

THE SENTINEL

A NEWSLETTER FROM DIAL ONE

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WINTER 2005



John Lindberg, President

Happy Holidays!

As the festive holiday season approaches, Dial One would like to thank you for your business. We value the opportunity to protect your homes and businesses, and keep all that is important to you safe.

In this issue of The Sentinel, we'll discuss the newest technology in the field, and give you a few pointers on decorating the house for the holidays — without setting off the alarm.

2005 has been a great year for Dial One. We'd like to take this opportunity to wish you a joyous and healthy 2006.

As always, if you have any questions or comments about the newsletter, please feel free to call me at (513) 527-4400.

Sincerely,

John Lindberg
John Lindberg

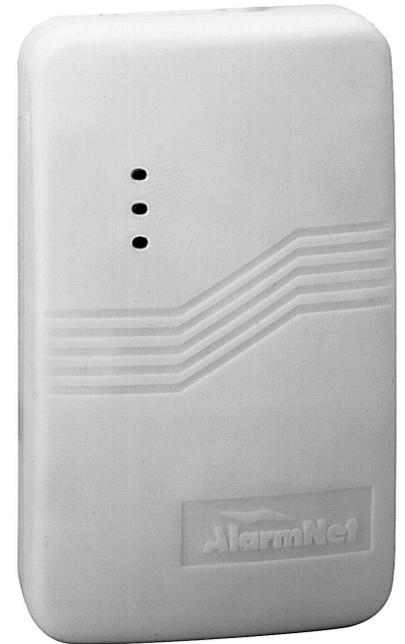


INTERNET AND CELLULAR MONITORING

Are you looking for an alternate way to communicate to Central Station other than your standard hard-wired phone line? Do you need a backup communication method?

Dial One has your answer. In today's technology-savvy world, not everyone uses a standard hard-wired phone line. Instead, you may be using VOIP (Voice Over IP) or cell phones for all of your calls. Dial One has a wide variety of devices that can serve as the primary or backup communication for your system, most of which can be easily integrated with your system. In fact, Dial One has been installing and monitoring systems for years using the cellular network, and now we can monitor via the Internet as well.

Please give us a call at (513) 527-4400 to get more information on pricing and the type of equipment your system needs.



The Dial One office received a fresh coat of paint and new banners this year.

DIAL ONE REFERRAL PLAN

Do you know someone who needs additional security in their home or business? Refer them to Dial One and we'll make sure to thank you.

Dial One's current referral plan has been modified from the coupon system previously in place. With the new plan, Dial One will give a \$50 check to a referral that leads to a complete monitored security system or a \$25 check for a referral that leads to a monitoring connection for an existing system.

The referral plan is open to existing clients. Please call (513) 527-4400 for more information.

Product Spotlight:
Honeywell TouchCenter keypad

SECURITY MADE SIMPLE WITH THE HONEYWELL TOUCHCENTER 700

Say goodbye to complicated alarm systems with flashing lights and confusing error signals. Say hello to an easy, convenient way to protect your home or business.

Dial One is happy to offer our customers the latest security protection with the Honeywell TouchCenter 700. The TouchCenter allows the user to arm and disarm the system with just a simple touch of the screen, so employees and family members using the system will be able to operate it with ease.

Controlling lighting, appliances and even garage doors are all a breeze when using the TouchCenter. The keypad also allows you to bypass specific zones with step-by-step, easy-to-follow commands.

The TouchCenter icons are simple to understand, and the system is compatible with all graphic-supporting controls. The TouchCenter also conveniently stores the most recent actions involving system use, allowing you to see when the system was accessed and who accessed it. This log allows you to see if family members or business employees are following proper security procedures.

The TouchCenter's built-in message center with microphone and speaker allows users to record and play back voice messages right from the keypad. Volume control, message recording time and message forward/reverse/delete are all features available on the TouchCenter.

Contact the Dial One office at (513) 527-4400 for more information on the Honeywell TouchCenter.



BURGLARY BLUNDERS

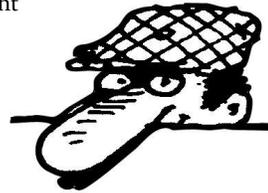
Courtesy of "News of the Weird" Universal Press Syndicate 2005

AND THE MILLION DOLLAR WINNER IS... NOT YOU

Christina Goodenow, 38, of Medford, Ore., was arrested in October for using a stolen credit card. A conviction would be especially disastrous for her since she just won \$1 million in the lottery with a \$1 ticket she bought with the credit card (thus voiding the ticket). CNN-AP, 10-28-05

HUMAN MATTRESS

Inmate Scott Bolton filed a lawsuit in September against the Luzerne County, Pa., prison and a slew of corrections officials. Bolton is blaming them for the severe injuries he suffered in a 2003 alleged escape attempt, claiming that tighter security would have foiled his breakout. Bolton suffered spinal cord injuries (which have permanently confined him to a wheelchair) when fellow inmate-conspirator Hugo Selenski pushed Bolton out of a window, several floors up, apparently to speed their leaping exit. Asked a corrections commissioner, incredulously, "(An inmate) is dumb enough to act as a human



mattress for Hugo, and (we're) responsible?" Wilkes-Barre Times Leader, 9-29-05

CALL FOR A STOLEN ITEM

Amir Husain, 17, and Anthony Nauman, 18, who allegedly burglarized a home in Mundelein, Ill., in August, were easily tracked down by police after the pair decided to build a Web site and post photos of their loot for sale, along with their contact information. WMAQ-TV (Chicago), 8-16-05

COUNTING DOWN

Jeremy Suggs, 21, was arrested in Las Vegas in August and charged with robbing a Wells Fargo bank. His number was up when he accidentally left behind his wallet and a name-imprinted deposit slip. Also, according to police, he fired two shots in the bank out of frustration because no one would meet his demands. One bullet narrowly missed his own head, and he had to re-count down a threat to shoot ("5, 4, 3, 2, 1") when no one gave him money the first time. Las Vegas Review Journal, 8-5-05

HONEYWELL COMMUNITY SERVICE AWARD

Dial One is proud to announce that we have recently won the Honeywell Community Service Award at the Honeywell Authorized Dealer Convention in Las Vegas. The award honors companies that strive to be strong, valuable partners in their communities.

Dial One was recognized for our participation in the Cincinnati Police Department's False Alarm Reduction Unit's Citizen Education Classes. These classes are designed to give alarm users valuable information on the prevention of false alarms and the importance of understanding alarm systems. Dial One helped ensure the community's awareness of the rising false alarm rate.

"Dial One is honored to be recognized for providing the community with such valuable information, and in turn, helping to reduce this growing problem," said John Lindberg, President of Dial One.

In the Cincinnati area alone, the false alarm rate is at a startling high. According to the Cincinnati Police Department, in 2002 Cincinnati police officers responded to more than 30,000 alarm calls. More than 80% of those calls were false alarms, which is a costly use of both manpower and city tax dollars.

As Dial One celebrates our 25th year of service in the Cincinnati area, we will continue to educate the community on the importance of preventing false alarms and better understanding security systems. For information on what

Dial One is planning for the community in 2006, please visit www.doges.com/general_info/communityservice.htm.

For more information about preventing false alarms, call Dial One at 513-527-4400 or the Cincinnati Police Department's False Alarm Reduction Unit at 513-352-1275.

Statistics courtesy of the Cincinnati Police Department



RANDY'S REMINDER

As the weather turns colder and we once again approach the holiday season, the false alarm rate of monitoring systems will begin to go up along with all of the decorations we enjoy. The Dial One Service Department has seen this pattern develop for many years now, and we have learned that most of the false alarms we see are preventable.

We are so accustomed to motion detectors in our homes that when we start decorating for the holidays, we often forget the motion detectors are there. Hanging garland, animated figures and other decorations will sooner or later (usually at 3:00 in the morning) trigger the motion detector mounted in the corner. Turning on the heat for the first time and changing furnace filters can also trigger smoke detectors.

Remember that a motion detector is looking for anything that moves. The closer an object is to the detector, the less it has to move to trigger the detector. Hanging the garland across the room may not be a problem, but if it is draped over the motion detector itself, you could have a problem. While putting up

your decorations, take a moment and watch the motion detector. If the red light is going on and off, and no one in the room is moving, you just found a potential problem. Sometimes moving the decoration to a different location is all it takes. If that cannot be done, you can always bypass the motion feature when turning on your system.

On the other hand, smoke detectors cannot be bypassed. Cleaning a smoke detector on a regular basis is the only way to ensure the detector's reliability and ability to sense smoke, therefore reducing its potential to have a false alarm. Dust, insects and spider webs all built up over time inside the sensing chamber are the number one cause of false alarms.

Let's all have a great holiday season, filled with all the wonder and joy that it brings. Just take a moment and ask, "Will this trigger my alarm?" Then if you're like me, you can get back to figuring out why those darn lights worked last year but not this year.

Happy Holidays!



Randy Johnson is a senior service technician with Dial One. He has been with the company for 15 years.

PRIVACY POLICY

Dial One respects your privacy. We will never sell or disclose our customer information to third parties. This includes e-mail addresses and phone numbers.

For a complete copy of our privacy policy, see www.doges.com/customer_service/privacy.htm.

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If you have any questions or suggestions that you would like us to address in this newsletter, let us know. You can write to:

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EMPLOYEE SPOTLIGHT

Welcome Aboard Kevin

KEVIN MACKENZIE

Kevin Mackenzie brings six years of security experience to Dial One's service department. As a licensed fire alarm installer in Ohio, Kevin joined the Dial One team in December 2004.

Raised in Bright, IN, Kevin has been in the greater Cincinnati area all of his life. His hobbies include playing the guitar and working on cars and computers.

Working at Dial One has been a rewarding experience so far for Kevin. "I really enjoy the problem-solving aspect of my job, as well as the customer interaction," he says.

Kevin has proven himself as an asset to the Dial One team. According to Scott Watkins, Dial One Service Coordinator, "Kevin has become an integral part of the service team. His versatility allows him to provide excellent service on many different products and services."



Dial One is happy to have Kevin's expertise on board. His dedication to top-notch customer service and hands-on problem solving has made him a perfect fit for Dial One.



HOLIDAY BUSINESS HOURS

During the holidays, most businesses observe special hours and/or closures. If this is the case for your business, please take a moment to notify the Central Station or the Dial One Security office as soon as possible.

In order to fully enjoy your time off, please notify us of your special business hours in advance. It might save you a phone call during the holiday dinner.

We wish everyone a safe and happy holiday season!

Central Station: (513) 921-4300

Dial One: (513) 527-4400

HAPPY HOLIDAYS

From all of us at Dial One



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General Electronic Security, Inc.



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