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XFINITY Home
5401 Staples Mill Road
Richmond, VA 23228

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

Certain municipalities in Virginia 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; 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

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Area	Details
Arlington	Alarm users for **Security** systems are required to register their alarm systems with the Arlington County Police Department, False Alarm Unit Current Cost: $0.00 Alarm Permit Application: http://www.arlingtonva.us/Departments/Police/citizens/forms/alarm_registration.asp
Augusta	Alarm users for both **Fire and Security** systems are required to register their alarm systems with the Augusta County Emergency Communications Center. Current Cost: $0.00 Alarm Permit Application: http://www.co.augusta.va.us/Index.aspx?page=288
Bath	Alarm users for both **Fire and Security** systems are required to register their alarm systems with the Bath County Sheriff Department. Current Cost: $0.00 Alarm Permit Application: Attached
Botetourt	Alarm users for **Fire** systems are required to register their alarm systems with the Botetourt Emergency Services. Current Cost: $0.00 Alarm Permit Application: http://co.botetourt.va.us
Chesterfield	Alarm users for **Security** systems are required to register their alarm systems with the Bern Chesterfield Police Department. Current Cost: $0.00 Alarm Permit Application: http://www.chesterfield.gov/police.aspx?id=2490 (Then email completed form to PD41@chesterfield.gov)
Colonial Heights	Alarm users for **Security** systems are required to register their alarm systems with the Colonial Heights Police Department. Current Cost: $0.00 Alarm Permit Application: Must apply in person at the Colonial Heights Police Department
Fairfax	Alarm users for **Security** systems are required to register their alarm systems with the Fairfax County False Alarm Reduction Unit. Current Cost: $25.00 Alarm Permit Application: Attached

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Fredericksburg	Alarm users for **Security** systems are required to register their alarm systems with the Fredericksburg Police Department. Current Cost: $40.00 (Pro-rated for new applicants) Alarm Permit Application: ttp://www.fredericksburgva.gov/uploadedFiles/Police/GeneralContent/Alarm%20Permit%20Application1.pdf?n=2545
Henrico	Alarm users for **Security** systems are required to register their alarm systems with the Henrico County Police Department. Current Cost: $0.00 Alarm Permit Application: http://www.co.henrico.va.us/police/pdfs/alarmapplication.pdf
Henry	Alarm users for **Security** systems are required to register their alarm systems with the Henry County Sheriff's Department. Current Cost: $0.00 Alarm Permit Application: Must apply in person.
King and Queen	Alarm users are strongly recommended to register their **Security** systems with the King and Queen County Sheriff's Office. Current Cost: $0.00 Alarm Permit Application: Security alarm users are recommended to advise the Sheriff's Department after installation.
Loudoun	Alarm users for **Security** systems are required to register their alarm systems with the Loudoun County False Alarm Reduction Unit. Current Cost: $0.00 Alarm Permit Application: https://crywolfweb.loudoun.gov/RegForm/NewRegFormLong.aspx
Louisa	Alarm users for **Fire** systems are required to register their alarm systems with the Louisa County Fire Department. Current Cost: $0.00 Alarm Permit Application: Application must be filled out and filed in person at the Louisa County Fire Department. Alarm users for **Security** systems are required to register their alarm systems with the Louisa County Sheriff's Department. Current Cost: $0.00 Alarm Permit Application: Application must be filled out and filed in person at the Louisa County Sheriff's Department

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Area	Details
Lynchburg	Alarm users for **Security** systems are required to register their alarm systems with the Lynchburg Department of Emergency Services. Current Cost: $0.00 Alarm Permit Application: Form Attached - Please mail completed form to 3261 Candler's Mountain Road, Lynchburg, VA 24502, Att: Amy Lowe.
Madison	Alarm users for **Security** systems are required to register their alarm systems with the Madison County Sheriff's Department. Current Cost: $0.00 Alarm Permit Application: Must register alarm in person.
	Alarm users for **Fire** systems are required to register their alarm systems with the Madison County Volunteer Fire Department. Current Cost: $0.00 Alarm Permit Application: Must register alarm in person.
Manassas	Alarm users for **Security** systems are required to register their alarm systems with the Manassas Treasurer's Office. Current Cost: $0.00 Alarm Permit Application: http://www.manassascity.org/documentview.aspx?DID=327
Martinsville	Alarm users for both **Fire and Security** systems are required to register their alarm systems with the Martinsville Police Department. Current Cost: $5.00 Alarm Permit Application: http://www.martinsvillepolice.org/downloads/alarm%20application%20and%20agreement%20form.pdf

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Area	Details
Norton	Alarm users for both **Fire and Security** systems are required to register their alarm systems with the Norton City Manager's Office. Current Cost: $0 Fee Alarm Permit Application: To register, alarm users must submit a letter to the City Manager's Office with the following information: 1. Name and address of the protected premises 2. Name, address, telephone number, or other locations whereby the person(s) maintaining the alarm can be located 3. Name, address, telephone number or other means of locating a minimum of two persons who can be contacted at any time in case of alarm or malfunction Additionally, the letter must indicate whether the alarm system covers security, fire or both. Letters can be mailed to: P.O. Box 618 Norton, VA 24273
Prince George	Alarm users for **Security** systems are required to register their alarm systems with the Prince George County Police Department. Current Cost: $0.00 Alarm Permit Application: Application must be filled out and filed in person at the Prince George County Police Department
Prince William	Alarm users for both **Fire and Security** systems are required to register their alarm systems with the Prince William County Public Safety Communication. Current Cost: $10.00 Alarm Permit Application: www.pwcgov.org/apps/crywolf
Tazewell	Alarm users for **Security** systems are required to register their alarm systems with the Bluefield Police Department. Current Cost: $0.00 Alarm Permit Application: Application must be filled out in person at the Bluefield Police Department.

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Alarm Company Information
Comcast Broadband Security, LLC d/b/a XFINITY Home
5401 Staples Mill Road
Richmond, VA 23228
800-934-6489

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