



**TO OUR VALUED BLUE RIDGE SECURITY SOLUTIONS CUSTOMERS:**

WE BEGAN NOTIFYING YOU IN 2015 AND HAVE ALERTED YOU REPEATEDLY ABOUT THE PHASING OUT OF AT&T'S 2G CELLULAR TECHNOLOGY USED BY YOUR ALARM SYSTEM PANEL. THE END OF 2G MEANS THAT THE COMMUNICATION PATHWAY BETWEEN YOUR ALARM SYSTEM AND THE CENTRAL MONITORING STATION IS BEING DISRUPTED. UNTIL YOU UPGRADE YOUR CURRENT PANEL, YOUR ALARM SYSTEM WILL BECOME UNABLE TO COMMUNICATE WITH THE CENTRAL MONITORING STATION DUE TO THE UPDATED TECHNOLOGY AT&T HAS PUT IN PLACE. THESE UPDATES WERE MADE BY THE COMMUNICATIONS COMPANIES AND NOT BY BLUE RIDGE SECURITY SOLUTIONS.

BLUE RIDGE SECURITY IS NOT A COMMUNICATIONS PROVIDER AND THEREFORE ASSUMES NO LIABILITY WITH REGARD TO THE CHANGES MADE BY AT&T OR ANY OTHER COMMUNICATIONS PROVIDER AFFECTING THE COMMUNICATIONS PATHWAYS OVER WHICH ALARM SYSTEM SIGNALS TRAVEL.

**BLUE RIDGE SECURITY IS ABLE TO UPGRADE YOUR SYSTEM TO MAKE IT COMPATIBLE WITH THE NEW TECHNOLOGY; HOWEVER, YOU MUST CONTACT US AS SOON AS POSSIBLE. IF YOU DO NOT CONTACT US WITHIN FIVE BUSINESS DAYS TO SCHEDULE THE PANEL UPGRADE, WE WILL PROCESS THE CANCELLING OF YOUR ACCOUNT.**

**THANK YOU FOR YOUR ATTENTION TO THIS MATTER**

**CONTACT INFORMATION:**

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