

# Consumer Alert

from the

## Kansas City Burglar and Fire Alarm Association

VOIP (Voice Over Internet Protocol) or Internet Phone Service is the latest advancement in telecommunications technology. This is a technology that is here to stay and customers numbering in the 10's of thousands are switching their phone service to VOIP daily. This service is being offered by cable and phone companies across the United States and around the world. When you consider service available at a lower cost combined with advanced features it is easy to understand why so many customers are switching.

### Caution !

Digital (VOIP) phone service does work for voice calls. **However in many cases it does not work for Data Calls such as Faxes, Modems and Alarm System Signals.** In many Installations of Digital Phone Service our members are reporting that Alarm System Control Panels have been bypassed altogether.

### Suggestions to Consider

1. If you have changed your phone service or are considering changing to Internet Phone Service (VOIP) **Contact Your Alarm System Service Provider Immediately**
2. At the time of conversion of your phone service to Internet Phone Service (VOIP) **Insist that the Installing Technician Test your Alarm System Communication to the Central Monitoring Station.**
3. Due to the Unreliable nature of the Internet in general and Internet Phone Service specifically **Test your systems ability to communicate at least once a month, a weekly test is even better.**
4. **Contact your Alarm System Service Provider with any questions you might have regarding your Emergency Life Safety Services.**