

---

---

## MEMORANDUM

---

---

**TO:** HM MASTER ASSOCIATION  
**FROM:** MARC FRASER  
**SUBJECT:** ALARM PANEL COMMUNICATIONS & FIOS ACTIVATION  
**DATE:** 11/6/2017  
**CC:** ED MCFALLS

---

When the time comes for Verizon Fios in-home technicians to install and activate service within homes in Hershey's Mill, they will begin by testing the alarm panel's ability to communicate with the alarm receiver at the Security Center.

If the alarm panel does communicate with the alarm receiver, then the technician is responsible to ensure that the alarm panel will also communicate with the alarm receiver once Fios has been activated.

If the alarm panel does not communicate with the alarm receiver, then the technician is not responsible to ensure that the alarm panel will communicate with the alarm receiver once Fios has been activated.

If an alarm panel is currently failing to communicate with the alarm receiver, the problem may be caused by an improperly wired/installed phone line. Waiting to address an alarm panel communication problem until after Fios has been installed/activated may lead to additional repair costs being shifted away from the previous phone service provider and onto the resident.

Currently, the vast majority of alarm panels are programmed to send a communication test every 14 days. Should an alarm panel fail it's communication test, a repair report is drafted and sent to the appropriate village contacts. Currently, there are 103 alarm panels in Hershey's Mill that have failed their most recent communication test.

In order to avoid confusion and added costs to the homeowner, I highly recommend that villages take steps to ensure that all of their alarm panels are functioning properly prior to the Fios installation and activation.

If you have any questions, please feel free to contact me at [marcRfraser@yahoo.com](mailto:marcRfraser@yahoo.com) or 610-431-4006.

Sincerely,  
Marc Fraser  
Director of Security