



I have the pleasure of leading our Customer Service team here in Midland. Each day, we focus on one thing: making sure you understand your alarm system and stay informed about your products and services when something needs your attention.

This month, I'd like to share a few quick reminders about the automated phone calls you may receive from our Monitoring Station.

When you receive one of these calls (coming from 705.527.9311), you'll be prompted to press 1 to acknowledge the message. If you do NOT press 1, the system continues to call everyone on your contact list until someone does acknowledge receipt of the message by pressing 1.

Please listen carefully to the message, then press 1 to acknowledge. The recording will provide important details, including your account name, address, and the contact number for our service department.

These calls are triggered by system alerts that may include:

- **Low Battery Alerts:** Notifies you when a device (panel, sensor, smoke detector, etc.) is running low on battery and may need replacement.
- **Failed Test Signals:** Indicates that your system didn't report in during its scheduled test - often a sign of communication issues or a need for service.
- **Communication Failure:** Warns that your system has lost contact with the monitoring station - this could be due to internet, cellular, or phone line disruptions.

We've noticed that some customers are answering the call but not pressing 1. Or some customers are ignoring the call altogether, which leads to repeated calls that can easily be avoided. My team and I are asking that if you **receive an automated call from this number (705.527.9311), please listen to the message, then press 1 to acknowledge the message. This tells our system you've received the alert and stops further calls to your contacts.**

If you're unsure whether this applies to your system or need help updating your contact list, please don't hesitate to reach out. [We're always here to help.](#)

Thank you for your continued trust in Huronia Alarm & Fire Security Inc.

~ Paula Desjardins, Supervisor, Customer Service & Monitoring Station

GROUP CHAT FEATURE

We're pleased to offer a secure chat feature for all customers with monitored burglary zones.

When a burglary alarm is received at our monitoring station, there is a 60-second delay before the alarm is processed. During this time, a text message is automatically sent to

the cell phone numbers listed on your account. This message includes a secure chat link where you and your approved contacts can discuss the alarm, dismiss it, or request immediate dispatch.

If you choose to **Dismiss** the alarm, you'll be asked to enter your account password / passcode exactly as it appears in your account. For password, spelling and punctuation must match, though uppercase and lowercase letters do not need to.

If you choose **Dispatch**, you'll be asked to confirm the request or cancel and return to the main screen. Once confirmed, our operators will be notified immediately and review any information shared through the chat.

After the alarm has been handled, either by an operator or through actions taken in the chat, the chat session will be marked as closed. You'll still be able to view the conversation afterward, including who participated and what actions were taken.

We hope this feature provides added convenience, clarity, and peace of mind. [If you have any questions, please feel free to contact us.](#)

IMPORTANT UPDATE FOR CUSTOMERS PAYING BY CHEQUE

Due to revised banking requirements, all cheque payments must now be made payable only to our full legal name: **Huronion Alarm & Fire Security Inc.**

Cheques made payable to any other variation of our name (such as *Huronion Alarms* or *Huronion Alarm and Fire Safety*) will be rejected by the bank, and we will be requesting a replacement cheque. We understand this may be an inconvenience, and we appreciate your attention to this detail.

To ensure secure and timely processing, we also offer alternative payment options:

- Electronic Funds Transfer (EFT)
- Pre-Authorized Payment (PAP)
- Credit Card payment by phone (705-445-4444, ext. 6619)

If you'd like to set up one of these methods or have any questions, [please contact our team](#). We're here to help.

Thanks in advance,
Rob Dozzi, Vice President Finance

NOTICE: BELL CANADA TO END SMS ALERTS FOR ALARM.COM USERS. HERE'S WHAT YOU NEED TO KNOW.

Alarm.com customers relying on Bell Canada for SMS alerts will be affected by upcoming changes from the carrier. **Bell Canada is discontinuing the delivery of Alarm.com text notifications**, following the same path Rogers took earlier this year. To ensure your alarm system alerts continue without interruption, please review the steps below.

What's Changing? As of December 31, 2025, Bell Canada is discontinuing its "Text via Email" service, which many alarm systems use to send SMS alerts. **This change affects Alarm.com customers who currently receive alarm notifications via text message.**

Why This Matters? The carrier's decision to sunset the service is part of a broader move to reduce spam and smishing attacks. Most North American carriers are following suit.

Push Notifications offer a more secure and reliable way to stay connected to your system, without relying on outdated technology.

What YOU Need to Do. If you use the [Alarm.com app](#) and currently receive SMS notifications, you'll need to switch to Push Notifications before the end of the year. Push Notifications are faster, more secure, and fully supported by [Alarm.com](#).

Here's how to make the switch:

To configure push notifications using the Alarm.com app:

1. Log into the Alarm.com app.
2. Tap the menu icon (the three horizontal lines).
3. Tap Notifications.
4. Tap the settings icon (little wheel/cog)
5. Tap the desired notification.
6. In *Recipients*, tap Add.
7. Select a device/recipient, then tap Close.
8. Tap Save.

To manage push notification devices using the Alarm.com customer website:

Note: Push devices can only be added using the Alarm.com app.

1. Log into the Alarm.com customer website.
2. Click Notifications.
3. Click Push Devices.
4. Click the desired device to manage notifications for.
5. In the *Device Name* field, enter the desired name for the push device.
6. Click either of the following:
 - Enable Notifications to toggle push notifications on/off for the device.
 - Delete to remove the push device from the account.
7. Click Save.

[Click here to access all the details regarding the End of Life of Bell Mobility Text Via Email Service document.](#)

If you're unsure whether this change affects you or need assistance updating your settings, our team is just an [email away](#). We'll help to make sure your alerts keep working exactly how you need them to.

FIRE SAFETY STARTS WITH SMART BUYING

From smartphones and laptops to e-bikes and power tools, lithium-ion batteries are everywhere. As the holiday shopping season kicks into gear, chances are you'll be picking up batteries to go along with new toys and electronics. But not all batteries are created equal. A rising number of fires across Ontario have been linked to low-cost, uncertified batteries and chargers, often purchased online without proper safety testing.

To help keep your celebrations safe, we want to highlight an important issue: the rising risk of lithium-ion battery fires, and how a few smart choices can help prevent them.

Unregulated or counterfeit batteries can overheat, catch fire, or even explode. Especially when they are overcharged or paired with incompatible chargers. These incidents can happen quickly and without warning, putting homes, businesses, and lives at risk.

What can you do?

- Buy certified products: Look for safety marks like CSA, UL, or ETL when purchasing rechargeable devices and chargers.
- Avoid knockoffs: Be cautious of deals that seem too good to be true. Especially from unfamiliar online sellers.
- Charge smart: Never leave devices charging unattended or overnight and always use the charger that came with your device.

- Store safely: Keep batteries away from heat sources and direct sunlight, and don't charge them on soft surfaces like beds or couches.



DRIVING INCLUSION FORWARD. TOGETHER.



At Huronia Alarm & Fire Security Inc., we believe in building safer, stronger, and more inclusive communities. That's why we're proud to be a longtime supporter of [Community Living South Muskoka \(CLSM\)](#). An organization that does incredible work supporting individuals with developmental disabilities. Earlier this year, CLSM launched a [Summer Event Series campaign](#) to raise funds for a new wheelchair-accessible van.

We're thrilled to share that, thanks to the generosity of sponsors and community members, over **\$51,000** has already been raised ... that's halfway to their goal! What's even better? *"With the support and approval of our [CLSM] Board of Directors - we have been able to purchase an accessible van, ahead of schedule knowing that we are committed to continue with our fundraising efforts. This serves as a 'double-win' and here is how ... we have a new van for CLSM that has increased passenger capacity. Instead of trading in/selling the old one, we repurposed the existing van to our Honey- Harbour community in order to provide accessible transportation to people we support in that community."*

This new vehicle (and repurposed second vehicle) is a game-changer, helping individuals access employment, education, healthcare, and social activities with greater independence and dignity. It's about more than transportation; it's about opportunity, inclusion, and connection. Congrats to the CLSM team on all their fundraising efforts to date, and we're thrilled to have contributed to this important initiative.

DOUBLING THE IMPACT: HURONIA SUPPORTS HOSPICE GEORGIAN TRIANGLE

We're in the business of protecting what matters most: our neighbours and our communities. We do that by supporting the organizations that care for our community during life's most vulnerable moments, including supporting end-of-life care, grief counselling, and respite services for families across South Georgian Bay. That's why we're proud, long-time supporters of [Hospice Georgian Triangle](#), and were honoured to participate in the 4th year of the [November Gift Match campaign](#) fundraising initiative. This past month, every dollar donated to Hospice Georgian Triangle was matched by community and corporate partners, up to \$29,000. The campaign, inspired by our colleagues at Crozier Consulting Engineers and supported by local businesses like ours, is a powerful reminder of what we can achieve together.

[Click here to read more about this important initiative.](#)

REMINDER: ADD HURONIA MONITORING & CUSTOMER SERVICE NUMBERS (& EMAILS) TO YOUR FAVOURITES

As part of our new partnership with Armstrongs (Canada) Monitoring, dispatching services are now handled by their team, but our contact numbers remain the same.

To report a false alarm or put your system on test, call the monitoring station at one of the following numbers:

1.888.363.9311 | 705.527.9311 | 705.444.2287 | 705.385.8395

Press 1 for false alarms, 2 to test your system. Have your **account number, service address, and passcode ready**.

For account updates (passcodes, call lists, vacation notices), email:

monitoring@huronialarms.com

Security Customer Service remains available at:

1.844.363.9311 | 705.792.9311 | 705.445.4444 | 705.645.4108 ext. 6623

Email: securityservice@huronialarms.com

Best Practices:

- Save **Huronialarms Monitoring** as a contact, and add these numbers:
 - Monitoring Station: 705.527.9311
 - Burglary Text Alerts: 587.609.5874
- Save **Huronialarms Customer Service** as a contact, and add these numbers:
 - 705.792.9311, ext. 6623
 - 705.445.4444, ext. 6623
 - 705.645.4108, ext. 6623
- Mark the contacts as favourites so calls/texts come through even on Do Not Disturb

[Click here to read the full release and best practices.](#)

WE'RE HIRING!

Some of our best leads have come from our customers, so we are reaching out again to ask for your help finding new members to join the Huronia Alarm & Fire Security Inc. team! We are actively recruiting for Alarm Technicians for our Muskoka location.

ALARM TECHNICIAN Key Responsibilities:

- Pre-wire, install, service, maintain and inspect security systems, CCTV, access control, and other low-voltage integrated systems
- Read and interpret blueprints, diagrams, specifications, schematics, and product manuals
- Conduct thorough inspections of security and fire alarm systems and provide detailed summaries of findings, scope of work, and recommendations to clients
- Deliver consistently high levels of customer service with professionalism and courtesy

Qualifications:

- 2 to 3 years related experience
- Clear criminal record and driver's abstract

We offer a competitive hourly rate (based on related work experience), extended health and dental benefits, RRSP contribution, company vehicle (where appropriate), continuous training and development, uniforms, safety equipment/tools, on-call/overtime pay and the opportunity to work with a great group of people!

If you're interested in this exciting opportunity, we'd love to hear from you. Simply send an email to hr@huronialarms.com or contact our Human Resources department at 705-445-4444 ext. 1113. We look forward to receiving your application!

We offer an incentive for leads that create viable employment opportunities for our company: three months of free monitoring for the lead, 12 months of free monitoring if we employ the lead through their probationary period, and an additional 24 months of free monitoring should the lead remain employed after one year of continuous service.

**Huronian**

Safe. Secure. And Sound.

Security & Monitoring

Fire & Safety

Audio Video

Lock, Key & Safe

huronialarms.com

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