



## ABV SECURITY SYSTEMS (ABV) - VoIP POLICY

### Important information regarding Voice over Internet Protocol (VoIP) or Digital Phone Service

#### **What is VoIP?**

Voice over Internet Protocol (VoIP) is a technology that converts the voice signal from your telephone into a digital signal that travels via the Internet. The advantage of VoIP is that consumers can potentially lower their costs for telephone communication.

**Warning:** Installation of VoIP hardware may disrupt the communication of the security system with ABV Security Systems' Central Station monitoring center.

**Important:** If you install VoIP or digital phone service, it is critical that you call ABV's Service Department immediately at (919) 363-0063 x3 to determine whether a service call is necessary.

**Considerations:** If you are considering using VoIP or digital phone service, please note the following:

- VoIP requires continuous power. If you lose power, you will not be able to use any phone connected to VoIP. More importantly, the security system will not send a signal to ABV's Central monitoring center.
- If you change your telephone number to take advantage of VoIP savings, it is important that you immediately advise ABV so we may update your account with accurate information.
- If the security system has a line cut feature, it may NOT sound the alarm if the communication line on the outside of your premise is cut. The security panel checks the telephone line for voltage that is currently supplied by your telephone company. Certain characteristics of VoIP may lower the voltage and affect the security features of your system.
- ABV may lose the ability to communicate with your security system. A chargeable service call may be necessary to visit your premise to make necessary communication changes.
- Any changes or upgrades made to your VoIP service could impact the ability of the security system to transmit signals. You should **always retest the system** after any upgrades to your VoIP service.

#### **How does VoIP affect security systems?**

Most security system control panels communicate with monitoring centers through a traditional analog telephone line. With unapproved VoIP carriers, there may be a reduction in alarm communication reliability and performance. Most likely there will be a signal reduction or no signal at all in alarm communication. The ability for the monitoring center to receive an alarm signal may be impacted if there is a power outage or if there is a problem with your Internet provider. VoIP will not work and your security system will not be able to make an emergency call if it is triggered.

#### **We offer these options:**

##### **Option 1: Approved VoIP and/or Digital Phone Providers**

ABV has tested and approved the monitoring of Time Warner Cable's Digital Phone service, ***provided the telephone lines are wired properly for line seizure***. You need to make sure the digital phone installation technician leaves "dial tone in the box" (phone service box outside your home) and properly wires for line seizure.

##### **Option 2: Unapproved VoIP Providers**

For those using unapproved VoIP service providers or considering changing to an unapproved VoIP provider, ABV advises ***installing a GSM back-up system*** to address the security monitoring issues associated with other VoIP technology. Our GSM back-up system provides an alternate path for an alarm signal to reach our monitoring center. It has also become a popular option in residential security systems because it helps provide protection if your traditional landline service or VoIP service is disrupted due to fallen lines, storms, construction or tampering. Please call ABV at (919) 363-0063 x1 to inquire about this service.

##### **Option 3: Traditional Phone line**

ABV recommends that you consider keeping the traditional phone line dedicated to your security system. This will ensure that your security system continues to function optimally and without interruption under normal circumstances.