

OPSTech 2026 Turns
Industry Change into
Practical Action

FCC Grants Rule Waivers
to Permit Fixed Installation
of UWB Devices

Getting to Know
Worldview Monitoring
CEO Tim Pearman

FALL 2026 | WWW.TMA.US

DISPATCH

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BRIGHT

How industry leaders are turning
innovation into real-world impact.



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Perfect the Process Before You Automate It

Artificial intelligence and automation offer powerful opportunities to improve efficiency, reduce operator workload, and enhance service delivery. But successful implementation starts with strong processes. Industry leaders explain why monitoring centers must first identify inefficiencies, standardize workflows, and optimize operations before leveraging automation to achieve meaningful and sustainable results.

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Momentum Built by Our Members



As we enter the final months of 2026, TMA has much to celebrate. The strength of our association is reflected not only in the programs we deliver, but also in the members who participate, volunteer, share their expertise, and invest in our collective future.

That strength was on full display at OPSTech in Dallas, Texas. The event brought together over 150 professionals for candid conversations about artificial intelligence, monitoring center modernization, video monitoring, operations, and technology. Attendees left with new ideas, practical knowledge, and stronger connections with colleagues across the industry. The post-event feedback was exceptional: 97 percent of respondents reported high satisfaction with the experience, and every respondent said the program increased their knowledge and skills. Those results reflect the quality of our

speakers and sponsors, the work of our volunteers and staff, and the willingness of attendees to learn from one another.

Our membership results tell a similarly encouraging story. TMA's membership revenue grew three times its typical annual rate this year, marking our strongest annual growth in at least a decade. Although numbers are only one measure of progress, this growth matters. A broader membership brings more expertise into our committees, strengthens our voice with public safety and policymakers, and expands the community of leaders working to advance professional monitoring and response. Thank you to every member who has renewed, encouraged a colleague to join, or helped a new member become involved.

We will carry this momentum into the 2026 [TMA Annual Meeting](#), November 7-11 at the Kempinski Hotel Cancún in Cancún, Mexico. The Annual Meeting is where senior leaders step away from their daily responsibilities to examine the issues shaping our businesses and our profession. This year's program will pair forward-looking education with the conversations and relationships that have always made the meeting so valuable. I look forward to seeing many of you there.

This year also introduces the President's Circle, a special opportunity for individuals and organizations to demonstrate their commitment to TMA and the professional monitoring community. President's Circle supporters will receive special recognition and an invitation to a private reception in Cancún. More important, their support helps TMA continue investing in the education, advocacy, standards, and partnerships that move our industry forward. I invite you to consider joining the President's Circle even if you cannot attend the Annual Meeting to demonstrate your support of the association.

None of this progress happens on its own. It happens because members choose to participate and lead. Thank you for the confidence you place in TMA and for the many ways you contribute to our shared success. I am proud of what we have accomplished together this year and optimistic about what lies ahead. **M**

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Shaping the Future of Video Monitoring



Video monitoring is no longer an emerging extension of our industry. It is becoming a central part of how organizations protect people and property, how monitoring professionals assess risk, and how accurate, actionable information reaches public safety.

For TMA, that shift presents both a responsibility and an opportunity. Traditional monitoring companies are adding video services at different stages of maturity. At the same time, video-first and video-only providers are building new business models around remote guarding, proactive intervention, mobile surveillance, and AI-enabled response. Both groups need a strong industry home where they can learn from peers, prepare their employees, influence standards, and navigate questions involving operations, technology, liability, and public safety engagement. TMA is that home.

Our first major step is [Video Monitoring Foundations](#), a new online training program developed by industry subject matter experts. The five-module course uses realistic scenarios, guided exercises, knowledge checks, and assessments to connect foundational concepts with day-to-day operator responsibilities. It addresses video systems, proactive monitoring, event evaluation, communication with public safety, operator self-care, legal considerations, and cybersecurity. Most importantly, the program recognizes that technology alone does not produce effective outcomes. Trained professionals still must interpret what they see, exercise sound judgment, communicate clearly, and document events accurately.

The course is one part of a broader commitment. TMA is developing the [TMA-VMS-01 Monitoring Center Video Procedural Standard](#) to help establish consistent practices for this evolving field. We are launching facilitated peer groups where leaders can discuss artificial intelligence, staffing, quality assurance, legal exposure, and many other topics of interest in a trusted setting. We also plan to publish a State of Video Monitoring report and, beginning in 2027, convene a dedicated Video Monitoring Summit alongside

OPSTech. In time, we will explore additional certifications and micro-credentials informed by the needs of employers and professionals in the field.

These initiatives are designed to serve companies already within TMA while welcoming more video-first organizations into our community. Their experience will make our education more relevant, our standards stronger, and our conversations with public safety even more meaningful. In return, TMA can offer something no company can create alone: a collective voice, credible industry guidance, and a network committed to raising performance across the profession.

Video monitoring will continue to evolve quickly. The question is not whether change is coming, but how well our industry will shape it. I encourage you to enroll your teams in the new training, participate in the development of standards and research, and share the operational challenges TMA can help address. By bringing technology, professional judgment, and industry collaboration together, we can build a stronger future for video monitoring and for the people who depend on it. **M**



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About TMA

The Monitoring Association (TMA) is the trade association representing the professional monitoring industry. Our membership community is composed of companies spanning all industry sectors, including monitoring centers, systems integrators, service providers, installers, consultants, and product manufacturers. TMA is dedicated to the advancement of the professional monitoring industry through education, advocacy, standards, and public-safety relationships.

Our Mission

Our mission is to promote and advance professional monitoring to consumers and first responders through education, advocacy, and the creation of standards.

Our Vision

A safer world through professional monitoring.

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PERFECT THE PROCESS BEFORE YOU AUTOMATE IT

In a monitoring center, automation does not remove a flawed process. It runs it faster and permanently.



SOUFAINE HAMDAOUI



The Monitoring Association®

Where can we apply AI? If you run a central station, you have been asked that more than once, by your board, customers, or operators. The operational case is real: artificial intelligence can verify alarms, work call lists, handle routine notifications, and absorb volume that would otherwise queue.

But the question carries a hidden assumption. “What can we automate?” takes for granted that the process being automated deserves to exist. Often it does not. Where can we apply AI? If you run a central station, you have been asked that more than once, by your board, customers, or operators. The operational case is real: artificial intelligence can verify alarms, work call lists, handle routine notifications, and absorb volume that would otherwise queue.

Consider what happens on the floor. A signal arrives. An operator verifies it, works a contact list, escalates or dispatches, and logs the outcome. Watch that sequence a hundred times and you see the operator improvising: skipping a verification step that never changes anything, accepting the passphrase from a subscriber's partner rather than the named account holder, calling the contact most likely to answer rather than the one listed first, quietly closing events the written procedure says to escalate. On paper and in practice, the process is not the same. Operator judgment fills the gap between them.

That judgment is what automation removes. Give an AI voice operator the documented workflow and it will run it precisely and consistently, thousands of times a day, including every redundant step and every needless escalation. The operator absorbed the flaws. The machine will not. It will scale them.



Here is what that looks like. A center automates its outbound notifications, places thousands of calls at a fraction of the old cost, and reports it as a success. But how many were actually delivered? How many reached a person rather than a voicemail? How many produced the callback they were meant to prompt? Often no one knows. The cost per call fell; whether it did its job went unmeasured.

So the real work before automating is not technical. Efficiency is doing things right; effectiveness is doing the right things. Automation buys efficiency, not effectiveness. The task is to redesign the process around what the customer values, then automate what survives. Lean management gives you a sequence for it.

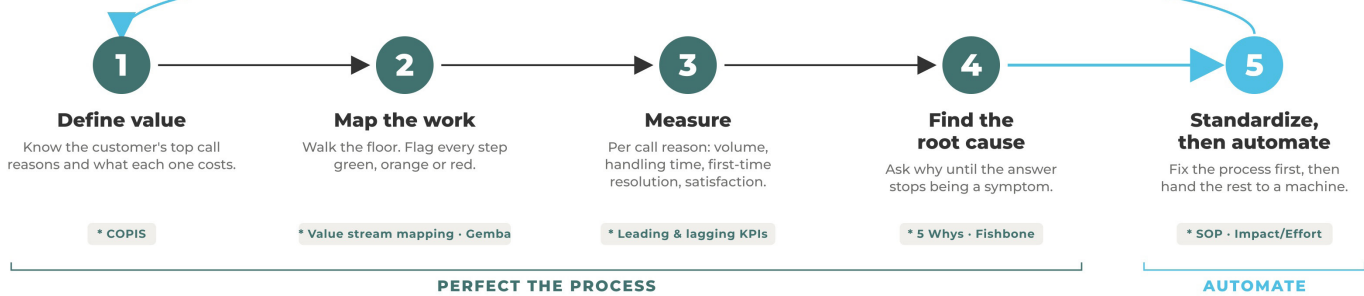
Five steps before you automate

1. **Define value from the customer's side.** Start with why customers actually call. In practice, only a minority of central stations can name
2. **Map the process where the work happens.** Sit with operators for a shift and record every step as it is really performed, not as the manual describes it. Flag each one: green if it adds value for the customer, orange if it is necessary but adds none, red if it adds nothing. The red steps are usually habits no one has questioned.
3. **Measure per call reason, not in aggregate.** For each main reason a customer calls, track

their top three call reasons with any precision, and fewer still know what each one costs them in time and escalations. You cannot redesign, let alone automate, a process for value you have not defined. The dealer, the account holder, and the responding authority want the same narrow thing: real events handled fast and accurately, false ones kept away. Everything else is a candidate for removal.

The five-step lean audit on an inbound call

CONTINUOUS IMPROVEMENT (KAIZEN)



Do the right things, then do them right, then automate.

* Lean tools and frameworks to look up

four things: volume, handling time, first-time resolution, and satisfaction. Averages taken across everything hide the categories where the process actually breaks, and those are the categories where automation is either most valuable or most dangerous.

4. **Find the root cause before you fix anything.** For each red or slow step, ask why several times, until the answer stops being a symptom. Long handling usually traces to information the operator lacks, systems

that do not talk to each other, or a rule written for a risk that is gone. Automating around that cause preserves it.

5. **Standardize, then automate, then repeat.** Write the improved process into the SOP so the gain holds. Only now decide what to hand to a machine, starting with high-volume, low-judgment work. Then run the loop again.

Automation built on a process designed around customer value is a real advantage. Built on inherited habit, it is expensive, permanent,

and hard to reverse. The centers that get the most from AI will not be the ones asking what they can automate. They will be the ones that first asked what their process should be and did the work to make it so. **M**

ABOUT THE AUTHOR

Soufiane Hamdaoui is Chief Revenue Officer at Orion Intelligence, which builds AI Voice Operators for the alarm monitoring industry. He holds an MBA, a Lean Six Sigma Black Belt, and specializes in business transformation and growth. Alongside his executive work, he is a PhD candidate in organizational leadership.

Name	Unit	Local Source	Department Type	Stage	Total value Amount	RMR Amount	Gross Profit	Total Action
Drake Smith	Unit	Best Source Co.	Alarm Work	A	\$1,000.00	\$100.00	\$900.00	24/06/2025
CO-OP-10-10-10-10-10	Unit	Best Source Co.	Alarm Work	A	\$1,000.00	\$100.00	\$900.00	24/06/2025
CO-OP-10-10-10-10-10	Unit	Best Source Co.	Alarm Work	A	\$1,000.00	\$100.00	\$900.00	24/06/2025
CO-OP-10-10-10-10-10	Unit	Best Source Co.	Alarm Work	A	\$1,000.00	\$100.00	\$900.00	24/06/2025
CO-OP-10-10-10-10-10	Unit	Best Source Co.	Alarm Work	A	\$1,000.00	\$100.00	\$900.00	24/06/2025



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OPSTech 2026 Turns Industry Change into Practical Action

By Julie N. Webber, Vice President of Education and Training, The Monitoring Association



The professional monitoring industry has no shortage of conversations about change. Artificial intelligence, video, new data sources, and evolving public safety partnerships are reshaping what happens inside the monitoring center. The more difficult question is how to turn those developments into better decisions, stronger teams, and more effective operations.

For monitoring centers, these changes are no longer theoretical. They are affecting how events are handled, how operators are trained, how leaders make staffing decisions, and how monitoring centers interact with customers and public safety partners. OPSTech 2026, held August 31

through September 3 in the Dallas area, was designed around that operational reality.

Rather than treating technology and operations as separate conversations, the program examined where they meet: in workflows, staffing decisions, customer expectations, standards, leadership, and the day-to-day judgment of monitoring professionals.

Sessions explored AI and automation, video monitoring, monitoring center modernization, public safety integration, and industry standards. Attendees also participated in leadership and technology workshops, facilitated roundtables and a tour of the COPS

Monitoring facility. The format was intentionally participatory, combining subject-matter expertise with the experience, questions, and lessons attendees brought from their own organizations.

From Emerging Technology to Daily Operations

Final evaluation results suggest the approach resonated. All survey respondents said OPSTech increased their knowledge and skills, while 100% gave positive ratings to presenter quality. Overall satisfaction reached 97%, and the event earned a Net Promoter Score of +79. Ninety-one percent said they were likely to attend again.

Session-level results reinforced the broader findings. Nine of the 10 evaluated sessions earned ratings of 89% or higher, with an average score of 92%. AI Workflow, the Hands-On AI Workshop, and the Predictive Index leadership workshop each earned 100% ratings.

More important than the numbers was what happened inside the sessions. The strongest programs connected emerging tools and industry developments to the decisions monitoring professionals are making now.

Video monitoring sessions, for example, addressed onboarding, workflow design, customer expectations, missed events, and the lessons monitoring centers can draw from them. AI programming moved beyond broad predictions about the technology and gave participants opportunities to consider where it can improve existing processes, where human judgment remains essential, and how organizations can begin experimenting responsibly.

Attendee comments reinforced the survey results. One respondent described OPSTech 2026 as having “the strongest lineup of speakers for an OPSTech.”

Learning From the People Doing the Work

The survey also reinforced something OPSTech attendees have long understood: some of the most useful learning happens between sessions.

Extended networking breaks received a 94% positive rating, while Peers and Pins earned 93% among participants who rated the activity. Roundtable report-backs received a 91% positive rating.

The tour of the COPS Monitoring facility extended that peer learning beyond the meeting room. Participants had an opportunity to see monitoring operations in action and compare what they observed with practices, technologies, and processes within their own organizations. TMA extends its thanks to COPS Monitoring for welcoming OPSTech attendees and opening its facility for an informative look at its operations.

That kind of exchange matters because monitoring centers do not all operate under the same circumstances. A staffing model that works in one center may not translate directly to another. The same is true for AI adoption, video

workflows, or a modernization project. Hearing what others have tried, where they struggled, and what they would change can be as valuable as seeing a finished solution.

OPSTech creates space for those conversations. It allows monitoring professionals to move beyond discussing what could work and learn from people who are actively testing new approaches in their own operations.

What Attendees Want Next

Feedback also pointed to opportunities to refine the participatory format, particularly the structure and flow of roundtable discussions. Attendees suggested easier movement among discussions, clearer rotation periods, and better management of table capacity.

Their recommendations also provide direction for future programming. Attendees asked for AI education designed for different levels of technical experience, more education for frontline managers and leaders of remote teams, and continued attention to the meeting environment and schedule.

TMA is using that feedback as planning begins for OPSTech 2027. The goal is to preserve what attendees value most – practical education, candid peer exchange, hands-on learning, and direct exposure to monitoring operations – while continuing to build the program around the challenges members are working through now.

As technology, workforce expectations, and the relationship between monitoring centers and public safety continue to evolve, the challenge for the industry will not be identifying change. It will be deciding what to do with it.

OPSTech will continue to provide a place for monitoring professionals



to test ideas, compare experiences, and turn emerging practices into practical improvements.

TMA thanks the speakers, facilitators, hosts, and attendees who contributed their expertise and the sponsor companies that made OPSTech 2026 possible. Additional information about OPSTech 2027 will be shared soon. **M**



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Getting to Know Tim Pearman, CEO of Worldview Monitoring



Tim Pearman is CEO of Worldview Monitoring, a remote guarding provider focused on helping monitoring centers and security providers deliver and scale proactive video monitoring services. Under his leadership, Worldview emphasizes operational consistency, structured escalation, and reliable execution in real-world monitoring environments.

Tim Pearman brings extensive experience in remote guarding delivery, focusing on helping security organizations integrate video-based monitoring into their existing operations and customer relationships. Through Worldview's partner-driven model, he works with monitoring centers, dealers, and security providers to build sustainable remote guarding

programs designed for long-term scalability.

As your leadership team takes the helm at a pivotal time in our industry, how are you helping to shape the organization's strategic vision to address evolving market demands and future opportunities?

The demand we see is straightforward. Dealers are installing cameras on nearly every commercial site, end users are asking who is watching them, and the monitoring center in the middle needs a way to say yes without rebuilding its operation. Our strategic vision is built around that center.

Worldview Monitoring works through monitoring centers and nobody else. That means wholesale centers, and it means the larger security companies that monitor their own accounts. We do not sell to dealers, and we do not sell to end users. The center keeps its customer, its dealer relationship, and its name on the service. We run the video operation behind it. That is a deliberate choice about who we are in this industry, and everything else follows.

That means our people are the product. When one of our operators handles an event, it is a partner's

customer on the other end and a partner's reputation at stake. The technology helps, and we use it, but you still need a human operator to make the nuanced calls, because every site is different and the software doesn't know that yet. So, our biggest investment is in the team, from the operators through to the leadership above them. There is no point in the technology moving forward if the people running our show get left behind.

That is also why we pursued our TMA Five Diamond Monitoring Center designation. We believe in what TMA is doing, particularly the new video monitoring standards. A rising tide lifts all boats and ultimately means the industry as a whole benefits. Meeting that standard from a center based in South Africa was our way of showing we hold ourselves to the same bar as everyone else in this community.

What are some major trends or disruptions that you believe will most significantly reshape our industry over the next three to five years, and what is your organization doing to prepare?

The biggest one is the move from a basic alarm to a verified alarm. Most people in this industry

are aware of it. I think they underestimate its eventual impact. In more and more jurisdictions, police will not dispatch on an unverified alarm, and the noise around verification gets louder every year.

Look at the industry research, and video monitoring is the one line trending up. Traditional alarm monitoring is plateauing and starting to taper off. I don't think in ten years there will be many alarm-only central stations around. They'll still be there, but alarm-only will be a smaller segment of what they do. At the end of the day, services layered on top of video will become the standard for both commercial and residential.

If video is where the growth is, every monitoring center has to decide how it is going to offer it. Do you build it yourself, with the IT infrastructure, the redundancy, and the team it takes to run video at scale, or do you partner with someone who already does? Both are legitimate options. What I'd caution against is not deciding, because most centers are sitting on an untapped resource in their current customer base. Their dealers have already installed the cameras. Those cameras are recording. A small percentage of them are being watched. And whichever way a center goes, the price to the end user has to be fixed. A variable price is difficult and confusing for a dealer to sell and impossible for anyone to manage.

As for us, we made the decision more than ten years ago. Video monitoring is all we do, so it's second nature. I have real respect for centers that have been doing alarm monitoring for four or five

Technology will keep changing, and the operator in the seat will keep being the thing that makes or breaks the service.

decades. They are experts at what they do. Video is a different discipline with its own learning curve, and going through it alone is the hard way.

Innovation has long been central to industry progress. How is your organization approaching innovation today, and where are you prioritizing investment in new technologies, capabilities, and services?

There are hundreds of camera brands, a growing list of analytics providers, and plenty of software platforms, and Worldview builds none of them. We are not a technology company, so innovation means something different for us than it does for a manufacturer. What we do is make all of that work together on a live site, every hour of every day.

Our investment goes into two things. One is testing. Every camera platform and analytics engine that comes across our desk gets piloted properly before it goes anywhere near a partner's customer. There are a lot of companies making a lot of noise, and very few stack up operationally, at a price that works, doing what they claim to do. Most of what we test, we turn down. The other is our team. We need the right people in the right seats, people who understand where the technology is heading and can

connect us to whatever a partner's dealer has installed. We are camera agnostic by design. If the cameras can be brought in, we will make them work.

That is not flashy work, and it is not meant to be. A lot of people can watch cameras, but we offer a full service from start to finish, and the value is in doing it the same way every night. We are not trying to dazzle anybody. We want people to know they can count on us.

Talent and culture are critical to long-term success. How are you building a workforce and organizational culture that can adapt and thrive in a rapidly changing environment?

When an event comes in at 3 in the morning, the end user experiences our operator, but the name on the service belongs to the monitoring center. That is the reality of working behind other people's brands. So, we are ambassadors of every monitoring center we work with, and we take that seriously. It shapes who we hire – and we are stringent about it – and it shapes how we train.

TMA is a big input here. The training programs, the standards work, and being part of the community keep feeding us new methods and a clear picture of what the industry is working through. We take what we learn there and build it into our

own training. We run workshops so the team does not just hear about a trend but experiences it firsthand. That is how you get better operators, better supervisors, better incident managers, and a better management team behind them.

Finding and keeping people who can do this well is the hardest part of the business, harder than any of the technology. The other piece is making sure the team knows the work matters. Our people stop things. They see the outcome. We over-communicate that, from leadership through every supervisor, because someone who knows they are making a difference performs differently than someone who thinks it is just a shift. The fact is, technology will keep changing, and the operator in the seat will keep being the thing that makes or breaks the service.

Collaboration across the ecosystem is increasingly important. Where do you see the greatest opportunities for partnerships across the industry, supply chains, and associations to drive collective progress?

People assume the big change in video monitoring was analytics. The bigger change was the internet. Bandwidth got cheap and fast, which let cameras stream to a center at scale and enabled the AI boom on top of it. Analytics gets the attention, but it sits in a stack: cameras, audio, the software platform, the analytics, and the people. Nobody owns every layer well. The centers doing this successfully partner intelligently across that stack rather than trying to build it all.

For a central station, the

opportunity right now is not picking the winning AI. It is bringing video customers into the business. How you manage those cameras in five or ten years, with a human operator or some marvelous agent that hasn't been invented yet, matters far less than whether you have them in your house. If the whole AI bubble crashes, it crashes. We carry on. If it takes off, even better. Either way, you have the customers, and that pool is where the recurring revenue comes from. In my experience, a customer with monitored cameras produces a good deal more RMR than an alarm customer does.

That is the mindset shift: from going out to link an alarm to going out to link cameras. Some centers will make that call early, and some will make it late. That has been true of every shift this industry has been through. That is where the associations come in: making sure the standards and training exist so the whole industry moves up together, not just a few.

Looking ahead, what excites you most about the future of our industry, and what should stakeholders across the ecosystem be paying closest attention to right now?

The potential. And I don't mean that as a hope. Every statistic I have seen points in the same direction. The plane is on the runway. If you're not on the plane when it takes off, you're staying where you are.

What to watch is not the analytics announcements. Watch how many of your dealers' existing cameras are connected to a monitored service. Technology will keep changing, and you can change with it. What you cannot do is take off

without customers. They are the fuel in the plane.

Leadership today demands constant learning and resilience. What habits, perspectives, or sources of inspiration help keep you personally energized and focused?

Before Worldview, I ran a guarding business. When I sold it, I knew I didn't want to start another one, so I looked hard at what else was out there. Guards, alarms, higher fences, bigger walls. Having run guards, I knew what they could and could not do. All of it was either a physical barrier, reactive, or it fell asleep on the job. Video monitoring was the one option that could be proactive, and all that held it back was the technology, which was in its infancy. I could see where it was going. It is satisfying to watch it get there.

What keeps me energized is the people. Every day my team sends me a clip of something where we stopped a crime or were able to help somebody. Property matters, and we protect a great deal of it, but more often than not the clip that stays with you has nothing to do with money. Sometimes it is a crime that never happened because an operator intervened at the right moment. Sometimes we have saved a life. We look after a retirement village, and one evening a resident wandered off the property. An operator spotted her, called the nursing staff, and they brought her back to safety. That is what the job is, and my team feels it as much as I do. We make a difference every day, and that never gets old. Maybe it's worth remembering that this is why the security industry started. We are here to look after people. It shouldn't be only about the mighty Dollar.

... Pearman continued on page 33



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FCC Grants Rule Waivers to Permit Fixed Installation of Ultra-Wideband (UWB) Devices

By John A. Prendergast, Managing Partner, Blooston, Mordkofsky, Dickens & Prendergast, LLP



The Federal Communications Commission (FCC) has granted rule waivers to Durin, Inc. and Vivint, LLC to permit the installation of a door manager security system and a doorbell product that would be mounted to a physical premises, both of which are Ultra-Wideband (UWB) devices. These waivers will allow both Durin and Vivint to certify and market their devices in the United States subject to various conditions.

Section 15.519(a) of the FCC's Rules requires UWB devices to be hand-held and not employ a fixed infrastructure. Section 15.519(a) (2) of the FCC's Rules prohibits the use of UWB antennas mounted on outdoor infrastructure, such as the outside of a building, a telephone pole, or any fixed infrastructure.

Durin Waiver Request

Durin has designed its Door

Manager security system (Door Manager) to provide a more secure entry to locked spaces by utilizing UWB technology in conjunction with traditional Bluetooth technology. Durin states that the Door Manager operates as a smart external access reader that pairs with a user's existing smart lock that is installed on a door to monitor and control access. The Door Manager uses Bluetooth Low Energy (BLE) to coordinate and create a secure and authenticated channel of communication between a user device (e.g., a mobile phone) and a Durin reader. Once authentication is complete, the Door Manager starts a UWB ranging session to determine if the conditions for entry have been met.

Vivint Waiver Request

Vivint's doorbell product includes a camera and a paired smart lock and will be professionally installed on

entryways to residential properties. This device uses UWB ranging to provide "proof of presence" prior to unlocking a paired smart lock, which Vivint states is similar to other devices for which the Commission has previously granted waivers. The doorbell contains a 2.4 GHz Bluetooth Low Energy (BLE) transmitter that can communicate with a mobile device carried by a person. Like the Durin Door Manager, the Vivint device is not handheld and is mounted to the outside of a building and thus would not comply with the requirements of FCC Rule Section 15.519(a).

In reviewing the Durin and Vivint waiver requests, the FCC noted that it could find nothing in the record that would indicate that either device would differ from other UWB devices in a manner that would pose an increased harmful interference risk to authorized radio services. Like other UWB devices, the FCC noted that these devices would emit signals at a very low power, consistent with the FCC's UWB rules. Further, the FCC has placed various conditions on both Durin and Vivint (which are unique to each device) in order to allow for the marketing and installation of these devices in the United States. **M**

TMA Welcomes New Members

Each new member strengthens The Monitoring Association and brings valuable perspectives, expertise, and ideas to our community. Please join us in welcoming the organizations that joined TMA this quarter.

Listed Monitoring Member



OHZ Remote Guarding

OHZ Remote Guarding is a nationally recognized provider of intelligent remote security solutions, helping businesses protect people, property, and assets through AI-powered video monitoring and live intervention in 35 states and counting. From its UL Certified Command Center, OHZ delivers 24/7 remote video monitoring, event-based security, virtual doorman services, and mobile surveillance solutions that proactively detect, verify, and deter threats in real time. By combining advanced technology with highly trained security professionals, OHZ provides scalable, end-to-end security solutions tailored to the unique needs of each customer.



Safe-Watch Live Monitoring

Safe-Watch Live Monitoring is a UL Certified professional monitoring provider delivering 24/7 live video monitoring and remote guarding solutions for security dealers, integrators, and commercial customers. Leveraging AI-assisted analytics, real-time video

verification, elevator monitoring, and lone worker protection, Safe-Watch helps its partners expand recurring revenue while enhancing security outcomes through proactive, technology-driven monitoring. With a flexible, hardware-agnostic platform and a commitment to exceptional customer service, Safe-Watch provides scalable solutions designed to meet the evolving needs of today's security industry.

Non-Listed Monitoring Members



WHOLESALE VIDEO & SYSTEMS MONITORING

24/7 Alert Remote Monitoring

24/7 Alert Remote Monitoring is a wholesale monitoring and managed services provider helping security dealers and integrators expand their offerings with innovative, scalable solutions. Through its Security Operations Center (SOC), 24/7 Alert provides remote video monitoring, AI-based video detection and response, interactive intervention, virtual guard tours, remote access control, and blended security services. Combining advanced technology with experienced monitoring professionals, the company works as an extension of its dealer partners to help protect people, property, and assets while creating

new opportunities for recurring services and long-term growth.



VSI Technology

VSI Technology is a B2B security technology provider delivering cloud-based video monitoring solutions designed for integrators, resellers, and security operations centers. At the heart of its offering is Video Sentry, a flexible video management platform that combines AI-powered analytics, remote monitoring, and open architecture to support virtually any IP camera environment. Alongside its software, VSI offers professional monitoring hardware and SOC solutions that help security providers streamline operations, expand their video services, and create new recurring revenue opportunities, while maintaining control of their customer relationships.

International Monitoring



An Thai Auto Equipment, JSC

An Thai Auto Equipment, JSC is a Vietnam-based integrated security, life-safety, and professional monitoring company

established in 2011. The company provides CCTV, access control, intrusion detection, fire alarm, communications, management software, 24/7 Central Monitoring Station (CMS), and maintenance services for industrial and commercial customers. ANTHAI's CMS provides professional alarm monitoring, verification, escalation, incident documentation, and risk-management support, with a focus on disciplined operations, service quality, and protection of people, property, and business continuity.

Associate Members



Inovonics

For nearly 40 years, Inovonics has been a leader in high-performance wireless technology, delivering reliable solutions for commercial security, life safety, senior living, and mobile duress applications. Their innovative 900 MHz wireless platforms and integrated solutions help protect people, property, and critical infrastructure in some of the world's most demanding environments.



Cawamo

Cawamo is an innovative security technology company helping central stations, remote monitoring providers, security integrators, and enterprise security teams modernize video monitoring through artificial intelligence and unified command-and-control. Its flagship platform, VisiGuard, combines AI-powered video analytics, video management, automated response, cloud recording, and operational reporting into a single, hardware-agnostic solution that works with

virtually any IP camera. By reducing false alarms, improving operator efficiency, and enabling scalable remote monitoring, Cawamo empowers organizations to deliver smarter, more proactive security services.



Telecom Design

Telecom Design is a global IoT technology company specializing in innovative connected solutions for the smart home security and aging well markets. Since 2000, the company has partnered with leading security service providers to design, develop, and manufacture end-to-end security technologies, combining expertise in IoT, wireless communications, video analytics, AI, and cloud-based data services. With a strong focus on innovation, quality, and scalable production, Telecom Design helps its partners deliver reliable, intelligent solutions that enhance safety, security, and peace of mind for customers around the world.



Rhombus

Rhombus Systems is a leading provider of cloud-managed physical security solutions that help organizations protect people, property, and operations through a unified, intelligent platform. Its open ecosystem combines AI-powered security cameras, access control, sensors, alarms, and incident management into a seamless cloud-based solution that delivers real-time visibility, automated workflows, and actionable insights. Designed for enterprise scalability and cybersecurity, Rhombus

enables organizations to modernize physical security while protecting existing investments through a flexible, future-ready platform.



ArcadianAI Inc.

ArcadianAI provides an open video intelligence ecosystem for professional monitoring centers, remote video monitoring providers, security operations centers, guard companies, and multi-location organizations. Its Ranger platform applies site-specific policies and schedules to live video, reduces non-actionable activity, and delivers meaningful events into established monitoring, alarm-handling, dispatch, and response workflows. The ecosystem also includes VSaaS, cloud video storage, centralized camera management, and web and mobile access. For remote or bandwidth-constrained sites, Ranger Station combines local storage, edge processing, and bandwidth optimization. Arcadian Bridge and Ranger Station provide end-to-end encrypted camera-to-cloud connectivity through secure outbound connections. ArcadianAI works across existing cameras, NVRs, VMS platforms, and third-party systems while supporting professional operators and responsible AI deployment.



CSR Privacy Solutions, Inc.

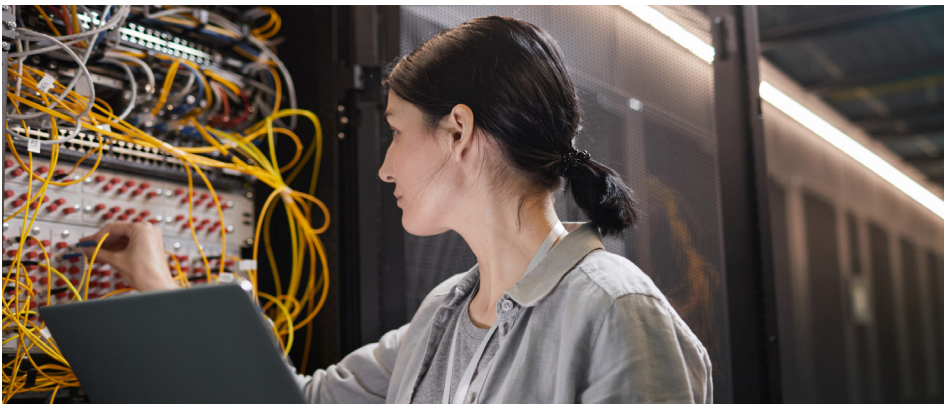
uRISQ® powered by CSR is an established privacy and cybersecurity regulatory compliance platform for security dealers and systems integrators seeking to help their small and medium-sized business customers

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The Alert Is Only the Beginning

How TMA's Video Monitoring Foundations Course Prepares Operators to Assess, Communicate, and Respond

By Julie N. Webber, Vice President of Education and Training, The Monitoring Association



A video alert can show that something moved within a camera's view. It cannot, by itself, tell an operator why the movement matters. A person crossing a site might be an authorized employee, a visitor who needs assistance, or someone entering a restricted area. The operator has to assess what is visible, consider the site and account instructions, and decide what action the facts support.

That combination of technology and human judgment runs through The Monitoring Association's five-module **Video Monitoring Foundations** course. Developed with industry subject matter experts, the online program addresses the knowledge and professional practices used in today's monitoring centers. Its lessons use scenarios, guided exercises, knowledge checks, and assessments to connect concepts with decisions operators may face during a shift.

The course begins with the systems behind a video event. **Module 1, Introduction to Video Monitoring Systems**, covers common monitoring services, camera types and capabilities, voice-down communication, and the infrastructure needed to keep a system operating. It also examines limitations. A camera's view, image quality, power supply, or network connection can affect what an operator can observe. Knowing those limits helps an operator describe an event accurately and recognize when more information is needed.

Module 2, Proactive Video Monitoring: System Meets Operator, examines how analytics and AI-assisted alerts support monitoring. These tools can direct attention to activity, but an alert still requires evaluation. The module organizes the operator's work around four pillars: action planning, observation, discretion,

and documentation. Learners consider how to follow an approved action plan, communicate with the appropriate contacts, and record what they observed and did. The distinction between an observation and an assumption is especially useful when an event is developing quickly.

The course then follows an event from alert to closure. **In Module 3, The Video Monitoring Process**, learners examine initial review, verification, changing conditions, camera controls, evidence capture, communications, documentation, and event coding. Topics include the difference between alarm verification and video event verification; the effect of camera latency; and the use of pan, tilt, and zoom controls to assess activity. The module also introduces AVS-01 alarm validation scoring, the ASAP Service where available, and communication with emergency communications centers.

An event does not always present a clear picture at the first alert. A subject may leave one camera's view and appear in another. A delayed image may complicate the sequence of events. New activity may change the urgency of a response. Operators need to reassess as information arrives, provide clear updates, and preserve an accurate account of

what was visible at each stage. The module's emphasis on fact-based descriptions of people, vehicles, and activity supports that work.

Two modules address responsibilities that may receive less attention in technical training but affect daily performance.

Module 4, Operator Self-Care: Staying Healthy, Focused, and Ready to Respond, explores stress, fatigue, decision fatigue, burnout, and the effects of difficult events. Video monitoring can require sustained attention across routine periods and sudden, high-pressure situations. Learners identify signs that their focus or well-being may be affected, consider recovery strategies, and develop a personal resilience plan. The material also addresses when to seek additional support and how to use available resources.

Module 5, Legal and Computer Safety: Protecting Information, Privacy, and Professional Responsibility, focuses on how operators handle the information and systems entrusted to a monitoring center. Topics include privacy, confidentiality, personally identifiable information, secure work habits, cybersecurity risks, objective documentation, and reporting concerns through established channels. An operator's choices about access, information sharing, and recordkeeping can affect customers, colleagues, and subsequent event review. The module connects those choices to everyday procedures.

Across all five modules, a consistent theme emerges: effective video monitoring depends on knowing both what a system can provide and what the operator must do with that information. Analytics can help identify activity. Cameras can supply a view. Procedures establish the authorized response.

Operators bring those elements together through observation, judgment, communication, and an accurate record of their actions.

That shared foundation matters because monitoring environments vary. Centers use different platforms, serve different types of sites, and follow their own standard operating procedures and account instructions. Video Monitoring Foundations is vendor-neutral and designed to complement organization-specific training. Learners still need to know their center's systems, approved processes, customer requirements, and applicable jurisdictional rules before applying a course concept on the job.

For managers and trainers, the program offers a common vocabulary for discussing event evaluation and operator practice. For operators, it offers a way to examine the decisions within a familiar workflow: What does the alert actually show? What context is available? What action does the account plan require? What should be communicated, and how should the event be documented? Those questions remain relevant as tools change.

The modules may be taken individually or as the complete course, with module-level exams and a comprehensive course assessment. Foundations is also the first step in TMA's Video Monitoring Professional learning pathway. Its purpose is practical: to strengthen the knowledge behind consistent, professional decisions when operators review activity, respond to events, and protect the trust placed in their monitoring centers.

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extend beyond traditional physical security. Through uRISQ's partner program, security service providers can add turnkey regulatory compliance tools to their existing portfolios without having to develop the technology, compliance expertise, or customer support infrastructure. The model also provides partners with an opportunity to develop additional recurring monthly and long-term revenue without adding any capital expense.

Service Provider Members



SECURITY & COMMUNICATIONS, INC.

Fox Security & Communications

Fox Security is a family-owned company providing customized security and life safety solutions for residential and commercial properties, backed by over 35 years of experience. We specialize in security, fire, video surveillance, and access control, with smart home integration, expert service, and exceptional customer care – giving our clients peace of mind knowing their property and valuables are in trusted hands.

*Know a company that would benefit from TMA membership? Help us continue building a stronger industry by referring a colleague or industry peer. Contact Evan Newman, TMA's Director of Strategic Growth & Membership, at enewman@tma.us to make an introduction. **M***

The Wireline Report

Latest FCC news impacting your business

By Salvatore Taillefer, Partner, Blooston Law (sta@bloostonlaw.com)



Carriers File to Discontinue Legacy Voice Service Across Most of the Country

Since the spring, carriers have moved from isolated copper retirements to a coordinated national wave of Section 214 discontinuance applications.

On August 26, the FCC placed on public notice applications by fourteen Verizon and Frontier operating companies covering portions of Arizona, Delaware, New Jersey, New Mexico, Ohio, Rhode Island, South Carolina, Utah, and Virginia (WC Docket Nos. 26-227 and 26-228), deemed granted automatically on September 26 with discontinuance authorized on or after October 23. On August 27 it noticed eight applications by affiliates of Consolidated Communications, several doing business as Fidium, reaching 140 exchanges across Maine, New Hampshire, Vermont, Texas, Minnesota, Illinois, Pennsylvania, and New York. Three further applications followed on September 4, including one covering

AT&T residential and business POTS together with AT&T Phone Service and AT&T Phone for Business in portions of 35 wire centers across ten states, and one by Nebraska Technology and Telecommunications covering all voice and data services across five states.

Two features of this wave matter for monitored accounts. The first is the mechanism: under the framework the FCC adopted in March, an application is granted automatically on the thirty-first day after public notice unless the FCC affirmatively intervenes. No one at the FCC decides these; dates simply arrive. The second is that the applications differ in what they require the carrier to show. Verizon's residential filing rests on a replacement-service test; its companion filing covering Business Dial Tone Line, ISDN BRI, PBX Trunk, Foreign Exchange, Payphone, and Key System Service proceeds under a provision that requires no replacement-service showing at all. Those are the service types on which many commercial alarm accounts still sit.

Coverage in most of these dockets is defined by wire center and exchange rather than by state, and the affected areas appear only in the appendices attached to each application. A state named in a public notice may be affected in a handful of wire centers or in most of them.

State Commissions Challenge Verizon's Nine-State Discontinuance (WC Docket Nos. 26-227, 26-228)

The Verizon application has drawn an unusually large record – 480 filings in the residential docket – including comments from the Virginia State Corporation Commission, the New Jersey Board of Public Utilities, and the Public Service Commission of West Virginia, together with roughly twenty Virginia local governments, the Virginia Municipal League, the Virginia Association of Counties, two state legislators, a county school board and a county emergency management office.

Virginia's commission asked the FCC to remove the application from fast-track review, reporting that Verizon advised its staff that five percent of its Virginia customers – approximately 150,000 – would be affected. New Jersey's board asked the FCC both to remove the application from streamlined processing and to halt the September 26 automatic grant, noting that Verizon seeks to discontinue across its entire New Jersey territory, covering more than 500 of the state's 566 municipalities. West Virginia's commission took a different posture: West Virginia is not an affected state, and it filed to preserve conditions it imposed when it approved Verizon's acquisition of Frontier, including a \$60

million escrow fund for legacy service facilities.

The New Jersey filing is notable for what it says about the replacement services. It states that complainants “raised concerns about the compatibility of Verizon’s alternative wireless services with medical monitoring devices and alarm systems,” and that the application “fails to provide information to address any of these concerns, and instead lumps New Jersey in with eight other states.”

The broader question the September 26 date will answer is whether objecting to a streamlined application accomplishes anything. When the CPUC and consumer groups asked the FCC to remove AT&T’s California applications from streamlined treatment earlier this year, the applications were granted automatically anyway. This record is considerably larger and includes three state regulators.

AT&T’s California Discontinuance Granted, Now Under Challenge (WC Docket Nos. 26-120, 26-121, 26-123, 26-125)

AT&T’s applications to discontinue copper-based service in portions of 360 California wire centers, affecting approximately 184,000 residential and 15,000 business lines, were granted automatically on June 29. Discontinuance is authorized on or after June 1, 2027.

The grant is now contested on several fronts. A petition for reconsideration was filed July 28, and applications for review were filed July 29 by the CPUC and jointly by the Rural County Representatives of California, The Utility Reform Network and the Communications Workers of America. AT&T’s separate petitions for preemption of California’s Carrier of Last Resort rules and for forbearance from federal Eligible Telecommunications Carrier obligations remain pending, as does the CPUC’s June 22 petition asking the Ninth Circuit

to vacate the FCC’s March Order itself. A federal district court denied AT&T’s request for a preliminary injunction against the CPUC in July and has not ruled on preemption.

The result is a standoff: AT&T holds federal authority to discontinue the same lines California requires it to keep serving, and the FCC granted that authority without ruling on the preemption question AT&T put directly to it. For monitored accounts in the affected wire centers, the operative date remains June 1, 2027, subject to whatever these challenges produce.

Lumen Applies to Grandfather Contact Center and Collaboration Services (WC Docket No. 26-220)

On August 27, the FCC placed on public notice an application by CenturyLink Communications and thirty-five Level 3 Telecom subsidiaries of Lumen Technologies to grandfather certain voice and data services in all fifty states, the District of Columbia, Puerto Rico, and international locations where offered. Grandfathering takes effect on or after October 1. From that date the affected services are unavailable for new orders and for renewal; current subscribers are supported until their contract terms expire, and services under automatic-renewal provisions terminate at the end of the current term.

The services named are contact center and unified communications products – Contact Center as a Service, hosted IVR, routing services for Microsoft Teams, Cisco and Zoom Phone, and managed session border controller services. Legacy copper voice does not appear in the application.

Two points bear on planning. Grandfathering is not discontinuance: there is no shutoff date to watch for, and exposure arrives when a contract term ends, which differs account by account and is not announced by a carrier notice. And the absence of legacy voice from this application

does not establish that legacy voice is unaffected – the FCC has waived the requirement to file an application to grandfather legacy voice and data services, so a carrier may grandfather them on customer notice alone, with no docket in which it would appear. Lumen’s legacy brands include CenturyLink, Qwest, CenturyTel, US West and Embarq.

FCC Circulates Draft Order Narrowing the TCPA “Revoke All” Rule (CG Docket No. 02-278)

On September 9, the FCC released the draft text of a Report and Order and Further Notice of Proposed Rulemaking for consideration at its September 30 open meeting, addressing the consent revocation rule adopted in 2024.

The draft follows a July 1 ex parte filing in which AICC asked the FCC for explicit protection for alarm verification calls. AICC asked the FCC to permit scope-specific revocation, so that a consumer opting out of one category of communications would be treated as revoking consent only for that category; to exempt calls placed in direct response to an alarm activation from the revocation rules entirely; and, failing those measures, to resolve whether alarm verification calls fall within the TCPA’s emergency-purpose exception, a question the FCC deferred in 2016 and again in 2020. AICC also pointed to enhanced call verification requirements in Georgia, Florida, Tennessee, and hundreds of municipalities, which generally require two calls to two different numbers before a monitoring company may request law enforcement dispatch.

Under the rule as written, a consumer’s revocation of consent in response to one type of message applies to all future automated calls and texts from that caller, regardless of subject matter. The draft would change that for informational communications: a caller could interpret a revocation made in response to an informational call or text – one containing no advertising

and not constituting telemarketing – as applying only to the category of message to which it was directed. Revocations made in response to telemarketing would continue to revoke all telemarketing from that caller. The draft would also let callers designate an exclusive method for revoking consent from among three listed options, provided the method is clearly and conspicuously disclosed. The category-specific approach corresponds to the first of AICC's requests. The draft does not address alarm verification calls specifically or the emergency-purpose question.

Two timing points. The revised rules would take effect 30 days after Federal Register publication and would supersede the delayed effective date of the existing provision, which had been extended to January 31, 2027. The date many companies have been planning against is therefore likely to move forward by roughly two months. And the accompanying Further Notice seeks comment on whether category-specific treatment should be conditioned on the caller offering a method to revoke consent to all automated calls, on reducing the processing deadline from ten to seven business days, on eliminating one-way texting protocols, and on whether affiliates and separate lines of business should be treated as separate callers.

Alarm companies that use automated calls or texts across more than one category of communication – verification, system status, appointment reminders, account messages, marketing – have a direct interest in how the category boundary is defined. The draft rule does not define what constitutes a category.

AICC Files Reply Comments on Proposed Limits on Number Cycling (WC Docket No. 26-49 et al.)

On July 7, AICC filed reply comments in the FCC's numbering proceeding, responding to the portion of the March 27 Notice of Proposed Rulemaking

that asks whether to prohibit or limit number "cycling" or "rotation." The FCC describes the conduct it is targeting as the use of large quantities of telephone numbers, each used on a rotating basis as few as one or two times.

AICC supported the FCC's effort to reach that disposable, single-use churn, but distinguished it from the practice of resting and rotating numbers that call-blocking analytics have incorrectly flagged. According to AICC, that practice draws on a small, stable pool of numbers held in continuous service for months or years and returned to use rather than discarded; each number carries many calls over its life; and the callers are identifiable. AICC asked that any definition turn on per-number utilization and retention rather than on the quantity of numbers a caller holds or how often it rotates them, and that responsibility attach to those who assign or pass along numbers without knowing or disclosing the end user rather than to verified callers or the providers that serve them directly.

AICC also noted that it has previously asked the FCC for a critical call list for life-safety communications and for a mandatory timeline to resolve mislabeled calls, both of which the FCC declined, and cautioned against a rule that would in practice require legitimate callers to purchase branded calling services. The FCC has not acted on the proposal, and any limit on number rotation would take effect only through a further order in the proceeding.

FCC to Consider Reexamining the Scope of the 911 Framework (PS Docket No. 26-197)

Also circulated for the September 30 meeting is a draft Notice of Inquiry titled Modernizing the 911 Framework. Comments would be due November 16 and reply comments December 15.

The inquiry reopens the four-factor analysis the FCC adopted in 2003 to decide which emerging services and

providers 911 obligations should reach — whether a service offers real-time, two-way voice interconnected with the public switched telephone network; whether customers reasonably expect 911 access; whether it competes with traditional wireless or wireline service; and whether E911 support is technically feasible. The FCC asks whether that framework should be retained or modernized, and whether to extend it to technologies that transmit data rather than voice, and to one-way communications.

The draft refers directly to alarm signaling. It observes that "home alarms can automatically send data about an event to a PSAP," describes devices that "contact an intermediary, which can then notify 911," and notes that automatically generated alarms delivered to PSAPs "can save lives in true emergencies when every second counts, but false alarms can consume significant time and resources."

This is an inquiry rather than a rulemaking and adopts no rules. Its subject is which services and providers the 911 framework should cover – a question that has not previously been asked in terms that reach alarm-originated emergency requests. **M**

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The Wireless Report

By John A. Prendergast, Managing Partner, Blooston Law (jap@bloostonlaw.com)
and Cary Mitchell, Blooston Law (cma@bloostonlaw.com)



NextNav Proceeding

- **SpecTech Alliance:** The Connected Devices for America Coalition unanimously approved joining SpecTech Alliance, which is a new, broader steering committee organized by Walmart, the National Retail Federation and others to oppose NextNav's initiative.
- **NextNav Capitol Hill Test:** On August 4, AICC attended a virtual meeting with officials from the Congressional Office of Sergeant at Arms (SAA) and the Architect of the Capitol (AOC), to discuss NextNav's request for a license to test its Lower 900 MHz technology in Capitol Hill. The Sergeant of Arms office is responsible for, among other things, the security of the US Capitol and related offices.
- We impressed upon the staffers that NextNav's demonstrations do not appear to use realistic testing conditions.
- The Connected Devices for America Coalition (of which AICC

is a managing member) filed with the FCC an [ex parte and informal objection](#) against NextNav's experimental license applications. In its response, NextNav states that it "has provided all of the information customarily required by the Commission to support its application." However, the sparsity of information provided by NextNav has hindered objective outside evaluation of its experimental operations.

- On August 10, the FCC granted NextNav's request for special temporary authority to conduct a test on Capitol Hill; but the grant was promptly "set aside" (i.e., undone) and remains in that status.
- **Satellite Direct-to-Device NPRM:** The FCC removed the Lower 900 MHz Band from its recently adopted [Notice of Proposed Rulemaking](#) seeking comment on direct-to-device ("D2D")

operations. The Chief of the FCC's Office of Engineering and Technology stated that the agency removed the Lower 900 MHz Band because it is "significantly more complex" than the other bands included in the NPRM, given that there are "multiple types of incumbent services with varying levels of protection." Because the NPRM invites comments on allowing satellite downlinks on unlicensed bands, at powers higher than allowed under Part 15, removal of the Lower 900 MHz Band from the NPRM appears to be a positive.

- **CDA Coalition Website** is now active: <https://www.saveourspectrum.com>. AICC is developing information about the alarm industry to add to the website.
- **PNT Alternatives Rulemaking**
 - OIRA Status – The PNT Notice of Proposed Rulemaking (NPRM) that would tee up NextNav's proposal for a vote remains tied up in the Office of Information and Regulatory Affairs (OIRA) interagency review process (a centralized White House process where federal agencies coordinate, vet, and align significant draft regulations before they are officially published), due to concerns raised by other Federal agencies about the NextNav proposal. Indications are there may be efforts to dissuade the Department of Transportation (DOT) to drop its objections to the NPRM (i.e., the FCC is trying to break the logjam blocking their vote on this matter). If it can clear the OIRA process in short order, that NPRM

could be on the October 29, 2026 FCC Open Meeting agenda. If that is the case, we would expect to see a publicly released draft of the NPRM on October 8-9, 2026.

• Other NextNav Developments

- NextNav recently [announced](#) a partnership with Tiami Networks “as a sensing ecosystem partner for 5G-powered counter unmanned aircraft system (UAS) detection solutions. . . . NextNav’s 5G PNT Network in Santa Clara County, California, will serve as a testbed for evaluating long range, 900 MHz based sensing capabilities and use cases, including counter-UAS detection and airspace awareness, while simultaneously delivering accurate 3D PNT information with no additional load on the network.” The alarm industry and the Coalition should learn more about the drone defense play, determine its potential impact on the Lower 900 MHz band ecosystem, and whether it can be done in another spectrum band.
- PNT Alternatives – A number of commercial solutions offering PNT alternatives are advancing in the marketplace; we could focus on highlighting these in our future advocacy, including potentially relying on a study from the DOT Volpe Center that is expected to be released soon.

Right-to-Repair

Kansas has enacted its Right to Repair bill with an alarm exemption, extending the industry’s string of successful outcomes. Other R2R bills of note:

Bills with alarm exemption that did not get passed, but hopefully get re-introduced next year:

- Alaska (hard fought exemption finally added)
- Florida
- Maine (failed April bill prefiled for next year by Sen. Mike Tipping Aug. 13, 2026 with alarm exemption intact)
- Missouri

Bills with alarm exemption still pending this year:

- Massachusetts (exemption injected)
- Ohio
- Pennsylvania

Bills WITHOUT ALARM EXEMPTION that failed to pass this year (but warrant close scrutiny for next year):

- Rhode Island
- Virginia
- Wyoming

Drone Dominance

The Unleashing American Drone Dominance proceeding ([GN Docket No. 26-74](#)) is an FCC initiative launched in April 2026 to secure U.S. airspace and promote the domestic drone industry. AICC filed comments urging that the security industry be allowed to make greater use of drones, as well as drone defense technology. **AICC filed Comments urging that the alarm industry be able to make wider use of drones for security purposes and be able to use drone defense measures to better guard protected premises and activities from drone attacks.**

On July 2, 2026, the FCC issued a package of orders and a declaratory ruling addressing counter-drone (C-UAS) technology. Most significantly, the Declaratory Ruling (DA 26-255) grants derivative immunity from liability under Section 333 of the Act for state, local, tribal, and territorial (SLTT) law enforcement and correctional agency personnel to engage in C-UAS mitigation (Jamming) activities. **This step not only helps AICC’s public safety allies but also may be a step toward eventually allowing security companies to use counter-drone measures.**

On August 3, 2026, CTIA filed a Petition for Reconsideration or Clarification of the FCC’s C-UAS rulings, pushing back against the indiscriminate nature of jamming of RF signals as a threat to lawful communications. CTIA seeks reconsideration and/or clarification to ensure that guardrails are in place to

prevent harmful interference to lawful communications.

FCC Places Power Inverters and Robotics on Restricted “Covered List”

On July 28, the FCC added two categories of equipment to its Covered List of communications equipment and services that pose an unacceptable risk to national security: foreign-produced power inverters and foreign-produced advanced robotic devices. The additions took effect immediately (WC Docket No. 18-89; ET Docket No. 21-232; EA Docket No. 21-233). **We have received indications that routers and power inverters are used in connection with alarm service providers. The FCC’s action makes it clear that procedures should be put into place to avoid use of prohibited devices in operations.**

According to the FCC, the action follows determinations by an Executive Branch interagency body that these foreign products, regardless of country of origin, pose unacceptable national security risks, including supply chain vulnerabilities, susceptibility to remote disablement, and the potential for data exfiltration and surveillance. Both categories are defined by place of production rather than by manufacturer, and both carry an exception for equipment that has received a conditional approval from the Department of War (DOW) or, for power inverters, the Department of Homeland Security (DHS). Equipment on the Covered List may not receive an equipment authorization, and applicants must certify that the equipment for which authorization is sought is not covered.

In a companion Order released the same day, the FCC waived the prohibitions in Sections 2.932(b) and 2.1043(b) of its rules on Class I and Class II permissive changes for devices in the two new categories that were authorized before July 28. The waiver permits software and firmware updates that mitigate harm to U.S. consumers,

including security patches and updates needed to keep devices functioning, and runs through January 1, 2029. A copy of the Public Notice announcing the additions is available [here](#).

Below is more detailed information about restricted inverters and routers:

The Covered List

The FCC's "Covered List" is a national-security list maintained by the Public Safety and Homeland Security Bureau (PSHSB or Bureau) under Section 2 of the Secure and Trusted Communications Networks Act of 2019 ("Secure Networks Act"). The list identifies communications equipment and services that have been determined to pose an "unacceptable risk" to U.S. national security or to the security and safety of U.S. persons. The Commission updates the Covered List from time to time, and the most current version is published on the FCC's website at: www.fcc.gov/supplychain/coveredlist.

Addition of Foreign-Made Routers to Covered List – March 23, 2026

In March of this year, the FCC expanded the Covered List to include "routers produced in a foreign country," subject to an exception for routers receiving a Conditional Approval from the DOW or DHS. An FCC Public Notice ([DA 26-278](#)) provides details of the Commission's action and equipment authorization impacts of the Covered List. In particular, once such equipment is covered, 47 C.F.R. § 2.903(a) prohibits it from receiving a new FCC equipment authorization.

Addition of Foreign-Made Power Inverters to Covered List – July 28, 2026

In [DA 26-786](#), the Commission added "foreign-produced power inverters" to the Covered List, again subject to Conditional Approval by DOW or DHS. The action followed an Executive Branch [national-security determination](#) focusing on the risks created by remotely connected inverters deployed

in or connected to the U.S. electric grid. Addition to the Covered List means that new models of foreign-produced power inverters are generally prohibited from receiving FCC authorization to be imported, marketed, or sold in the U.S. However, it does not affect the continued importing, marketing, or selling of existing models of power inverters that have already received FCC equipment authorization, or the continued use of devices that consumers already have.

Clarification of Scope of Power-Inverter Restriction

On August 20, the FCC modified and clarified the scope of the power-inverter category following a second national-security determination. See [DA 26-870](#). A helpful FAQ page about the most recent updates is provided at <https://www.fcc.gov/covered-list-faqs-robots-inverters>. The revised definition focuses on utility-interactive inverters that both convert DC to AC for use in parallel with an electric utility and contain, or are designed or configured to accept, components enabling remote communication, control, sensing, data collection, or monitoring through Ethernet, Wi-Fi, cellular, Bluetooth, or similar wired or wireless connections (i.e., utility-interactive operation under UL 1741). The first requirement would appear to exclude from the Covered List a class of ordinary power-conversion equipment, such as uninterruptable power supply systems, that are not intended to operate in parallel with the utility grid. DOW has concluded that power inverters that do not meet the definition in UL 1741 do not pose unacceptable risks to national security. The August revision also excluded certain devices from the definition of "foreign-produced power inverters," including qualifying equipment treated as domestically produced under the Advanced Manufacturing Tax Credit for domestic production of certain energy-related components (codified at 26 U.S.C. § 45X).

Assessing device compliance may be

tricky, as the FCC hasn't published a device-level list, and the Covered List is subject to changes and modifications on an ongoing basis. Manufacturers should be asked to provide information on production location, domestic component content, and whether they can demonstrate their products aren't covered by the applicable guidelines. If a power inverter or router is being used in connection with an alarm system:

1. First determine whether the device falls outside of the definition of Covered equipment (especially given the narrowing of the prohibited inverter definition based on utility-interactive and remote connectivity status).
2. Second, determine if the device is foreign made. This calls for not only consulting the Covered List, but also determining with the manufacturer whether the device has been "white labeled" such that it appears to be made in the U.S.
3. Third, if the device is on the List or otherwise falling under the restriction, has the manufacturer been granted Conditional Approval for such inverter, and/or has it developed a patch to block harmful uses. Users should note that a conditional approval is not a permanent clearance. Each carries an expiration date and is contingent on the manufacturer's compliance with its onshoring plan.

DEVICES UNDER CONDITIONAL APPROVAL EXEMPTION

The Public Safety and Homeland Security Bureau has released a further Public Notice updating the Covered List to reflect DOW conditional approvals and exemptions for certain routers. A complete list of router models that (as of September 9) have received Conditional Approval is published in Appendix B of the FCC Public Notice [DA 26-957](#). A list of routers that have been exempted under Conditional Approval, which will be updated periodically,

also appears at <https://www.fcc.gov/supplychain/coveredlist#conditional-approvals>.

We expect that a list of power inverters that have received Conditional Approval will also appear on this page once these have been issued. We aren't aware of any new power inverters that have completed the Conditional Approval process yet, but this isn't surprising as this category of devices was only added to the Covered List in late July. Let us know if you have any follow-up questions.

FCC Seeks Comment on Equipment Authorization Supply-Chain Proposals

On August 7, the FCC's *Third Further Notice of Proposed Rulemaking* on protecting the communications supply chain through the equipment authorization program was published in the Federal Register. Comments were due September 8 and reply comments were due September 28 (ET Docket No.

21-232; EA Docket No. 21-233), and ex parte meetings and letters can be done up to one week before the FCC votes on this matter.

The *Third Further Notice* seeks comment on a broad set of measures beyond those adopted in the accompanying *Third Report and Order*. In addition to bifurcating the Covered List into producer- or provider-based categories and production-location-based categories, the FCC seeks comment on addressing the practice of "white labeling" covered equipment, on requiring disclosure of hardware and software bills of materials, on prohibiting software and firmware components produced by Covered List entities, on term limits for equipment authorizations, on registration requirements for devices authorized under the Supplier's Declaration of Conformity procedure, and on requiring a U.S.-based party responsible for equipment the FCC has certified.

For alarm service providers, the bill-of-materials and white-labeling proposals are the ones most likely to affect routine purchasing. A disclosure requirement reaching hardware and software components would bear on the diligence a provider or its vendor performs before acquiring routers, gateways, and customer premises equipment, and rules addressing white labeling would affect equipment sold under a brand other than that of the producer. A copy of the *Third Report and Order* and *Third Further Notice of Proposed Rulemaking* is available [here](#).

M



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New TMA FirstNet Certified Companies since July 1, 2026:

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- Everon, LLC
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View the full list online: <https://tma.us/firstnetcompanies>.

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- Ahold Delhaize USA - Salisbury

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... *Pearman continued from page 16*

The other habit is staying involved. We are members of the industry's associations, and not dormant ones. Being in the room is how you learn where the industry is going and what it is up against, and it keeps me from getting comfortable.

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MODULE 3

The Video Monitoring Process

Applies core concepts from initial alert review through event closure, including verification, camera tools, evidence capture, documentation, and changing event conditions.

Focus: event verification; PTZ and latency; evidence preservation; resolution codes; AVS-01; ASAP Service; fair, fact-based descriptions

MODULE 5

Legal and Computer Safety

Introduces the legal, ethical, privacy, and cybersecurity responsibilities that help operators protect customer information and monitoring center operations.

Focus: privacy and confidentiality; PII; cybersecurity risks; secure work habits; objective documentation; reporting concerns

MODULE 2

Proactive Video Monitoring: System Meets Operator

Explores how analytics and AI-assisted alerts identify activity while operators provide context, judgment, communication, documentation, and procedure-based action.

Focus: action planning; observation; discretion; documentation; notifications; ECC communication; response time; customer trust

MODULE 4

Operator Self-Care: Staying Healthy, Focused, and Ready to Respond

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