

Over the last 12-18 months the communication line to the Alarm Receiving Centre has been upgraded to a dual system. This means that when the phone land line within your property has a fault then the property will still be protected as the Alarm Receiving Centre will be contacted through GPRS system (General Packet Radio Service- this is a roaming signal which will pick up any network). Only failure of both systems will result in the property having no protection. Upgrades have now been completed.

The process below outlines steps to take if the Property received notification of faults regarding the system:-

Notification from Alarm Receiving Centre

