



## The Pulse of Wholesale Monitoring

As a reminder we will be sending The Pulse weekly and include all those items you would typically have gotten in individual emails. This is in an effort to save you time and give you a single place to look each week to find news about wholesale monitoring. You will continue to receive one off emails and requests as necessary. We are grateful that you have allowed us the honor of monitoring your customers' accounts. As always if you need anything please reach out to the Dealer Relations team at 800-932-3304, option 2 or [wholesale-dealer@sbdinc.com](mailto:wholesale-dealer@sbdinc.com).

## Scheduled Maintenance for January 11th

Please be notified maintenance has been scheduled to be performed by the STANLEY Security IT Team. The IT team will be performing maintenance and replacing the Memphis Firewall. This transfer should incur small outages to AAH, reporting, telephony services, IP traffic, and ongoing alarm handling operations.

Date: January 11th at 1 pm CST - until complete

Potential Disruption: small outages to AAH, reporting, telephony services, IP traffic, and ongoing alarm handling operations

Preparations: Additional Staffing

Please direct all questions to the Tech Support team at 800-932-3304, option 3 or via email at [wholesale-techsu@sbdinc.com](mailto:wholesale-techsu@sbdinc.com)

You can view additional outage notices by logging into the Dealer Portal at <http://portal.stanleymonitor.com> and then going to <https://portal.stanleymonitor.com/portal-category/Outage-Updates/1>

## Urgent Info for MASmobile Users

Apple users should not perform any Update for MASmobile. If they do, they won't allow them past the "search" function. No iPhone user should uninstall the MASmobile app, as they will not be able to get the app back right now as it has been removed from the app store. We are working on the issue and will let you know when the bug has been fixed and the app is back in the store.



[Complete Notice on the Dealer Portal](#)    [You Must Log-in First](#)

## Arizona Area Code Overlay

Alarm, security, and elevator services and equipment currently located in the 602 and 623 area codes and programmed to dial only seven digits must be updated or reprogrammed to dial area code + telephone number for all calls in the 602 and 623 area codes. Reprogramming of alarm equipment should be completed by **February 11, 2023**.

[More Information](#)

## Plain Old Telephone Service

POTS lines are old-fashioned copper wires that provides the power and connectivity to the telephone service provider's central switching system. Moving your accounts from POTS lines to an alternate technology will save you time and increase the value of your company and provide your subscribers solid and reliable communications.

[Article - The War on POTS](#)



## Special Hours for Holiday

These hours Apply to Accounting, Data Entry, Dealer Relations, MASweb Support, and Technical Support

Close: Friday, January 13th, 5pm CST  
Open: Tuesday, January 17th, 8am CST

## Update

The people you worked with before the

- acquisition are still the people you work with today.

We will keep you

- informed of all changes as they happen.

VENDORS - you have received updates as to how to submit

- invoices. If you have questions please reach out to Jessica Nork.

Rebranding will begin in the weeks ahead

- Questions: [wholesale-dealer@sbdinc.com](mailto:wholesale-dealer@sbdinc.com)



## Acquisition Update

Securitas acquired Stanley Security on July 23rd. This deal was announced in December of 2021 and as soon as all the regulatory requirements were met the deal completed. So, you're wondering what does this mean for you? - more value – more technology – global footprint of a security company.

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STANLEY Security **Wholesale Monitoring** now part of Securitas Technology

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