

**Huronia**



**THINKING ABOUT CHANGING TELEPHONE LINE SERVICE PROVIDERS? OR ARE YOU CONSIDERING CANCELLING YOUR LANDLINE SERVICE? WE CAN ASSIST YOU WITH A PLANNED CONVERSION SOLUTION. WE WILL HELP YOU UNDERSTAND THE NEED FOR CELLULAR BASED COMMUNICATION TO ENSURE YOUR SECURITY SYSTEM CONTINUES TO FUNCTION.**

In recent months we've had a number of customers change telephone service providers not realizing that this change may result in the loss of communication signals to monitored security systems should there be a power outage or due to the telephone provider switching to a digital format away from reliable POTS – (Plain Old Telephone System) that results in the NEW telephone line/service not working as it had originally been designed.

Please be advised that in the event of a power outage, if your monitored security system does not have a cellular communicator, your monitored security system may not send notifications about high water alerts, low-temperature alerts, low battery notices, fire alarm, carbon monoxide detector alarms, break-ins or other security events.

The question to ask, in advance of making any changes to your existing phone service is:  
***"if the power goes out, will my monitored security system continue to work?"***

**LANDLINE/TELEPHONE LINE**

If you have an existing landline or telephone line (POTS) the answer is yes. In the event of a power outage the monitored security system will continue to work because it is connected to, and powered by, a dedicated set of copper wires which are connected to the landline/telephone line. The phone company has an extensive battery back-up system and back-up generator to continue to supply power to your telephone and monitored security system in the event of a power outage. As long as the Phone Line Providers battery and generators continue to produce power, your monitored security system WILL work during a power outage.

**CELLULAR COMMUNICATOR**

If you have cellular monitoring, your monitored security system will still work. The same technologies used in mobile phones are also able to communicate wirelessly with the monitoring station. During a power outage most cellular communicators have backup battery power that lasts 24+ hours (depending on your system). So as long as there is battery power, the cellular device can communicate with the monitoring station wirelessly.

**VOICE OVER INTERNET PROTOCOL (VOIP) OR DIGITAL PHONE LINES**

Voice Over Internet Protocol (or "internet phone") may NOT provide a phone line connection to your monitored security system during a power outage. The reason is that your internet router and the VOIP modem need a source of power. If there is a power outage, they may stop working, and that means that no signals are transmitted to our monitoring station.

**A number of our customers are being told by VOIP providers "not to worry, it'll all work". The reality is that it won't work and we don't want your monitored security system to stop working.**

To avoid any confusion or loss of service, please DO NOT cancel or make changes to your telephone line provider or telephone service **in any** way if you have a monitored security system with us. **Speak to us first.**

To help our schedulers and staff and to manage our customer's expectations, please be advised that we are currently booking appointments into January. The pandemic has caused supply chain issues, many of our clients have moved full time into our community and they are making changes to their telephone accounts on top of wanting upgrades to their systems. We are working diligently and doing our very best. So please be patient and understanding

when calling to book an appointment or make changes to your system.

## IS YOUR CARBON MONOXIDE ALARM “CHIRPING”? NOT ALL CHIRPS ARE THE SAME ...

Fire and health safety agencies are bringing additional education to Carbon Monoxide (CO) awareness throughout November. Kidde Canada, manufacturing pioneers in early smoke detection and fire suppression products, believe that up to 88% of all Canadian households have a risk for CO. So as people are spending more and more time at home, these alarm units are even more important in helping to save lives. It is recommended to have at least 1 CO alarm on every floor and outside sleeping areas. And to replace these units every seven to 10 years.

Has your carbon monoxide alarm been “chirping” lately? Not all chirps are the same. Each pattern of chirps/beeps signals a different action that needs to be taken by the homeowner. Here are some examples of common CO alarm beep patterns.

**Bell 4 Short Beeps: Urgent – CO detected! (Call 911, Get out)**  
**Bell 2 Beeps + 30 Second Pause: Replace your alarm. (10 year life)**  
**Bell 1 Beep + Pause: Low battery!**

So take some time this month to install, maintain or replace the CO alarms in your home. [Contact us should you have any questions about fire and life safety products and services that we provide.](#)



## WE'RE HIRING A FULL-TIME FIRE EXTINGUISHER SALES/SERVICE TECHNICIAN

To support our commitment to exceptional customer service we are on the look-out for talented people to join our team. Some of our best leads have come from our customers, and so we are reaching out to you again!

We are actively recruiting for a **Fire Extinguisher, Sales/Service Technician**, who will perform monthly/annual fire extinguisher inspections/services and sell equipment to our customers as needed. This individual will maintain and grow a customer base by building excellent customer relationships to generate leads and maintain existing clients. A company vehicle to conduct business will be provided. Requirements for job application include excellent knowledge in fire safety and legislative fire code compliance and certifications in fire safety and/or courses in fire safety. 3 to 5 years in a similar role would be considered an asset as would volunteer or work experience as a fireperson with an accredited organization. [Click here to submit an application or to receive additional information about this career opportunity.](#)

We are also actively recruiting individuals with technical experience in security and life safety systems as well as sales of these respective systems. If you know of someone who is looking for an employment opportunity with a family-owned and operated business that is dedicated to customer satisfaction, [please contact us.](#)

We offer an incentive for leads that create viable employment opportunities for our company: three months free monitoring for the lead; 12 months free monitoring if we employ the lead through their probationary period; an additional 24 months of free monitoring should the lead remain employed after one continuous year of service.

  
**Hurononia** Security & Monitoring  
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