

THE A NEWSLETTER FROM DIAL ONE SENTINEL

VOLUME 13 • ISSUE 1

SPRING/SUMMER 2005



Greetings!

Spring is upon us — a time of renewal and growth. We have been very busy here at Dial One so far this year. As detailed in this newsletter, our company has grown with the merger of Sound Security, Inc. into our fold, as well as with the purchase of Alarm Monitoring of Cincinnati.

John Lindberg, President

With these mergers and acquisitions, Dial One has added talented staff and increased our capabilities in many areas of monitoring, installation and integration. We are thrilled welcome the employees and customers of these companies to the Dial One family.

It is an exciting time of year and an exciting time to be associated with Dial One.

In this issue, we'll bring you up to date on the company, introduce you to some new employees and discuss some new products available to our customers. Also, Randy has a few ideas for protecting your health and safety this Spring. Finally, we've included some of the always-popular "Burglary Blunders."

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

Sincerely,

John Lindberg

DIAL ONE MERGERS AND ACQUISITIONS

SOUND SECURITY MERGER

Dial One General Electronic Security is pleased to announce that it has merged with the security system portion of the well-known Sound Security, Inc. brand. The partnership between the two companies will allow them to offer the highest quality sound and security products to the Greater Cincinnati Area.

Sound Security has long been known as a premier installer of sound systems, media rooms, intercoms and integrated vacuum systems. The company will continue to operate in this core business line. Dial One will be providing service, installation, and monitoring of security systems, fire alarm systems, access control systems, and camera systems.

"I am thrilled that we were able to formalize this partnership," said John Lindberg, President of Dial One, "Sound Security President Tom Trentman and I have been friends for many years and we believe that this partnership will allow both companies to grow and to continue to provide the highest quality service."

From a corporate perspective this merger gives Dial One more relationships within the new construction/builders market. However, from a customer perspective it brings a number of highly skilled professionals to the Dial One staff.

A joint letter was sent to Sound Security customers announcing the move and welcoming Sound Security customers to the Dial One family. We look forward to serving all of our customers with the same zeal that has become our trademark.

Conversely, if any of our Dial One customers are looking for home entertainment systems or the like, we wholeheartedly recommend contacting our friends at Sound Security at (513) 474-0380.



Tom Trentman, Sound Security & John Lindberg, Dial One

DIAL ONE PURCHASES ALARM MONITORING OF CINCINNATI

Dial One also is proud to announce that the company has purchased Alarm Monitoring of Cincinnati (AMC).

AMC is the central monitoring station for the many alarms in the Greater Cincinnati area. The company and its predecessor, was founded in 1945 and has an excellent track record for monitoring of customer systems and excellent response times when an alarm is triggered.

Dial One has owned a portion of the business since 1992, and bought out the other owners in order to allow for more investment in the Central Station Operation.

"We are thrilled that Dial One has decided to acquire our operation and to invest in the technology and manpower needed to provide unparalleled service to our security customers," said Nancy Conner, AMC General Manager.

The purchase of the company became final on December 31st 2004.



ADJUSTING YOUR HOURS OF OPERATION?

Does your business have special spring or summer hours? If your hours of operation change with the seasons, don't forget to notify the Central Station or the Dial One office. Also, don't forget to notify us if your business will be closed any additional days around the 4th of July or Labor Day. A short phone call now can avoid confusion later.

Central Station (513) 921-4300

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 Mike and Marianne

MIKE BROWN — no relation to the Cincinnati Bengals owner — is a Service Technician who joined Dial One General Electronic Security as part of the Sound Security merger.

Mike is a retired Cincinnati firefighter who has worked in the security industry as a second career since 1977. In fact, for many years Mike owned his own security company — Modern Security Systems. While running his company, he once hired the man who would in turn hire him to work at Sound Security.

His favorite part of the job is the interaction with customers and the troubleshooting it takes to repair alarm systems. "I guess that's just the fireman in me," he says, "I show up and something is wrong, but when I leave things are better than when I got there. I love to fix things — to save the day if you will."

A dedicated sportsman and family man, Mike raised six children and spent "a lifetime coaching soccer, baseball and basketball." Additionally he spent many years as a soccer referee. He resides in Mt. Washington, where his favorite activity these days is "spoiling three wonderful grandchildren."



It's a pleasure to welcome Mike and Marianne. Their experience and dedication to customer service will be a tremendous asset to the Dial One family.

— JOHN LINDBERG, PRESIDENT, DIAL ONE

MARIANNE SCHMITS

Marianne Schmits also joined Dial One in the Sound Security merger. She has been an installer for Sound Security for nearly four years.

Although born and raised in Cincinnati, Marianne made her home in Vermont for more than 14 years prior to moving home to assist her aging parents. While in Vermont, she worked for a social services agency for many years on a 500-acre farm that specialized in assisting the mentally ill. She also worked in a school for kids with severe behavioral disorders.

Upon moving home, Marianne took a job as an installer for Sound Security. Starting with no experience, she has worked to become a highly skilled installer, developing into one of the best in the business. "When I started this job, they had to teach me how to operate the tools, but now I love it and it all comes as second nature," she says.

Her favorite part of the job is working with builders on new construction, designing comprehensive security systems from start to

finish, and installing the systems as the new homes rise out of the ground. She adds, "I just love being in on the beginning phase and watching a design become reality."

In her spare time, Marianne is an avid lover of the outdoors, hiking and camping all over the region, while also playing softball and volleyball. Furthermore, she lists enjoying live music as her number one passion. Marianne makes her home in Mt. Washington.



RANDY'S REMINDER

Come Hell or High Water

"April showers bring May flowers," as the saying goes. But along with rain, April also brings increasing temperatures as we head into spring and summer. A few simple precautions from Dial One can protect your home or business against disasters that most of us probably don't worry about on a daily basis.

DON'T BE ALL WET

Floodwater in your basement or in low-lying areas of your business can cost you thousands of dollars as well as cause health concerns if the problem is not addressed right away.

Moisture detectors can be added to low spots in a basement or in or near sump pumps. Some homes and businesses in the Cincinnati area have sewer lift stations to pump sewage and runoff from a lower level to the height of the street sewer lines. Detecting early failure of sewer lift stations is critical. Dial One can provide these sensors.

DEGREES OF DIFFICULTY

Homeowners and business owners don't often think about the dangers of changing temperatures. However, a change of just a few degrees can have enormous repercussions. In the winter, a broken furnace may allow a building temperature to drop below freezing — at which point pipes may freeze and burst. Plants and animals that are susceptible to cold may be endangered as well.

In the Spring and Summer, the opposite is true: a malfunctioning air conditioner or ventilation system may allow temperatures to rise unexpectedly. Computer systems and servers without proper ventilation are prone to "meltdown" losing all the information stored within — a potential liability of thousands of dollars of equipment, not to mention the lost data. A slight rise in heat and/or humidity also can lead to food spoilage and other health concerns, and like a drop in temperature, plants and animals can be adversely effected.



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

Dial One offers a temperature alarm from First Alert that automatically notifies the Central Station when a significant temperature change is detected. These alarms can be placed inside coolers or freezers, inside computer rooms, or any place that a change in temperature is a concern.

For more information on these products, contact me or your sales representative at (513) 527-4400. Have a nice Spring and Summer everybody!

PRODUCT SPOTLIGHT:

AUTOMATION MADE EASY WITH THE HONEYWELL TOUCHCENTER 6270

For those of us with VCRs still flashing "12:00" just like the day we took them out of the box, automating and centralizing home security into a single control panel can seem

like a daunting task. That's why Dial One is pleased to offer the Honeywell

TouchCenter 6270. Gone are the days of complicated commands. Gone are the days of blinking light indicators to interpret. And gone are the days of family members or employees

failing to arm or disarm the security system because it was too complicated.

The TouchCenter's menu-driven prompts walk you through commands step-by-step. Even advanced features of a system such as zone bypasses

are a snap when you follow the intuitive commands. Control your lighting, garage door, appliances, remote access and more through simple touch screen responses.



The TouchCenter also allows users to leave voice messages for one another. You'll never miss another message when you are prompted to listen at the security control panel.

TouchCenter also keeps tabs of who uses the system in a simple log and allows you to see if children or employees

are properly arming or disarming the system as they enter or exit your home or business.

For more information, contact your Dial One sales representative at (513) 527-4400.

TRAVEL SAFETY

Travel season is upon us. If you plan to stay in a hotel this summer, here are just a few simple tips to ensure your safety and security.

- When you check in, remember to take mental note of the most direct route to and from your room, to the fire escapes, elevators and nearest phones
- Most hotel rooms have auxiliary locks (i.e. deadbolts, door chains, etc.). Use them!
- Always check the peephole before answering the door. Only open your door if you are sure the person has a legitimate reason to enter your room. If in doubt, call the front desk
- Unpack and organize your belongings in such a way that you will notice immediately if anything is missing
- Lock your luggage. Unlocked luggage may be used by a thief to transport your property out of a hotel unnoticed
- Never leave cash, check or credit cards in the room. Take them with you or lock them in the hotel safe
- Report lost or stolen items to hotel management and the local police
- Immediately report any suspicious persons or activities to hotel management

Source: Crime and Violence Prevention Center, California Attorney General's Office

BURGLARY BLUNDERS

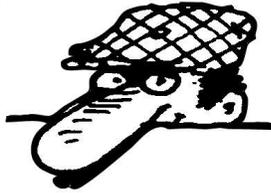
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NO HONOR AMONG THIEVES

In January, Daniel D. Salazar, 20, was sentenced to 2 1/2 years in prison for attempting to rob a Bank of America in Kansas City, Mo.; he first came to the attention of police when he called a station house and offered to turn in his partners in the crime in exchange for the \$5,000 reward. [Kansas City Star, 1-27-05]

CRIMINAL MIND

In Cincinnati in December, Ronald Godfrey pleaded guilty to a burglary, which he was forced to attempt alone because, according to a prosecutor, his brother James (also a burglar) refused to work with him, saying Ronald was too dumb. In the December burglary, Ronald accidentally hit himself in the head with a crowbar, splattering the scene with blood, which police traced back to him. [Dayton Daily News-Cincinnati Post, 12-14-04]



TASTE OF THE OPEN ROAD

In Vancouver, Wash., in January, Cuitlahvac Renteria-Martinez, 26, was arrested for jumping into an idling 18-wheeler and taking off. However, the rig had a global positioning system that made it easy to track Renteria-Martinez, and he was quickly arrested. He later admitted to police that he had taken a swig out of what he thought was the driver's coffee cup but learned too late that it was actually the driver's tobacco spit-cup. [Seattle Times-AP, 1-13-05]

FUNNY DRUG MONEY

Nicholas J. Valeri, 19, was arrested for allegedly passing a counterfeit \$20 bill at a Wendy's restaurant in Hempfield Township, Pa., He claimed innocence, saying that he inadvertently acquired the bill shortly before, while selling \$240 worth of marijuana. [Associated Press, 12-28-04] [Pittsburgh Tribune-Review, 12-2-04]

NOT WITHOUT A RECEIPT

Vincent Festa, 44, was arrested at a Radio Shack in Oyster Bay, N.Y., in December when he attempted to return for refund a computer and about \$1,500 in other "Christmas gifts" but which, according to police, he had loaded in his car a week earlier at the same store and driven off without paying for. [New York Post, 12-28-04]

POSITIVE IDENTIFICATION

In Bloomington, Ill., in October. Donald R. Hilger was arrested and charged with robbing 11 local businesses over the previous two weeks. He was picked up shortly after a robbery of a Jewel/Osco store, and police brought two of that robbery's witnesses by the arrest scene to see if they could identify him. According to police, however, as soon as the employees spotted Hilger, Hilger pointed at one of them and blurted out, "That's the one I robbed." [Pantagraph (Bloomington), 10-15-04]

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