Dear Customer,

**The Background**

We are working in partnership with G4S and our communication partners to make our customers aware of forthcoming infrastructure changes to the UK telephone network, which may impact your security systems.

Without taking action, these changes may mean that your alarm or intercom systems no longer operate, leaving you exposed to a security breach or non compliant with insurance terms.

This communication is designed to help prepare you and offer our assistance as required. We recognise that you may not be a telephony expert and we have tailored our communication accordingly.

**What Exactly is Changing?**

The major communication network providers have announced the forthcoming decommissioning of copper based telephone lines (PSTN and ISDN lines).

Although the full switchover will be completed by December 2025, this will be phased up to that date, with exchanges switched over when the exchange area has 75% IP network coverage - up-to-date details regarding switchover plans can be found on the BT website.

As changes in your area may occur far sooner than 2025, you need to start planning now.

**Why Might Security Systems Be Impacted?**

Many traditional building alarms and alarm systems rely on copper signalling to operate. These infrastructure changes may require you to replace your alarm or intercom system or use an intermediary device to translate signalling and ensure continuity of service.

We would like to discuss the options available to you at your earliest convenience.

**Find Out More**

G4S Monitoring has prepared a dedicated “Communication Migration” web area, which provides answers to all the common questions that you may have. Please visit this site for more information.

Alternatively, please contact us to discuss how we might be able to help you by <INSERT INSTALLER CONTACT DETAILS>

Kind regards,