

THE SENTINEL

A Newsletter from Dial One

Volume 8, Number 2

Fall 2000

Dear Readers,

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



John Lindberg, President

In this issue, you will learn tips for Halloween safety and you'll receive pertinent information on regulation of the alarm industry. On Page 3, Randy Johnson offers information you need to know about your security system. This issue also includes an Employee Spotlight, featuring Dial One employee Mike Melvin.

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.

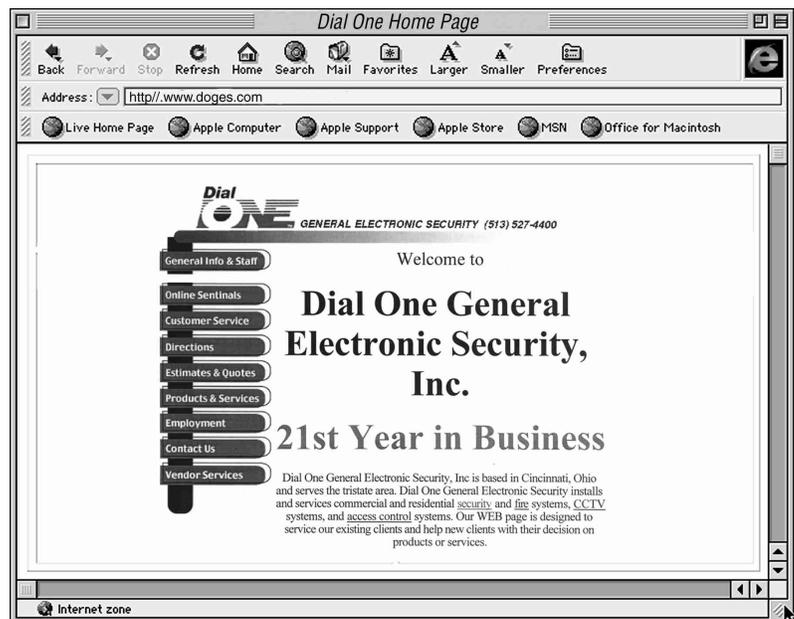
Sincerely,

John Lindberg

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Dial One's Web Page Focuses on Customer Service



Dial One is now available to existing and potential customers through another venue: the company's Web site at www.doges.com. The goal of the site is to give customers a convenient alternative for finding the answers to their questions.

"With the creation of the Web page, we hope to provide our customers with another option of easily finding the information they need," said Dial One President John Lindberg.

By accessing the site, customers can find general information about the company, read previous issues of *The Sentinel*, and browse through Dial One's available products and services. In addition, Dial One offers customers its office hours and contact information as well as such widely used forms as Workers' Compensation Certificates, insurance forms,

Ohio Statements, Ohio Fire Certificates and W-9s. The Dial One Web site also provides customers with links that may be of interest, such as the Cincinnati Better Business Bureau, the Cincinnati Chamber of Commerce and the National Fire Protection Association.

Dial One is continually working to improve its services and is now at work on an addition to the Web site. A feedback page is currently under construction, which will provide customers with a method of contacting Dial One directly through the Web site.

"Our goal is to provide the best customer service possible," said John. "One way to do that is to make it easy for our residential and business customers to have their questions and concerns addressed."

Ohio House Bill 649: Regulation of the Alarm Industry

The Ohio House Bill 649, introduced on April 11, 2000 to the Ohio General Assembly, aims to do three things: create the Commission on Electronic Security System Regulation under the Department of Commerce, regulate who performs services and provides installer training on electronic security systems, and impose civil and criminal penalties against those who violate the laws.

This bill is important to all current and potential electronic security customers because it will set the standards that all security system companies must follow. Under H.B. 649, providers must be registered, licensed or certified to perform services on systems.

“Dial One is committed to performing the highest quality of work for our customers,” said John Lindberg, president of Dial One. “We support any action that will ensure the safety of our customers’ homes and businesses.”



For more information on this bill, visit www.doges.com/links/housebill.htm or contact Rep. James Trakas at (614) 644-6041.



Dial One Donates Security System to Home-Building Project in Historic Madisonville

A new home will sit on what is now an empty and neglected lot in Madisonville, and the home will be equipped with a state-of-the-art security system courtesy of Dial One General Electronic Security, Inc. In keeping with its commitment to the community, Dial One is donating and will install the system in partnership with The House that Joe Kelly, KeyBank and Friends Built for Madisonville.

“The objective behind the Madisonville home-building project is to rid the residential community of a vacant lot by creating a new structure that blends with the architectural integrity of the neighborhood,” said J. J. Johnson-JioDucci, assistant vice president of Community Reinvestment at KeyBank National Association.

“We are extremely pleased to be part of a project that helps the community on so many levels,” said John Lindberg, Dial One president. “It will transform a

vacant lot into a beautiful homestead and continue the rich history of Madisonville. Furthermore, the project will help support service organizations that are so important to the area and its residents.”

To further assist the historic neighborhood, the net proceeds from the sale of the house will benefit the community’s three major nonprofits - the Madisonville Education and Assistance Center, the Madisonville Community Council and Students Concerned About Today and Tomorrow (SCATT).

The Madisonville Education and Assistance Center works with families and individuals to provide emergency assistance and GED preparation. The Madisonville Community Council helps ensure the quality of life in the area by responding to residential and business concerns. SCATT raises money to help area high school graduates attend college.

For more information on this project, call J.J. Johnson-JioDucci at (513) 762-8278.

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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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Randy's Reminder

An important but often overlooked detail in owning a security system is knowing what kind of alarm is installed in your home or business. Normally, knowing the brand name and model number of your alarm system isn't that critical. If you are experiencing a problem with your system and contact our service department during business hours, our office staff can quickly access your customer file and have the information readily available. This allows our customer service technicians to help answer any questions or to schedule a service call if needed.



However, if you need assistance outside of the regular business hours, our emergency service technician will be paged and may not have that information. One of the first questions they will ask is what kind of system you have. Unlike other alarm companies, Dial One doesn't limit its service and installation of systems to one or two manufacturers of security equipment. Knowing the brand name and model number of your system will help eliminate the series of questions the technician must ask before solving any problem.

In most cases, this information can be found inside the main control panel of your security system. The main control panel isn't the keypad you use to turn your system on or off. It is the box where the wiring system is located. Inside this box, printed on the door or panel, you will find the name and model number of your system.

Knowing the location of the box is important not only to obtain this information about your system, but also is essential in the event you need to do an emergency shutdown.

Knowing the brand name and model number of your system will help an emergency service technician talk you through the problem and often solve it over the phone. If you aren't sure where the main control panel is located or have questions about your system, please feel free to call the service department at (513) 527-4400.

Employee Spotlight: Mike Melvin

Dial One General Electronic Security, Inc. welcomes Mike Melvin as a new service technician.



With the company almost 15 months, Mike handles all service calls that come into Dial One. Some of his day-to-day responsibilities include diagnosing and correcting problems, and setting up new customers' existing systems with the Dial One system.

"The best thing about this job is the crew of people that work here," said Mike. "It's like a small family."

Speaking of family, when Mike isn't working, he enjoys spending time with his 8-month-old daughter Emma.



Burglary Blunders

Co. 2000 "News of the Weird," Universal Press Syndicate

SOMETHING'S MISSING

While attempting to rob a bank in West Valley City, Utah, a man left behind a large envelope. The envelope not only contained his gun but his own personalized certificate from a prison-sponsored course in anger management, which he had completed during his last lock-up.

LEARNING THE VALUE OF PATIENCE

A Bridgeport, Conn., man almost succeeded in robbing a bank but was unfortunately discovered while counting his stolen money - all \$857 - in the back of the bank.

MISTAKEN IDENTITY

A man walked up to what he thought was an armored car and pulled a gun, demanding the driver to "give it up." But what he thought was a bag of money turned out to be a bag of mopheads. Instead of robbing an armored car, he had robbed a laundry truck delivering towels and mops to a bowling alley.

IF AT FIRST YOU DON'T SUCCEED

A Home Depot in Albuquerque became victim to an early morning thief not once, but three times. A man stole a trailer from the store's lot early in the morning, hitched it to his truck and drove off. A few miles down the road, the trailer came loose and crashed. Not to be deterred, he returned to the store and stole another, only to lose it again at the same spot. Still determined, the thief went back once again, hitched up another trailer and continued on his way for the third time. As he passed the site of the previous crashes, the trailer remained attached but he managed to bump into the police car that had pulled over to investigate. The officer promptly chased down and pulled over the bad driver and soon-to-be-discovered thief.

New Product Spotlight: ESL Model 521BXT Smoke Detector

Dial One is constantly looking for better ways to serve customers and as technology improves, so do its products. Dial One is now using state-of-the-art photoelectric smoke detectors in homes and businesses. The ESL Model 521BXT smoke detector incorporates a number of new features designed to improve the detector's performance.

"One of the biggest problems with older models of smoke detectors is people taking them down because they set off too many false alarms," said Dial One customer service technician Rob Singer. "If the smoke detector gets clogged with dust, it will go off."

The new ESL smoke detectors are smaller in size, which makes them lower profile and more discreet. They have replaceable smoke chambers that decrease the cost of maintenance and make servicing a snap.

They have a "clean-me" function, meaning they are self-diagnostic and will indicate if the detector is collecting dust or dirt. These new models also feature a more sophisticated, integrated heat sensor.

The heat sensor works with the photo chamber to detect fires faster.

As with Dial One's other smoke detectors, the ESL model can be hooked up directly to the Dial One system.

In the event that no one is at home, in the office building or able to reach a phone, Dial One will alert the fire department.

"The new ESL model is a great step forward in smoke detector technology," said Dial One President John Lindberg. "Above all, we want to make homes and businesses as safe as possible."



Halloween Safety

With witches, goblins and ghosts preparing to descend on area neighborhoods, Dial One would like to offer some Halloween safety tips. Let's make this holiday a safe and fun-filled event for every trick-or-treater.

- Plan costumes that are bright and reflective.
- Look for flame-resistant costumes and accessories.



- Secure emergency identification (name, address, phone number) discreetly in costume or on bracelet.
- Have children, especially those going unaccompanied, wear a watch they can read in the dark.
- Make sure props such as fake swords, knives or guns are soft and flexible enough to avoid injury.
- Keep jack-o'-lanterns away from drapes, decorations and areas where children will be standing or walking.
- A parent or responsible adult should always accompany young children as they trick-or-treat.
- Obtain flashlights for children and adults.
- Make sure children know what to do if they get lost and remind them to never enter a stranger's home for treats.
- Establish what route children will take and what time they will return home.

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