

THE SENTINEL

A Newsletter from Dial One

Volume 9, Number 3

Winter 2001

Dear Readers,

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



John Lindberg, President

In this issue, we provide tips for avoiding credit card and check fraud and explain how Dial One can help you monitor suspicious behavior at your business. You will learn about synchronized fire strobes and their purpose, as well as the differences between fire-and burglary-resistant safes and what should be kept in each.

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

Dear Readers	Page 1
Avoiding Fraud	Page 1
Fire Strobes	Page 2
Security Containers	Page 2
New Mailing Address for Payment	Page 2
Randy's Reminder	Page 3
Burglary Blunders	Page 3
Employee Spotlight	Page 3
How To Reach Us	Page 3
Special Holiday Greeting	Page 4



Holiday Cheer (with caution)

The holiday season brings good cheer and lightheartedness for most people. Unfortunately, other people seek to capitalize on holiday chaos. A Dial One monitoring system can help you prevent fraudulent actions from taking place at your business. Digital recorder camera systems, for example, are capable of helping reduce losses in your store due to both employee and customer theft. The system allows for easy retrieval and playback of targeted images. If a business owner knew that a fraudulent transaction took place between certain hours (e.g. 3 a.m.-5 a.m.), that specific section of the digital tape could be quickly retrieved and reviewed. Whether or not you choose to invest in a Dial One monitoring system, here are some year-round tips for being a smart skeptic:

Credit Card Fraud

Today, most people have at least one credit card. With a large number of cards circulating on a day-to-day basis, many are lost or misplaced. To help protect your business and potential customers, follow these basic guidelines for eliminating credit card fraud:

- Follow creditor procedures exactly
- Verify the person's identity and examine the card signature
- Take note of a suspicious customer's appearance, companions, vehicle and ID presented, then notify local police officials

- Note if the item could be sold on the street for quick cash (televisions, cameras, stereos)
- Examine the card for physical deformities: melted numbers, scratched names or phantom imprints

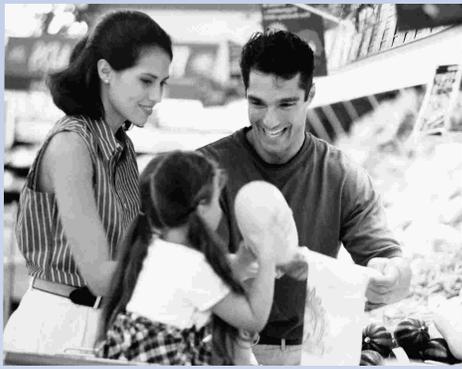
Check Fraud

There are a number of identifiable signs that a check may be fraudulent. Here are a few tips for monitoring suspicious checks to ensure your business receives timely payment:

- No perforation on check edges
- Altered writing or erasures
- Water spots or alterations of check's color or background
- Check numbers under 500 (new account)
- Post-dated checks
- Glossy rather than dull finish of magnetic ink
- Signature does not match imprinted name and identification document

To learn more about how Dial One can help you monitor potential fraud at your business, call a customer service technician at (513) 527-4400.

Source: *Credit Card & Computer Fraud*, published by the Department of Treasury, United States Secret Service.



Synchronized Fire Strobes Help Keep Everyone Safe

Alarms roar. Strobes frantically flash, warning of potential danger. Without the right equipment, emergency situations can become even more dangerous.

The Americans with Disabilities Act (ADA) requires that all emergency systems include both audible and visible alarms. The act's accessibility guidelines, teamed with National Fire Protection Association regulations, establish standards for placement of the system's visual elements throughout the buildings covered by the system.

According to National Fire Protection Association safety regulations, synchronized fire strobes should be used in areas where more than one strobe can be directly seen at any given time. If strobes are not synchronized and the flash rate exceeds one flash per second, individuals with health conditions such as epilepsy become vulnerable to photosensitive epileptic seizures and more susceptible to extensive injury. The recommended flash rate is one to three hertz.

People without health problems can also be temporarily visually impaired due to the rapid succession of flashes. By synchronizing strobes, all the strobes within an area flash in unison and prevent the combined flash rate from elevating to a dangerous level. The result is a visually striking and cohesive alert that minimizes confusion and decreases the risk of health-related reactions that may result in injury.

Emergency situations can be overwhelming, especially for people with a disability. Installing an accurate, quick-response fire system could help you take control of an emergency situation at your business.

Dial One recommends that all business owners proactively establish fire strobe synchronization in their emergency response systems. To set up an appointment to discuss synchronized fire strobes with a professional Dial One technician, call (513) 527-4400.

Understanding Security Containers

Our staff at Dial One knows that being able to protect your home and business from the traumatic effects of fire and vandalism is a realistic concern. If smartly chosen, fire- and burglary-resistant security safes can be invaluable assets. To ensure that Dial One customers make educated consumer decisions, we are providing information to help you understand the differences between fire-and burglary-resistant security containers.

Fire vs. Burglary

Although the terms are often used interchangeably or in conjunction with one another, fire- and burglary-resistant safes are very different. Fire safes, also known as "record safes," are used to protect documents and other materials from extreme heat. Containers are constructed of thin steel walls and insulated with mineral fiber or a similar substance.

Burglary-resistant safes are constructed almost entirely of metal – thick steel bars and copper walls. The strong metal frame makes it difficult for burglars to successfully crack the safe. However, metal is an extremely efficient heat conductor; therefore, contents have the potential to be quickly destroyed.

Rating Standards

There is no universal standard for labeling a product "fire-resistant" or "burglary-resistant," so customers must be very selective regarding which safe they purchase.

Many manufacturers seek outside evaluation of a product from independent agencies. Underwriter's Laboratories (UL) and the Japanese Industrial Standards (JIS), two of the most commonly used agencies, set strict guidelines for construction and testing standards to determine whether

a product can be accurately labeled "fire-resistant" or "burglary-resistant."

Fire-resistance rating systems reflect the degree of heat buildup the container's interior can withstand and the length of time possible before the contents are destroyed. For example, paper disintegrates at 405 degrees Fahrenheit. A rating of 350-2 means the temperature inside the safe won't exceed 350 degrees for two hours.

Burglary-resistant safes are rated on the estimated time it takes an expert to break into them using common tools (screwdriver, hammer, drill hammers), as well as guidelines for weight, material, lock and wall thickness.

What to Store

Fire- and burglary-resistant safes do have one common element: they protect your valuable items. Following is a brief suggestion list of what to keep in your safe.

Fire-Resistant

- Marriage license
- House deed/insurance policy
- Car title/insurance policy
- Financial records: loan agreements, savings book, etc.
- Birth certificates
- Academic records
- Living Will

Burglary-Resistant

- Family heirlooms
- Jewelry
- Safe-deposit keys
- Non-paper valuables

New Payment Address

Please send payments to:

Dial One
General Electronic Security, Inc.
P.O. Box 641464
Cincinnati, Ohio 45264-1464

All other correspondence should be sent to:

General Electronic Security, Inc.
6114 Madison Rd.
Cincinnati, Ohio 45227

Randy's Reminder

Dial One Departments

When you can't resolve a security system problem on your own, it is important that you know which Dial One department to call for assistance: the Service Department or the Central Station. The Central Station and the Service Department are based in two different locations in Cincinnati. Calling the wrong department can lead to an unnecessary delay in receiving help.



Central Station

If you need to know when an alarm was tripped or what type of emergency your monitoring system has registered, you should contact the Central Station at (513) 921-4300. The Central Station can also run a test of the system.

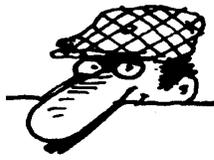
A Central Station operator may be able to answer basic questions on some systems, but in most cases they will have to call the Service Department or an on-call Emergency Service Technician for thorough instructions to solve the problem.

Service Department

Problems that involve false alarms or the general operation of your system should be directed to the Service Department at (513) 527-4400.

When an Emergency Service Technician is paged after normal business hours (7:30 a.m. - 5 p.m.), they only receive basic information. When the technician returns your call, you may have to repeat some information to ensure quick identification of the problem and the most appropriate solution. In many cases, with your assistance, the problem can be fixed over the telephone. If on-site help is required, a technician will conduct an emergency service call to your location or schedule a regular service call at a time that is convenient for you, depending on the severity of the situation.

As always, if you have questions or would like to suggest a topic, please call (513) 527-4400.



Burglary Blunders

Co. 2001 "News of the Weird," Universal Press Syndicate

Misplaced "Experience"

Sherman P. Hawkins' impressive application for the vacant position of director of the Montana Department of Corrections was turned down in July by the governor, despite Hawkins' 28 years of experience in the department and his master's degree in administration. As the governor noted, however, Hawkins' 28 years of experience were as an inmate - serving a life sentence for murdering his wife.

Wimpy Burglar

According to the account of police in Shaker Heights, Ohio, Darryl Owens entered a Huntington bank as it was opening at 9 a.m. and approached a teller, demanding money in a threatening manner. The teller told him to go back and get in line with other early-arrivers. Owens threatened a second teller, who then pulled out a large wad of money and laid it on the counter for him. Owens took half the money and fled. Before police arrived, Owens walked back into the bank, laid the money on the counter, and asked for a \$45 money order. The teller, thoroughly confused, told Owens to get out of the bank, which he did, leaving his entire stash on the counter. Police chased down Owens' car a few blocks from the bank and arrested him.

An Easy Catch

Detroit police arrested five suspects in connection with the robbery of a McDonald's restaurant in June, shortly after they made their alleged getaway. Once inside the getaway car, one of the men discarded his bandana by tossing it out the window, where it inadvertently snagged on the radio antenna and acted as an identifying flag for police chasing the car.

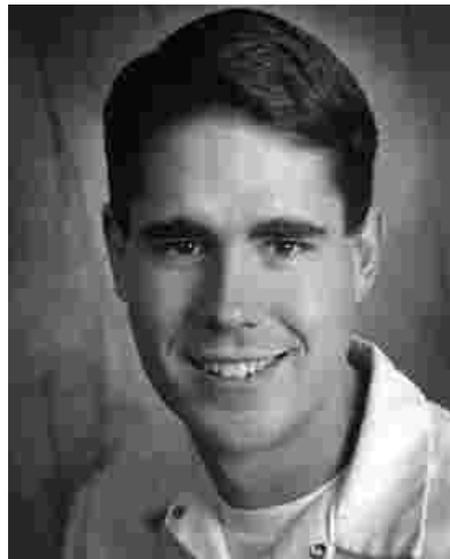
Yep, I Did It

Donald James Eversen was arrested in Nevada and charged with attempting to rob two women and then steal a beer truck for his getaway. Police found Eversen (who had been drinking) a few blocks from the scene and arrested him. When they brought the two women in to identify him, Eversen immediately blurted out that, yes, those were the two women he had tried to rob.

Crime Creeping Through the Walls

A 28-year-old woman was arrested and accused of stealing software and videotapes from a neighbor by patiently, over a two-week period, carving a 16-inch hole in their apartments' common wall and squeezing through.

Employee Spotlight: Scott Watkins



Scott Watkins has been with Dial One General Electronic Security, Inc. for three years. As Service Coordinator for the Dial One Service Department, Scott is responsible for assisting customers with alarm system questions and scheduling on-site service technician assistance.

"Dial One is a great place to work," said Scott. "I have the benefit of learning about new technology, and I am continually faced with interesting challenges."

Scott was raised in northwest Montana. After graduating high school, Scott joined the U.S. Army and served as a mechanic for three years. He was honorably discharged in 1996 and went on to attend Central Oregon Community College.

Scott enjoys camping, biking and traveling.

How To Reach Us:

John Lindberg
Dennis Toon
Vince Sticklen
Randy Johnson
Rob Singer
Scott Watkins

jl@doges.com
vs@doges.com
rj@doges.com
rs@doges.com
sw@doges.com

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

Dial One General Electronic Security, Inc.
c/o John Lindberg
6114 Madison Road • Cincinnati, OH 45227
Phone: (513) 527-4400 • Fax: (513) 271-9643
www.doges.com

Holiday Wishes From Dial One



Dial One General Electronic Security, Inc. extends its deepest sympathies to the victims and families affected by the tragic events that took place September 11. Best wishes for a happy and peaceful holiday season.

6114 Madison Road • Cincinnati, OH 45227
General Electronic Security, Inc.



PRESORTED
STANDARD
U.S. POSTAGE PAID
CINCINNATI, OH
PERMIT NO. 4959