

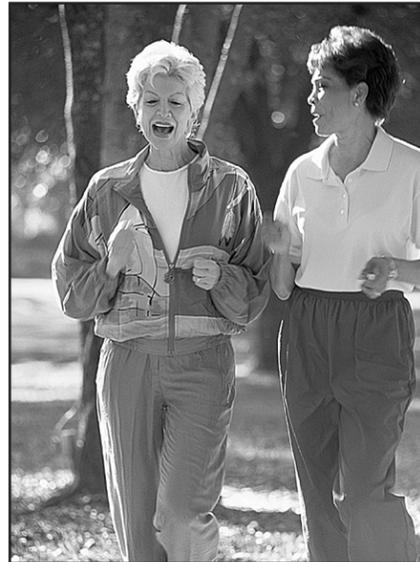
## Dial One Offers Customer Referral Discounts

Dial One General Electronic Security will offer you up to three months of free monitoring for each new customer you refer to us.

If you recommend our services to a friend who hires us to monitor an existing system or install a non-monitored system, we will give you one free month of monitoring services.

However, you can earn three months of free monitoring services if you refer a friend who purchases a Dial One security system which we install and monitor. The more customers you refer, the less you pay in monitoring charges.

To make sure you are able to take advantage of this offer, remind your friends to tell us



Referring Dial One to a friend can save you money.

during our initial estimate or contact that you recommended us. Then, we'll send you the free monitoring coupons once the installation is complete.

Once you receive your quarterly monitoring bill, simply mail your monitoring coupons with the invoice stub and a check for any remaining charges.

Coupons will expire one year after date of issue. They are not transferable, and only one customer may receive credit for each new referral.

Dial One thanks all the customers who recommended our services to others during the last quarter.

# THE SENTINEL

A Newsletter from Dial One

Volume 7, Number 2

SUMMER/FALL 1999

Dear Readers:

We are pleased to present the summer/fall issue of The Sentinel. We created this newsletter six years ago to keep you informed of important safety and security issues.



John Lindberg, President

In this issue, you'll learn how to reduce false alarms and keep your home safe in the event of a fire. On Page 3, Randy Johnson offers some advice about ground fault interrupter outlets. This issue also honors Anna Marie Stoup, a dedicated Central Station employee for more than 10 years.

Dial One is proud to have been serving the Tri-state since 1979, specializing in security systems, fire alarms, closed-circuit camera systems and card access control systems for residential and business customers.

If you have any comments about this newsletter or suggestions about topics you would like to see covered, please call me at (513) 527-4400.

Sincerely,

John Lindberg

## In This Issue

Reducing False Alarms	Page 1
In Memory	Page 2
Fire Safety Tips	Page 2
Insurance Discounts	Page 2
Randy's Reminder	Page 3
Burglary Blunders	Page 3
How To Reach Us	Page 3
Customer Referral Discounts	Page 4

## Reducing False Alarms

False alarms are not merely embarrassing, they endanger responding authorities and your whole community. Setting off a false alarm is like dialing 9-1-1; the police will respond thinking there is an emergency. False alarms can lead neighbors to ignore your alarm if it goes off repeatedly — it's like "crying wolf." In effect, your security system becomes less credible. False alarms can even make you reluctant to arm your system, exposing your home to undetected theft or fire. They can cost you big fines in many U.S. cities and towns. In some instances, chronic abusers may even have police response suspended.

More than 76 percent of false alarms are caused by user error. To reduce that number, make sure anyone with a key to your home or office knows how to operate your system.



Make sure anyone with a key to your home or office knows how to operate your system.

Make special arrangements for guests or repair technicians. Routine maintenance can greatly reduce false alarms. Have your security company check and service your system (including batteries) regularly. Also, call your security company immediately if your system doesn't seem to be working correctly or before you do any remodeling.

## What if your alarm goes off?

1. Don't panic. Remember your security I.D. code.
2. Find out if there really is an intruder or fire and respond appropriately.
3. If the alarm activation was accidental, carefully disarm your system per its instructions.
4. After you've reset the system, wait for your monitoring station to call you.
5. Don't leave your home or business until you've spoken with your monitoring station and assured them there is not an emergency.

## Be Prepared!

1. Rehearse alarm cancellation with everyone who might use your system.
2. Make sure everyone who has a key to your home or business knows how to operate the security system.
3. Give all system users the name and number of your monitoring station and a security I.D. code in case the alarm sounds.
4. Keep your security system instruction book, monitoring station's name and phone number handy (but out of eyesight so an intruder can't find it).
5. Call your monitoring station if you change your phone number, get a pet, plan to sell or remodel your house, or test your system.

## Alarm Owners May Qualify for Discounts on Insurance

By Eric Diehl, Agent for Farmers Insurance Group

Did you know that in addition to protecting you and your family, a home security system might qualify you for discounts on your homeowner's insurance?

Many insurance companies offer discounts for homeowners with burglar and/or fire alarm systems. Insurance companies recognize that the risk of losing property because of a burglary or fire is significantly reduced with the installation of alarms and are willing to give premium discounts to promote their use.

Insurance discounts usually range from five to 15 percent depending on the type of system you have. The largest discounts are usually given for systems that alert the police or fire department in case of an emergency.

If you are considering the purchase of a system or if you already have one installed, contact your insurance agent to see whether or not you are eligible for additional discounts.

### Insurance companies

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## Fire Safety Tips

Fire is the last thing anyone wants to have threatening their home or office. However, it is important to understand the damage fire can cause and know how to lessen that potential damage. All it takes is one careless moment for a fire to start. A few minutes later, your home or office could be filled with dangerous smoke. Having a pre-planned safety route could save your life.

### What should I do if a fire breaks out?

1. Close the door of the room, if possible, and close all other doors behind you.
2. Before opening a closed door, use the back of your hand to touch it. Don't open the door if it feels warm; the fire could be on the other side.
3. Get everyone out of the building as soon as possible, following your pre-planned safety route.
4. Leave immediately and use a neighbor's phone or a cell phone to call the fire department.

### What to do if you're cut off by fire

1. If you are prevented from getting out because of flames or smoke, close the door closest to the fire and use a towel or sheet (dampened, if possible) to cover any gaps in the doors which would allow smoke through.
2. Go to the nearest window and open it. Try to get a neighbor's attention. Remember to stay low since smoke rises.
3. If you are in immediate danger and have to jump from a window, throw out cushions or bedding to break the fall.

### Summer Safety Tips for the Grill

- Have your grill and tank checked for leaks once a year by a professional.
- When using charcoal grills, consider buying an electric lighter and briquettes already treated with starter fluid.
- DO NOT use gasoline, kerosene or any other flammable liquid that is not designated specifically as a starter fluid.
- Gasoline and kerosene vapors are heavier than air and tend to collect near the ground below grills. Keep lighted matches away from this area.

Information for fire safety provided by FireNet. Grill tips provided by safewithin.com

## In Memory



Anna Marie Stoup will be greatly missed

Anna Marie Stoup, employed with Central Station, a sister company of Dial One, passed away on March 15, 1999. She worked at Central Station for years. Before joining the company, Anna worked in the same field for American Alarm.

Anna was known as "Ms. Central Station," and was determined to give her clients and their subscribers the best service possible. She was described by co-workers as, "optimistic, loyal, very dedicated and team-spirited."

Anna also was very involved in the lives of her nephews and their children.

Anna will be especially missed at Christmas time. "The day after Thanksgiving she would start singing Christmas songs and wearing her red Reeboks with bells," said Nancy Conner, a co-worker. Anna Marie Stoup, a great worker and friend, will be missed by all who knew her.

## Randy's Reminder

Ground Fault Interrupter (GFI) outlets and A/C circuit breakers can be accidentally tripped very easily, without you being aware of it unless you have something plugged into the outlet, or the circuit is



controlled by a GFI. Basement outlets are normally controlled by a GFI circuit in all newer homes, and your security panel may be using one of those outlets for its primary power via a transformer. When the GFI circuit is tripped, your panel "sees" an A/C power failure, even though your lights and other fixtures are still working. It is important to do a quick check of all your GFI outlets, and in some cases, the A/C GFI breaker (located in the main breaker box) to determine if they are tripped. If the circuit has been tripped, resetting the device will easily correct the A/C power trouble.

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## Burglary Blunders

Co. 1999 "News of the Weird," Universal Press Syndicate

### Full of It

Jason Ennis, 21, was arrested at the airport in Hartford, Conn., in June shortly after arriving from Chicago. Ennis (or whoever packed the suitcase he claimed) had stuffed far more into it than it could reasonably carry, and it broke open as baggage handlers were unloading it from the airplane. About 40 pounds of marijuana was revealed in plastic bags. Officials crammed everything back in again and waited to see who claimed it. As Ennis started to haul it away, the suitcase broke open again, and Ennis was on the floor trying to get everything back in when police approached him.

### Their Names Fit Their Games

The alleged robber of eight New York City Dunkin' Donuts shops is named Douglas Duncan (who was apprehended in June, along with his alleged partner, Howard Johnson, who had not attempted a HoJo robbery). A Hollister, Calif., inventor is named Wilson Q. Invencion (whose automatic bingo machine received a U. S. patent in May). And a man who pleaded guilty to an assault against singer Bob Seger, in Shreiber, Ontario, is named Ned Basher.

### 1-800-Brainless

Joseph L. Cantey, 22, was arrested in Lindenwold, N. J., in May on several charges. According to police, Cantey had made a

clean escape after burglarizing a home on May 5 and stealing a cell phone, but had returned to the home on May 10 to confront the victim and get him to reactivate the cell phone service. The victim called his company but was unsuccessful, and Cantey fled police, who were now armed with his description. Police spotted Cantey, and in the ensuing chase, he dropped 15 bags of crack cocaine. Cantey led police to his brother and two others, who were charged with possession of even more drugs.

### Jail in Your Future

In December, police in Loudon County, VA, acting on telephone records, finally caught up to the man they believe committed a string of burglaries dating back to 1996. According to police, during one of the first burglaries, the man paused to call a psychic hot line and ran up a \$250 bill on the homeowner's phone. For some reason he gave his own name to the psychic.

### Fashion Statements

From recent police reports: In December, a woman tried to rob a Bank of Colorado wearing a large garbage bag over her body; a Huntsville, Ala. man robbed a Circle C convenience store with his face swathed in toilet paper; a man robbed a bank in January while wearing checkered pajamas and bedroom slippers.

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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