

May 1, 2017

Dear Valued HomeSmart Customer:

Home Telecom strives to be the “BEST and easy to do business with” company. In keeping with this vision, we are notifying you of a change that will affect your current HomeSmart Video Storage with Total Connect™.

In preparation of Honeywell’s Next Generation Cameras, a change to video storage across the entire Honeywell Video IP camera platform is taking place. **We are asking our HomeSmart Video customers to be prepared for the change by May 31, 2017.** On this date, your video storage will be transitioned from 500 MB of storage space to a Seven-Day Video Storage plan at no additional cost. Please be prepared for the following changes:

- **All existing video clips will expire seven days after the rollout date of May 31<sup>st</sup>.**
- **After a seven-day grace period, the Seven-Day Video Storage plan will take effect, with first in, first out logic.**
- **Any clip that is older than seven days will be deleted and no longer accessible.**
- **All other Honeywell Total Connect events, such as security, automation and GPS, will continue to support a 90-day history, with first in, first out service logic.**

As part of this transition, the ability to lock an event (to prevent an event from being deleted) in the Events and Notification section is no longer an available feature. You have a grace period to download any events you may have previously locked. Your existing locked events will be available for download until **April 15, 2018.**

If you have locked events, you should begin downloading your locked video clips to your desktop or a desktop folder by following the steps below from a computer:

1. Log into your Total Connect account.
2. Under “Events and Notifications,” click on the video of your choice. If it is locked, unlock it by clicking on the unlock icon.
3. A black box will appear with the message “Please download to view the file.”
4. Click the file icon at the top left corner.
5. At the bottom right of the screen, click on “Show in folder.”
6. The video file will appear. Choose to save the video clip on your desk top or to a file of your choice.

If you have any questions about this transition or need assistance downloading previously locked video clips, please contact Customer Service by calling 1-800-577-2799. Thank you for choosing Home Telecom for your security needs.

Sincerely,

Home Telecom Customer Service