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June 26, 2013

Monroe County Control Center Alarm Customers;

We have been notified by Verizon and Frontier telephone companies that starting in September **phone calls made within the 570 area code will require the caller to dial ten digits**; the area code and the seven digit number you typically call.

This adds another step of complexity because any automatic alarms that you may use which accesses a phone line, will also have to be re-programmed for ten digit dialing within the "570" area code.

This is not only for emergency alarms for Police, Fire, Emergency Medical Service response, but also for utility types of alarms that you may count on to notify you of an alarm condition at a water plant, sewer plant etc.

In the case of PBX/Campus style telephone systems, you should at least have your vendor take a look at how this may affect your outbound dialing format and traffic.

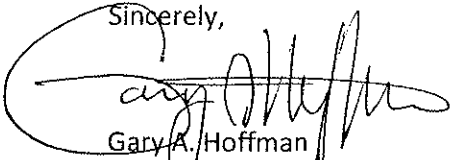
IMPORTANT!

Anyone who does not have their alarm equipment reprogrammed will find that the alarm notification process will fail. Alarms will not reach the Control Center or any other monitoring station without ten digit dialing. You can begin the process of changing to ten digit dialing at any time however; the changes must be complete by September 21, 2013.

If you have any specific questions you should contact your telephone company provider or contact my office.

This is the only notice you will receive concerning this change.

Sincerely,



Gary A. Hoffman
Director of Communications

GAH/dep