

October 26, 2011

AlarmCenter Inc.

Subject: Discontinuance of Scan Alert Service

**“Alarm
monitoring
that goes
beyond...”**

In July 2004 Qwest notified Scan Alert Service providers that they were terminating this service in all thirteen states it was being provided. Qwest, however, was subsequently required by the Washington Utilities and Transportation Commission (WUTC) to reinstate the service in Washington. This decision was based on the argument presented by a few Washington fire jurisdictions that Scan Alert was a life safety service.

Since there are now no longer any jurisdictions in Washington that rely solely on Scan Alert, it is probable that CenturyLink™ will go back to the Commission to convince the WUTC that the “life safety argument” is no longer valid and for cost reasons they need to terminate the service. Our first indication of this decision will be a letter from CenturyLink™ setting a “Sunset Date” terminating the service. At that point we would likely have a year or two to switch to another alarm transmission technology.

A second and potentially more imminent concern is that the equipment, including the receiving equipment on the central station side, has not been made for years, nor is it supported in any way by the manufacturer. No new or used parts are available from the manufacturer.

ACI has two receiving units, a primary and a backup. We are actively searching for compatible used receivers to have on hand in the event of failure of our units.

For the above reasons it is prudent for all of us to be immediately proactive and prepare for the end of Scan Alert. The first step in that process is to stop accepting *new service* or *change of agency* orders. We are making this policy effective for all users on December 1, 2011.

The bigger challenge, for all who have active STU's in the field, is to begin the process of changing them out for another technology. The opportune time to do this is when a new customer takes over a building and wants to establish service. As we apply this new policy to everyone, it puts no company at a competitive disadvantage. Please partner with us in this effort and begin contacting your customers to arrange a conversion.

A good replacement option for Scan is the AES Radio, available in all areas currently serviced by Scan Alert and acceptable to the jurisdictions in those areas. Contact any of the undersigned with questions or concerns. All can be reached at 800-752-2490.

Sincerely,



Ron Haner



John Hansman



Amber Parrish