

## **PhoneWatch sale now means we are part of sector alarm**

09 May 2013

As of the 10<sup>th</sup> May 2013, eircom PhoneWatch will now trade as PhoneWatch.

We have undergone a change of ownership and are now owned by Sector Alarm, one of the leading providers of monitored home security in Europe. See what Sector Alarm do [here](#).

The sale of PhoneWatch to Sector Alarm will have absolutely no operational impact for our customers and we will continue to provide the same quality product and service.

Being part of PhoneWatch means that you're part of network of people. PhoneWatch is protection powered by 24 hour monitoring and customer service, a network of highly skilled engineers and above all our superior service. PhoneWatch is now part of a larger group whose core business is security.

Sector Alarm are a Scandinavian based security company, founded in 1995. They have steadily grown their customer base since then, and now protect over 200,000 households with their home alarms & home security systems.

This change will only serve to enhance what PhoneWatch do and the service we provide. Sector Alarm shares many similarities with PhoneWatch and together we will continue to deliver world class service to our customers.

We, at PhoneWatch, are excited about this new development and look forward to continuing to protect and support our customers. Our new owners are committed to developing our range of product and services, and with them we will continue to grow from strength to strength.

Further questions and answers below or you can call us on 1850 211 765.

PhoneWatch sale to Sector Alarm – FAQ's

### **How will this impact me as a PhoneWatch customer?**

There will be no impact on the service provided to you, our customers. It is very much business as usual.

### **How will this impact me as an eircom customer?**

There will be no impact on you as an eircom customer.

### **Why did eircom sell PhoneWatch?**

PhoneWatch has been a part of eircom but has always operated as an independent subsidiary in the security industry. eircom as a telecoms company have taken to the decision to concentrate on their core business.

### **Who are Sector Alarm?**

Sector Alarm are a Scandinavian based security company, founded in 1995. They have steadily grown their customer base since then, and now protect over 200.000 households with their home alarms & home security systems.

### **How will this affect the business?**

This will not affect the business - it is very much [business as usual](#). This change will only serve to enhance what PhoneWatch do and the service we provide. Sector Alarm shares many similarities with PhoneWatch and together we will continue to deliver world class service to our customers.

### **Will there be any visible/name changes to PhoneWatch?**

We are now trading as PhoneWatch, without reference to the eircom identity. Over the next number of months you may see a slight change in our branding.

### **Will you still have the same engineers working for the business?**

We will continue to have our nationwide network of engineers.

**Where will PhoneWatch be based?**

PhoneWatch Head Office will remain at Sandyford, Dublin 18. We will continue to have our network of engineers nationwide.

**Where will the Monitoring control centre be based?**

PhoneWatch Monitoring Control Centre will remain at Sandyford, Dublin 18.

**Will it affect my monitoring?**

There will be no change to your monitoring. Your PhoneWatch monitoring service will operate as normal.

**Will you offer the same level of customer support and the same service I have been receiving?**

Absolutely. We will continue to offer the best service to our customers at all times.

**Will my (monitoring/monitoring and system maintenance) contract change?**

All contracts will remain in place and it is very much business as usual

**Will my alarm still communicate over my landline/mobile phone network?**

There will be no change to your monitoring. Your PhoneWatch monitoring service will operate as normal. PhoneWatch will continue to monitor your alarm over your landline/ mobile phone network.

**How will it affect my eircom landline?**

This change will not affect your eircom landline. PhoneWatch will continue to monitor your alarm over your landline or mobile phone network.

**Will I be getting a new external bellbox?**

We will replace bellboxes as and when required. All existing bellboxes with the eircom PhoneWatch logo will not be immediately replaced.

**Will it be beneficial for PhoneWatch to be part of Sector?**

This is a change in the ownership structure not in the operational structure of PhoneWatch. Sector Alarm's knowledge and expertise, together with PhoneWatch's 21 years in the Irish security market, will make us better than ever.