



ORLANDO EMERGENCY SIGNAL

Important Monitoring Announcement

February 25, 2025

Dear Subscriber,

At Orlando Emergency Signal, we are committed to continuously improving our technology and services to better serve you, our valued client. We are pleased to announce some upcoming enhancements to our Central Monitoring Station that will significantly enhance your experience, at no additional cost.

Currently, over 70% of outbound alarm verification calls go unanswered. Often this results in the unnecessary dispatch of Police, placing our Law Enforcement Heroes in danger, diverting them away from true emergencies and increasing false alarm fines.

Beginning **Wednesday, March 5, 2025**, we are proud to implement **Rapid OES**, a new notification service that messages you instantly of alarm conditions via text message, allowing you to make critical decisions in real time and take appropriate actions. With this enhancement, our monitoring systems are equipped with the latest technology and we will be able to provide a more modern and convenient option to prevent a false dispatch or immediately request a Police response.

To facilitate this new service, beginning Wednesday, March 5, 2025, outbound calls and text messages from our Central Monitoring Station will come from a new number: **855-OES-ALRM (855-637-2576)**.

In order to ensure a smooth transition, we suggest the following:

- Program the new number into your phone and identify it as **OES Monitoring**. This new number will also be used to place an account on test or cancel a dispatch.
- It is important that you share this new phone number with those on your emergency call list who may receive a call from the Central Monitoring Station.

Please be on the lookout for an introductory text message in the next couple of days, which will enable **Rapid OES**, our new interactive notification service.

For Sales, Service, and Billing, you may continue to call or text 407-897-1300 and one of our team members will be happy to assist you.

All of us at OES appreciate your continued business and are determined to deliver on our commitment of providing exceptional service and protection.

Sincerely,

Marvin Smith

President

Office: (407) 897-1300

Monitoring: (855) OES-ALRM

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