



GOTTA LOVE PROGRESS!

Well, not always, but we at least need to deal with it! The latest progress that we get to deal with is the cellular telephone industry moving on to the next generation of technology. The new technology, the fifth generation referred to as 5G, is currently being rolled out by AT&T and Verizon Wireless.

Apparently once they learn something new, the cellular carriers apparently have little appetite for maintaining the previous generation of technology. We have received notice that our current cellular services will be shut down effective February 2022. Although the carriers have offered assurances that they will maintain the existing 3G/4G services until February 2022, we tend to trust experience more than promises from the phone company. What our experience taught us is that when equipment on a tower goes down, after it is repaired it generally only works on the new technology. We also went through the frustration of having power reduced on certain towers, so a system that worked fine at installation suddenly can't communicate properly six months later.

Much like the prior upgrades from analog to 2G, and 2G to 3G, we have to replace existing equipment in order to upgrade the technology. On the bright side, three quarters of the upgrades are relatively simple exchanges of cellular hardware with the same equipment footprint. The remaining quarter of systems require replacing additional components, in some cases including control panels.

Our intention is to complete the transition to 5G communicators (called LTE communicators) by February 2021. That is a year before the announced cutoff date, and hopefully prior to the random unexplained loss of service that tends to occur prior to the cutoff date.

We will be working with our customers as we plan for this technology migration to minimize any disruptions to your service. We have been installing the new LTE communicators since June 2019, so we at least stopped digging ourselves in a hole the last six months of last year!

WE ARE HIRING!

I know – isn't everybody? We aren't requiring a college degree, we are just looking for an individual who would like to learn a trade, and earn while they learn! We participate in a federally approved apprenticeship program, and learning to work with tools and solve practical problems is always useful! Please contact Pat Brown at (800) 283-3659 if interested!

“QUARTERLY QUOTATION”

“My cell phone is acting up, I keep pressing the home button, but when I look around I'm still at work!”

PHONE LINE CHANGES/CANCELS

Please check with us before cancelling or changing your telephone service. If your alarm system has not been converted to another means of communication, changes to your phone service could prevent your system from communicating properly!

ACTIVITY STATS

Our central station alarm activity for October, November and December is as follows:

- **Burglaries:**
 - Commercial..... 2
 - School..... 0
 - Church..... 0
- **Holdups:**
 - Commercial..... 0
 - Financial Institution..... 0
- **Fires:**
 - Commercial..... 1
 - Residential..... 0
- **Individuals apprehended..... 0**

COMPANY DIRECTORY:

We sincerely appreciate each of our customers who have entrusted us with their business. While we have implemented a voice mail option on our phone system, a friendly person is always available to take your call. All of our staff can be reached through our toll free number, **(800) 283-3659**. Our fax number is (517) 782-5670. If you prefer to contact one of us directly, we've provided our company directory.

Administration:

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Fire Alarm Systems Testing:

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Fire Extinguishers/Suppression Systems:

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Customer Service and Sales:

Toll Free: (800) 283-3659

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