

Dear Hershey's Mill Resident:

Last week Hershey's Mill Security became aware of an increasing number of problems with some alarm systems being unable to communicate self-tests over the FIOS system to the Security Center. The Security Department along with representatives of the Master Association have been gathering data and working with Verizon technical experts to resolve the issue as soon as possible.

However, until the issue is solved, it means your panic button and your smoke detectors may not communicate with Security when needed. Sometimes the signal goes through and sometimes it doesn't.

**If you have a medical emergency we recommend that you call 911 DIRECTLY.**

**This has been recommended protocol for many years.** The Security Department will hear the dispatch of Emergency Medical personnel to your home and will respond automatically.

**Do NOT push your red panic button until further notice.** Doing so may tie up your telephone line for several minutes, without successfully completing the call to Security.

If your smoke detector goes off don't count on that signal notifying Security. If you don't immediately receive a call from Security that means they didn't get the signal and the Fire Department is not on their way.

**If you have a fire, use your cell phone or a neighbor's phone to summon the fire department.**

Verizon personnel, the Security Director (Marc Fraser) and others are working hard to address this issue, and will notify you when this problem gets resolved.

Sincerely,

Ed McFalls

HM HOA

Managing Agent