



The Monitor

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for all Blue Ridge
Security Solutions
Customers



A subsidiary of
Blue Ridge Electric Co-op

How will changes in the cellular industry affect YOUR alarm system?

A change in cellular technology is dramatically affecting alarm systems throughout the country. 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.

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 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.

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 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.



Manage Your Account with Online Bill Pay

Online Bill Pay through Blue Ridge Security offers you a free, fast, convenient and secure way to pay your bill, view payment and service history, update your call list*, and more—24 hours a day, 7 days a week. Sign up by following these quick and easy steps:



- ◆ Go to <https://blueridgesecuritysolutions.com>, click “My Account” at the top right, and select “Pay Your Bill Online”.
- ◆ Click “Sign-up” under the login button if you are setting up for the first time.
- ◆ Enter your Subscriber ID, a 5-digit number that can be found on your last bill. This number is the bill payer ID on your invoice and is located on the right-hand side below the invoice number.
- ◆ Enter your email address.
- ◆ Enter a password of your choice. The password must be at least 6 characters and will be used for your bill pay login only. This password is NOT the password currently associated with your account.
- ◆ Enter the remaining relevant information and click Create New Account.

*For security reasons your account must be active for 7 days before changes to your call list can be made.

Blue Ridge Fest Proceeds Surpass \$2,000,000 over 18-Year History

A number of Blue Ridge Security Solutions employees were on hand for a special Blue Ridge Fest check presentation in the amount of \$14,500 to Anderson Interfaith Ministries. AIM is one of twelve 2015 fest charity recipients. Representing Blue Ridge were Leigh Snow, Brent Cessarich, Alona Howell, Jimmy Billings, and Judy Keenan. Accepting on behalf of Anderson Interfaith Ministries were Executive Director Kristi King-Brock, Development Coordinator Christie Eller and Director of Development Laura Capell.

Since its inception almost two decades ago, Blue Ridge Fest, a charitable event sponsored by Blue Ridge Electric Cooperative and Blue Ridge Security Solutions, has donated more than \$2 million to Upstate charitable organizations.

Generator Financing Available

Would you like to protect your home from summer storms and never worry about losing power again? Blue Ridge Security Solutions has a way to help. With our financing program, you can purchase a Generac generator with enough capacity to power your needs during an outage and pay a low monthly payment.

Blue Ridge Security has a group of dedicated employees trained in the installation and servicing of home stand-by generators. As a Generac Elite dealer, we offer warranty work and provide turnkey installation from sizing the generator to installing and servicing the unit.

With summer thunderstorms in full swing and convenient financing options available, this is a great time to consider making a long-term investment in a stand-by generator. Gain that peace of mind at a price and payment you can afford.

To learn more about financing options, call Blue Ridge Security at 888-407-SAFE.

