



## New product announcement

DSC Connect

Service Reactivation Voucher

LE4050-REACTIV

|                 |                                   |
|-----------------|-----------------------------------|
| <b>Date:</b>    | February 11, 2026                 |
| <b>Region:</b>  | LATAM                             |
| <b>Product:</b> | LE4050M with DSC Connect services |
| <b>Brand:</b>   | DSC                               |



## Generalities

We are pleased to announce that the cellular service reactivation voucher for DSC Connect communicators is now available. The part number assigned to this voucher is: LE4050-REACTIV.

The DSC Connect cellular service reactivation voucher is used to resume DSC Connect service when the communicator has been suspended for non-payment or manual suspension.



## Suspension and reactivation process

### Service suspension.

A communicator can enter a suspended state for two reasons:

1. If 12 months and 15 days have passed since the activation date and a voucher has not been loaded annual service renewal (LE4050M-RN-1YRD). Example: If an installer (dealer) registers If you activate a DSC Connect communicator in January 2025, you have the entire month of January 2026 to redeem a service renewal voucher and extend your cellular service for another 12 months. If the voucher is not redeemed during January 2026, the communicator will be suspended on February 15, 2026.
2. If an installer (dealer) decides to manually suspend service on a DSC Connect communicator and decides to reactivate it in a different month than the suspension month, they must redeem a reactivation voucher to have cellular service restored to the DSC Connect device.

### Service reactivation

To reactivate the service, the installer (dealer) must log into the dealer portal and upload a reactivation voucher.

Clarification Note: The Reactivation Voucher it does not add months/years of DSC Connect cellular service. If the communicator has been suspended for failure to apply the service renewal voucher, the installer or dealer must Redeem a service reactivation voucher and additionally you must redeem a renewal voucher for one more year of cellular service.



## Ordering information

| Part number    | Description  | List price (USD)* |
|----------------|--|-------------------|
| LE4050-REACTIV | DSC Connect Cellular Service<br>Reactivation Voucher | \$36.00           |

\* List prices. Apply your discount

If you have any questions about this announcement, please refer to our contact information in the table below.

| CONTACT INFORMATION |   |
|---------------------|---|
| Order Entry         | dsclatamorders@tycoint.com  |
| Sales               | <p>Please contact your local sales representative.</p> <p><b>Mexico:</b></p> <p>Salvador Landín: <a href="mailto:salvador.landin@jci.com">salvador.landin@jci.com</a></p> <p>Hector Alvarez: <a href="mailto:hector.3.alvarez@jci.com">hector.3.alvarez@jci.com</a></p> <p>Fernando Fernández: <a href="mailto:fernando.1.fernandez@jci.com">fernando.1.fernandez@jci.com</a></p> <p><b>Northern LATAM:</b></p> <p>Andrés Rúa: <a href="mailto:andres.mauricio.rua.gonzalez@jci.com">andres.mauricio.rua.gonzalez@jci.com</a></p> |



|                   |  |
|-------------------|--|
|                   | <p>Daniel Francisco Leal: <a href="mailto:danielfrancisco.leal.caicedo@jci.com">danielfrancisco.leal.caicedo@jci.com</a></p> <p>Cristian Melo: <a href="mailto:cristian.melo.hernandez@jci.com">cristian.melo.hernandez@jci.com</a></p> <p>William Piñeros: <a href="mailto:william.pineros.buitrago@jci.com">william.pineros.buitrago@jci.com</a></p> <p><b>Southern LATAM:</b></p> <p>Felipe Castillo: <a href="mailto:felipeignacio.castillo.alvarez@jci.com">felipeignacio.castillo.alvarez@jci.com</a></p> <p>Hazel Perez: <a href="mailto:hazel.perez@jci.com">hazel.perez@jci.com</a></p> |
| Technical support | <p>Latin America: +1-416-645-8083</p> <p>or email: <a href="mailto:intrusion-support@jci.com">intrusion-support@jci.com</a></p>  |
| Product Manager   | <p>Paolo Concetti</p> <p><a href="mailto:paolo.concetti@jci.com">paolo.concetti@jci.com</a></p>  |