[INSERT BUSINESS LOGO]

Dear [CUSTOMER NAME],

We are contacting you with an important update regarding upcoming cellular network changes being made by our service provider Verizon and how these changes will affect your current residential alarm and protection system with [BUSINESS NAME]. Depending upon your service, this update may require you to take action.

As of December 31st 2022, the communication features available on your home alarm panel will be affected by the planned discontinuation of the \*\*Verizon CDMA network. Specifically, after December 2022, the Verizon CDMA network will be unavailable, and your current residential alarm system will be unable to alert your central station when an emergency arises.

To continue to utilize your alarm system after the Verizon CDMA network becomes unavailable, ***you must have the cellular alarm communicator that transmits alarms from your security panel to the central station updated!***

For more on how the Verizon CDMA Sunset will affect your Telguard system please visit:

<https://www.verizonwireless.com/support/knowledge-base-218813/>

We are committed to working with you to make this transition as seamless as possible. We look forward to updating your system to ensure that you maintain maximum home protection. To schedule your cellular communicator update, please contact us at [PHONE NUMBER].

Regards,

[CONTACT NAME]  
[TITLE]  
[BUSINESS NAME]  
[PHONE]