

Dear Connect 24 Customer,

Connect 24 has been notified by our US cellular network provider that one of their roaming partners in Mississippi and Louisiana will be redeploying a number of towers that currently provide the GPRS coverage in certain areas. This activity may commence as early as Wednesday August 3<sup>rd</sup>, 2011, with some areas potentially experiencing a loss in coverage on that date, and others experiencing a loss of coverage over the following weeks, as the redeployment of towers is implemented.

This is a permanent change, as the towers will be converted to a technology with which the DSC GSM communicators do not operate. As a result of this action, DSC GSM communicators installed in these regions may experience a degradation or loss of coverage, and affected communicators may no longer be capable of communicating with your central monitoring station. Accordingly, Connect 24 strongly recommends that you notify any customers potentially affected by this change in carrier service and frequently monitor the GPRS connectivity of potentially affected end user systems (daily test transmission, trouble supervision output, etc.).

End users in the following areas are potentially affected by this change in service:

MISSISSIPPI							
39069	Fayette	39427	Carson	39641	Jayess	39661	Roxie
39083	Hazlehurst	39429	Columbia	39643	Kokomo	39662	Ruth
39086	Hermanville	39474	Prentiss	39645	Liberty	39663	Silver Creek
39096	Lorman	39478	Sandy Hook	39647	MC Call Creek	39664	Smithdale
39120	Natchez	39483	Foxworth	39648	McComb	39665	Sontag
39140	Newhebron	39601	Brookhaven	39652	Magnolia	39666	Summit
39144	Pattison	39629	Bogue Chitto	39653	Meadville	39667	Tylertown
39149	Pinola	39631	Centreville	39654	Monticello	39668	Union Church
39150	Port Gibson	39633	Crosby	39656	Oak Vale	39669	Woodville
39191	Wesson	39638	Gloster	39657	Osyka		

LOUISIANA	
70510	Abbeville
70548	Kaplan
70761	Norwood
71454	Montgomery

Our US cellular network provider has partially overlaying coverage in these markets, and some devices may continue to operate by seamlessly switching to an alternate tower in the area.

If you have communicators installed in the affected areas and would like an indication of how their specific coverage may be impacted following the change, please provide us with a list of SIMs along with the complete installation address. This information can be sent to [manager@connect24.com](mailto:manager@connect24.com), and we will work with our cellular network provider to evaluate the impact of this change by account.

For those devices which indicate a loss of signal in their existing locations, it may be necessary to take the DSC GSM communicator outside to determine if signal is still available in the area. If coverage is available outside the premises you may relocate the communicator within the premises where coverage can be obtained or add an antenna extension kit so the antenna can be relocated to an area with coverage. If coverage is not available, an alternate method of communication will need to be used.

Should you have any questions, please contact your DSC sales representative, DSC technical support or Connect 24 customer service.