

# XFINITY HOME

# XFINITY® HOME

SECURITY · CONTROL · ENERGY

XFINITY Home  
6529 Quilen Road  
Shreveport, LA 71108  
1-800-934-6489

We would like to welcome you as a new customer of XFINITY Home!

Certain municipalities in Louisiana require home security system users to obtain an alarm registration/user permit. It is your responsibility to comply with these requirements. **If you fail to do so, the municipality could delay or refuse to dispatch emergency personnel and/or assess you fines.**

As a courtesy, we have compiled the requirements for some areas that require an alarm registration/user permit on the reverse side of this letter. This list is not exhaustive and you should confirm registration requirements with your municipality.

Once you receive your permit (where required), please login to the subscriber portal at [www.xfinity.com/xhsportal](http://www.xfinity.com/xhsportal); go to the **Security** menu, select **“Emergency Dispatch Setup”** and enter your permit number along with the expiration date at the bottom of the page.

Please contact your local municipality with any questions regarding alarm registration and user permits.

Thank you,

XFINITY Home Team  
1-800-XFINITY

State	Parish	City	Details
Louisiana	Ouachita	Monroe	<p>Alarm users for both <b>Fire and Security</b> systems are required to register their alarm systems with the Monroe Police Department and the Monroe Fire Department.</p> <p>Alarm system users are required to provide the Monroe Police and Fire Departments with the name, telephone number and address of at least two authorized individuals, who shall be available to respond and who shall arrive at the home where an alarm has been activated within thirty minutes when requested to do so by the police department. Additionally, alarm users shall promptly notify the Police and Fire Departments of any change in the designation or manner of contacting such persons.</p> <p>Current Cost: No Fee</p> <p><u>Alarm Permit Application:</u>            Monroe Police Department           <ul style="list-style-type: none"> <li>Alarm users should contact Sgt. Hancock at (318) 329-2600 for instructions on how to register their system</li> </ul>           Monroe Fire Department           <ul style="list-style-type: none"> <li>Alarm users can submit a letter containing the above mentioned information to the Public Safety Office or send a letter to the attention of the Chief of Communications at P.O. Box 71 Monroe, LA 71210</li> </ul> </p>

Alarm Company Information

Comcast Broadband Security, LLC d/b/a Xfinity Home  
 6529 Quilen Road  
 Shreveport, LA 71108  
 1-800-934-6489

Monitoring Company Information

C.O.P.S. Monitoring  
 1041 Glassboro Road, Building F  
 Williamstown, NJ 08094  
 856-629-1111