



MANUFACTURERS OF COMPUTERIZED TEMPERATURE CONTROL FOR FORTY-FIVE YEARS

PROUDLY MADE IN FULTON, MISSOURI, USA

A certified "Service Disabled Veteran Owned Small Business" (SDVOSB)

2105 Power Lane, Fulton, Missouri 65251

April 14, 2025

MEMORANDUM

During a perpetual state of searching for ways to increase costs to their customers while simultaneously reducing available services, communication companies have identified a service that they can bill separately for.

Historically, a communications company mobile device customer could send an email to a specific address for their phone number, then the service would convert it to a text message for their subscriber. Some of our customers, myself included, have used this ability to receive a text message when their CTC system activated an alarm. This was convenient because that text message would pop up on the screen of the phone, and it would optionally make an alert sound. If a freezer stopped working in the middle of the night, you could then get a visible and audible notification.

I believe Verizon stopped first, and AT&T followed ... more to come. You can still utilize these services but you have to convert your service to a business/commercial level plan and include that as an option.

In 1984, our system was Y2K compatible because we knew it would have to be eventually. In keeping with that, we offer a potential solution to this problem that was in-place when we invented and built the first SBD-3200. The FROM address is the key.

Most of our installed systems use a "epmctc.com" FROM address when sending alarms. The email address(es) that the alarms are sent TO is(are) configured on YOUR system, at YOUR end. Thus, your maintenance team could create a rule for emails from your system, or even a separate "alarm" email account that only allows alarms from your system. An audible notification should be configurable on each mobile device.

We thought you should be aware, if you weren't already.

www.epmctc.com

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