

▶ **Hanover Risk Solutions**

What is Line Security?

Your burglar alarm is connected to a monitoring station by a communication channel. That channel can be via a telephone network, the internet, radio signal or cellular signals. A key to reliability of the alarm system is that the alarm transmission channel is reliable and any tampering with this communications channel is detected quickly and investigated. This is the basic premise of line security.

Line security is a very important component of your burglar alarm protection program. If the burglar can simply cut the wires that connect your alarm to the communications system, the alarm is not an effective protection system for your business.

Line security requires a two way signal path. The alarm monitoring facility must be able to poll your system and receive a response that the line is intact. Line security standards call for the line to be tested and verified at intervals of every 200 seconds.

There is a critical difference between line supervision and line security. Line supervision requires a communication check every 24 hours versus the every 200 second check that constitutes line security. The difference in time lapse between signals means line supervision is not the equivalent of line security.

Line security is important to you as there may be underwriting expectations related to the type of alarm system present at your facility. The type of alarm system required can vary based on values present, type of safe or vault present and a number of other factors. While the term "line security" may be used inaccurately by some people in the business, it has a very specific meaning to your underwriter.

If you are planning to install a new alarm, change service providers or make changes to your existing service and have questions, call your Hanover agent or Hanover Risk Solutions for advice that is specific to your situation.

▶ **To learn more about Hanover Risk Solutions, visit hanoverrisksolutions.com**

The recommendation(s), advice and contents of this material are provided for informational purposes only and do not purport to address every possible legal obligation, hazard, code violation, loss potential or exception to good practice. The Hanover Insurance Company and its affiliates and subsidiaries ("The Hanover") specifically disclaim any warranty or representation that acceptance of any recommendations or advice contained herein will make any premises, property or operation safe or in compliance with any law or regulation. Under no circumstances should this material or your acceptance of any recommendations or advice contained herein be construed as establishing the existence or availability of any insurance coverage with The Hanover. By providing this information to you, The Hanover does not assume (and specifically disclaims) any duty, undertaking or responsibility to you. The decision to accept or implement any recommendation(s) or advice contained in this material must be made by you.