



## **Important Information regarding older Alarm Control Panels & Digital Communicators**

BT has started to upgrade its national network and the way that telephone calls are processed between exchanges, some customers may have already changed their telephone provider to companies like Talk Talk, Vonage, Virgin media etc. that already use a telephone exchange utilising IP (internet protocol) technology.

Town & Country Security Systems have recently been made aware that some older Alarm Communicators may not be compatible with these IP networks, causing the alarm communicator to send multiple signals or in some circumstances, not communicate at all.

We are therefore advising that you speak to one of our qualified technicians who can quickly identify whether your system is compatible or if a control panel upgrade is required.

You can call us on 08451301125 or alternatively see the BT website for more information on when the changes will effect you: [www.btplc.com/21cn/](http://www.btplc.com/21cn/)

Kind Regards,

James Price  
Town & Country Security