lovinggood
General Manager, Blue Ridge Security Solutions