

With AT&T Uverse and Comcast phone lines; some technicians are not reconnecting the alarm system to the new phone line going thru the router (a very common problem). This is a problem because your alarm system will not transmit the signal to the Central Station monitoring office. When switching phone line service providers, test your alarm system before the technician leaves to make sure the phone line for the alarm system is working. Also contact us and we can confirm if the signal goes thru to the Central Station.