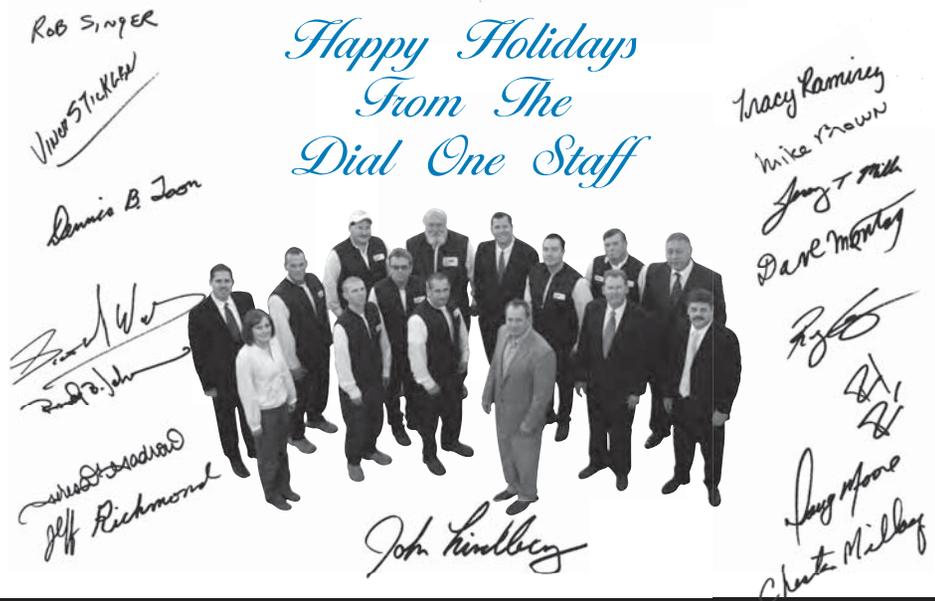


A Newsletter from
the Sentinel
 Dial ONE
 General Electronic Security, Inc.



John Lindberg, President

Greetings!

As this very difficult financial year comes to a close, we here at Dial One want to express our sincere thanks for allowing us to serve your security needs. We understand that many people are facing financial hardships and we truly appreciate your business.

In this issue of the Sentinel, Randy will remind you on Fail to test calls with Central Station. You can find out how to save money by switching to a cellular communicator and there are also some helpful holiday fire safety tips.

From all of us at Dial One, we wish you a very happy holiday season. We hope that 2010 is full of happiness and good health for you and your families.

Sincerely,
John Lindberg
 John Lindberg

Congratulations!

Dial One is thrilled to announce the marriage of Teresa (Miller) and Jeremy Gadrow. The happy couple was married on October 17. Both the ceremony and reception were held at Chateau Pomije Winery in Guilford, Indiana.



Teresa and Jeremy met in December 2006 through mutual friends. After the wedding, the couple enjoyed a relaxing honeymoon at the Aventura Spa Palace in Riviera Maya.

Burglary Blunders

Lloyd Barclay, 51, knocked off the KNBT bank in Bethlehem, PA., but left his wallet and ID on the counter. Michael Noyer, 45, burglarized a house in Manchester, N.H., but left his planner and his unemployment check stub behind. Inept burglar Juventino Sanchez, Jr., 57 tried to hit a Highland Park, Kansas business overnight but wound up stuck, upside down, in an air-conditioning vent.

Jason Zacchi, 27, tried to rob a Wendy's in Dearborn Heights, Mich., via the drive-thru window, with a bandanna over his face, and a shotgun, but suddenly the manager

on duty stuck her head out the window and challenged him. "What the hell are you doing?" she screamed. Bandanna or not, a mother recognizes her own son, and she turned him in. Detroit News

Travis Himmler, 23, Bloomington, Minn., was charged with burglary of the Golden Wok restaurant and theft of its cash register, which he carried away on his bicycle. He was discovered down the road after a nasty spill from the bike. The dangling cord from the cash register had got caught in the spokes. Sun Newspapers (Eden Prairie, Minn.)

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General Electronic Security, Inc.



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To contact the Central Station, call (513) 921-4300. If your account was formerly with Masterpiece, Surtech, Sound Security, please contact our main office for the Station phone number.

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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Randy's Reminders

Ever since the advent of alarm communication, systems have relied on traditional phone lines to perform this communication. Even as the alarm industry transitions toward replacing traditional phone lines with cellular technology a majority of systems in operation today are still connected using these phone lines. The drawback to using traditional phone lines is that they have a few inherent weaknesses. This article will address these weaknesses and provide solutions to minimize problems associated with them.

One weakness that we face is that phone lines can be disabled by a potential burglar before the alarm system is set off. Although this is more prevalent in commercial applications, the threat still exists in residential locations as well. Disabling the phone lines is possible because there may be exposed telephone wiring on the exterior of your home or business. Also, the demarcation point (where the phone companies wiring meets the premise wiring) is on the outside of many homes. This vulnerability allows potential burglars to vandalize telephone wiring and/or equipment before they enter the premise. When the phone lines have been compromised, the alarm system may not communicate the burglary or other emergency signals to our Central Station.

Although recent advancements in digital telephone service may be more cost effective, they also may present additional problems. Some alarm manufacturers and digital phone service providers do not guarantee that alarm communication will work properly using digital phone service. We have, in fact, found several versions of digital phone service that will not communicate the alarm signals properly.

There are built-in features on most



Randy Johnson is a senior service technician with Dial One. He has been with the company for over 20 years.

newer alarm systems and also new technology that can help to minimize problems associated with traditional phone lines. If your alarm system has a phone line monitor feature you can be alerted by a beeping keypad and/or a siren that your phone line is out. Most alarm systems are also capable of a weekly test signal that is automatically generated from the system and sent to our Central Station. If we do not receive the weekly signal, we will notify you of the potential problem. For either of these situations, a service call by the phone company or by Dial One Security may be necessary to resolve the problem.

The best solution is to install a cellular communicator. By installing a cellular communicator you can insure that your alarm system will communicate even if your phone lines have been compromised. The cellular communicator uses existing wireless networks to communicate, rather than hardwired phone lines. Dial One Security can install a cellular communicator as either a backup to an existing phone line or as a primary form of communication. Installing a cellular communicator as a primary may reduce or eliminate your need for phone lines and in turn may reduce your monthly phone bill.

Want to Save \$480 a Year Off your Phone Bill?

Make the Switch! Eliminate Your Land Line.

Dial One wants to help you save money. By eliminating your phone line and switching to cellular communications, not only will you be more secure but you can save \$40 per month. We can switch your security system over to a cellular communicator for as little as \$99 for installation and about \$10 per month additional monitoring.

Please call Paul Perme at 513-527-3033 ext. 108 to get details.

Holiday Business Closings

If your business will observe special hours or closures during the holidays, please notify the Central Station or the Dial One Security office as soon as possible. Letting us know now will prevent needless notifications later (e.g. your store did not open this morning) when you are enjoying some well-deserved time off. We wish everyone a happy, safe and joyous holiday!

Central Station (513) 921-4300
Dial One (513) 527-4400

Holiday Fire Safety

As you decorate for the approaching holidays, Dial One would like to remind you of some simple precautions you can take to protect your business and home from fire.

- When selecting decorations, try to choose those made with flame-retardant materials.
- Keep in mind when decorating that all exits should be completely clear of decorations and cords in case you need to exit the building quickly.
- Firmly secure your tree to keep it from tipping.
- Be sure to extinguish all candles when leaving a room; burning candles should never be left unattended.
- If you are leaving a room, remember to turn off all the lights. If you will be gone for an extended amount of time, remember to unplug all your lights and other electrical displays.
- When decorating the outside of your business or home, use only lights designated for outdoor use.
- Keep all electrical connectors out of puddles/snow.
- Make sure you have at least one fire extinguisher and familiarize yourself with how to use it in case of a small fire.
- Make sure that during business hours all exit doors are unlocked or able to be opened from the inside without a key to ensure a quick and safe exit in case of emergency.
- For Exterior lights make sure to use outlets with Ground Fault Interrupters (GFI) or purchase GFI extension cords.
- If you have a Christmas decoration that is tripping a GFI outlet or circuit breaker, stop using the decoration, if the decoration is tripping the GFI device it means that the decoration is "leaking" electrical current to ground and is much more likely to cause electrocution.
- Remember that it is much more likely for a regular electrical outlet to cause a deadly electrocution when conditions are wet. A GFI outlet or circuit helps to protect you.
- Try to purchase Christmas Lights that are LED, they use less power and are fundamentally safer due to their low current draw.

Remember that December, January and February are the leading months for house fires and deaths as a result of fire or smoke inhalation. Keep your family and employees safe this holiday season by making safety your first priority.

* Source: National Fire Protection Association

We want to hear from you!

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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