

THE SENTINEL

A Newsletter from Dial One

Volume 10, Number 1

Spring 2002

Dear Readers,

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



John Lindberg, President

In this issue, you'll find tips for maximizing the security of the windows and locks in your home or business. You'll also learn about two convenient methods for setting up automatic bill payments with Dial One. In addition, we proudly announce our membership in the First Alert Professional Dealer Network and tell you why it is important to you as a Dial One customer.

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 Joins First Alert Professional Dealer Network

First Alert Professional has announced Dial One General Electronic Security as its newest authorized dealer. Membership is a testament to the company's commitment to providing customers with the best products and services possible for securing their homes and businesses.

The First Alert Professional Dealer Network is an exclusive network of independently owned security companies. The program combines the strength and dedication of community businesses with First Alert's trusted security products.

First Alert Professional selects only the best companies in the security industry to become part of the authorized dealer network. Dial One was selected for its commitment to excellent customer service and dedication to providing life safety solutions to the communities it serves.

"As part of the First Alert Professional program, we are able to offer a unique product line to our customers," said John Lindberg, president of Dial One. "We can also participate in beneficial sales and technical training sessions that will make our staff one of the most highly skilled in the industry."

As an authorized dealer, Dial One can also provide a variety of First Alert Professional informational materials. First Alert Professional, the Association of Fire Chiefs and the National Crime Prevention Council work together to develop useful brochures that detail important safety issues. Upon request, brochures on fire safety, crime prevention, poison control and more are available to Dial One customers.

Although Dial One will provide new First Alert Professional products and services, customers will still receive the same high-quality, local, personalized service Dial One has provided to the community for more than 22 years.

"We are a local company and operate from our own local central station," said Lindberg. "Whether you need security or fire systems, access control or cameras, we can provide you with the expert products and services you need to keep your family and business safe."

If you would like to learn more about the First Alert Professional Dealer Network and what it means for you, contact the Dial One customer service department at (513) 527-4400.



Employee Spotlight: Matthew Johnson, Service Technician

Dial One Service Technician Matthew Johnson enjoys working for a company with such high standards. "I like the general professionalism at Dial One," he said. "We hold ourselves accountable."

Matthew has been with Dial One for two years. In that time, he has worked on fire systems, camera systems and security systems for clients such as the Pepsi Distribution Center, Tri-tak Camera Systems and Gallatin County, Ky. high school. Matthew particularly enjoys working on fire system projects. "I love working on fire alarm systems. I really enjoy troubleshooting and figuring out what's wrong with them," Matthew said.

Before coming to Dial One, Matthew worked as a locksmith in Myrtle Beach, S.C.

Matthew and his wife live in Florence, Ky. His hobbies include woodworking and fishing.



Bill Westerkamp Promoted to Field Supervisor

Dial One is pleased to announce that Bill Westerkamp has been promoted to Field Supervisor. In his new position, Bill is responsible for managing Dial One's installation department. He works with service technicians on issues such as scheduling and does business with salesmen to oversee new work orders. Since Bill is the first person to hold this position, he is still adjusting to his new responsibilities. "It's a constant learning experience," he said. Bill has been with Dial One for more than three years, previously overseeing and participating in installation and managing project deadlines and budgets as a supervisor.



Making the Most of Locks and Windows

How many potential points of entry does your home have? Windows, doors, patio doors – all are viable means for an intruder to enter your home.

According to the Federal Bureau of Investigation, 66 percent of burglaries in the United States involve forcible entry. It is easy to forget the basics of safeguarding your home, but securing your home or business doesn't have to be complicated. Dial One offers the following effective tips for making the most of window and door locks.

Sliding Doors

Special bar locks, designed to prevent prying and hold a door in position, are available at your local hardware store. You can construct a more affordable version of the safety bar by cutting a broomstick or piece of sturdy wood to the length of the sliding door track. This will help prevent forcible entry. To prevent the door from actually being lifted off the track, drill a hole in the doorframe and insert a nail.

Doors, Frames and Locks

All outside security doors should be metal-lined. For maximum security, exterior doors should be constructed from metal or solid wood that is 1 3/8 inches thick. Doorframes should be deep enough to accommodate the lock when it is fully extended.

Understanding what type of lock is most appropriate for your door and frame is also important. Most doors are equipped with a standard-entry latch, also known as a spring latch or key-in-the-knob latch. These locks provide adequate security for most doors, but are

fairly easy to pry open with tools as simple as a screwdriver and a strong kick.

Consider installing a deadbolt lock to heighten security. Single-cylinder deadbolt locks are key operated from the outside and feature a thumb-knob lock on the inside. Double-cylinder deadbolt locks are key operated from the outside and the inside. If you choose to use a double-cylinder deadbolt lock, always keep an extra key in an accessible place that all members of the household know about in case of an emergency.

Dial One encourages its customers to take advantage of these additional security measures, but reminds you not to install these locks in doors with glass. Someone attempting to burglarize your home could easily implore the glass and unlatch the door.

Window Locks

Windows can be secured with the same pinning procedure suggested for sliding doors. Drill a downward-sloping hole in the top of the sliding portion of the window and into the window frame. Insert a removable pin or nail to prevent the window from being pried open. Track locks can be purchased at your local hardware store if you do not want to drill a permanent hole in your window. For businesses, install burglar-resistant glass and consider installing metal grates on all windows except for the display window.

Don't forget the first rule of home security: always lock your door. Second rule: stay smart! Don't shortchange yourself, your family or your business when it comes to security.

Randy's Reminder

How Remodeling Can Affect
Your Security System

Whether your remodeling plans include a new kitchen fan, finishing the basement or replacing the living room windows, your planning process should include a call to Dial One. Home improvement projects can potentially have an effect on your security system. Dial One can help eliminate problems before they start by proactively rewiring your security system.



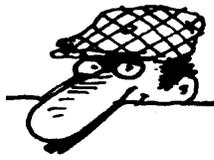
When you initiate the project, make the contractor aware that you have a security system. Missing contacts, cut wire and blown fuses are common problems during construction, but they can be avoided with proper planning. When a device must be removed, the operation of your system will be affected. To ensure that you have maximum protection during remodeling, a professional Dial One technician should remove the device and make all necessary modifications.

Dial One will conduct a service call during construction and pre-wire the new area before the walls are complete. Installing security system wiring in new doors, windows and motion or smoke detectors at this time is both easier and less expensive than waiting until the construction is finished.

In addition, your contractor should avoid painting smoke or heat devices. If devices are painted, fire code requires that the element be replaced. Dial One has replaced costly equipment solely because the device was accidentally painted. To eliminate this extra hassle, have your contractor place tape along the device's edges to act as a barrier.

Once the remodeling work is complete, a thorough test of the system should be conducted to ensure that everything is still in good working order. Dial One will dispatch a service technician to test your entire system, as well as clean any smoke detectors that may have become overly sensitive as a result of construction dust. If the detectors are not cleaned in a timely manner, it may cause multiple false alarms.

As always, should you have any questions, Dial One is glad to provide assistance. Please call the Service Department at (513) 527-4400.



Burglary Blunders

Co. 2002 "News of the Weird," Universal Press Syndicate

Caught in the Act

Georgia police said the only reason intruder Derrick Van got caught at all was because he dropped some coins during an attempted home burglary. When Van reached down to pick them up, he locked eyes with the homeowner, who was hiding under a bed. Though the homeowner originally hoped the burglar would just leave, when their eyes met he felt threatened and fired his .357 Magnum, wounding Van badly and sending him to the hospital.

Sewer "Rat"

A man was charged with criminal mischief in Connecticut after items that blocked a sewer line (newspapers, batteries, clothes, plastic bags, soda cans, a wrench) were traced back to his house. Neighbors reported that the man often spent multiple hours a day working to "clean out" the sewer in his front yard. Apparently, the man had flushed similar items down his toilet for years, running huge amounts of water into the sewer to flood them along.

Eyes on the Prize

Three men and a woman from Detroit hoisted a homeowner's entire metal, two-car garage onto their pickup truck and attempted to drive off. To their dismay, they had to abandon their prize in the street when the structure broke.

An Abnormally Limber Criminal

James Clyde Shields, 35, is in custody for attempting to escape by driving off in a law enforcement patrol car while his arms were handcuffed behind his back. Shields, who was arrested on drug-manufacturing charges in August, was momentarily left unsupervised in the back seat of the locked (but still running) police cruiser. Shields managed to pull his hands underneath him, open the shield, squeeze into the front seat and jump behind the wheel. He proceeded to lead police on a fast-paced chase before crashing into a pole. Commenting on Shields' limberness, a sheriff's sergeant said, "I know I couldn't do that!"

Automatic Payment Options Offer Convenience and Security

With the world moving at a mind-numbing pace, and family, career and social obligations occupying the majority of your time, paying monthly bills in a timely manner can become a hassle. Dial One has implemented two easy, automatic monthly billing options to help simplify at least one aspect of your financial life.

The Automated Clearing House System, or ACH, allows businesses to conduct paperless banking transactions. ACH payments are revolutionizing the business world. Regulated by the United States Federal Reserve, ACH is a universal banking system developed to allow electronic money transfers among banks. In an electronic-savvy economy filled with countless credit and debit card transactions, the system offers customers the convenience of immediate electronic transactions and the peace of mind provided by federal security guidelines.

The system is further safeguarded by internal control guidelines and credit limits designed to prevent abuse. Using the system gives customers a reliable, accurate and

timely way to pay recurring bills. If you ever have a disputed transaction associated with your Dial One account, you can immediately contact Dial One or your bank to have the transaction clarified.

Dial One encourages customers to utilize ACH technology to pay monthly bills. The average family can save more than \$85 per year by eliminating the postage costs that accompany mailing monthly bills. And setting up automatic payment with Dial One is easy. Visit the Customer Service link at www.doges.com and download the appropriate form - credit card or checking account debit - or call customer service at (513) 527-4400 and request a form. Mail or fax [(513) 271-9643] the completed form to the Dial One Customer Service Department. A customer service representative will process the request and notify you when electronic transfer of funds will begin.

As always, should you want further information, feel free to contact a Dial One representative at (513) 527-4400.

How To Reach Us:

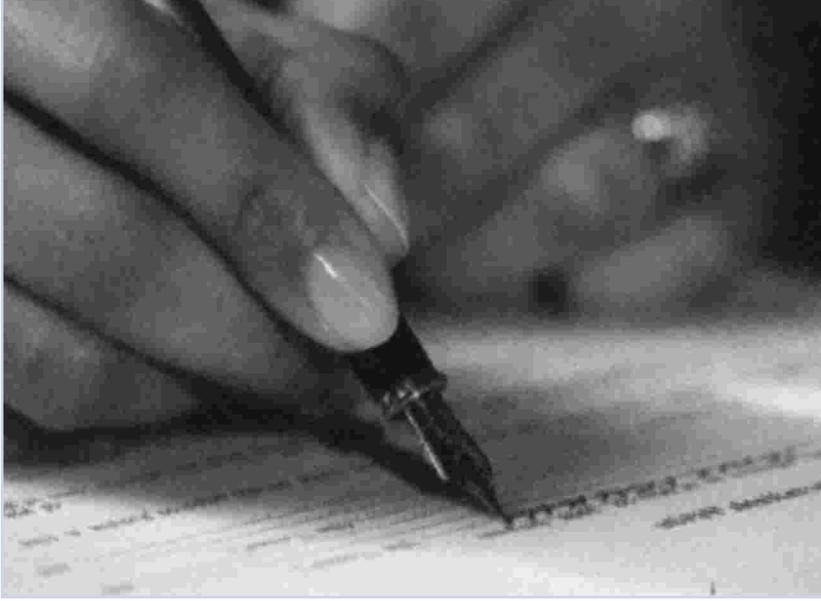
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If you have any questions or suggestions that you would like us to address in this newsletter, let us know. You can write to:

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Commission on Electronic Security Requires Provider Licensing



A new bill may raise the bar for security system providers across the nation. Ohio House Bill 452, introduced in December 2001, established the Commission on Electronic Security Regulation (a division of the Department of Commerce). The Commission is charged with regulating United States security system providers and the services they provide. The new standards will ensure that all technicians are qualified and trained to perform the services they market.

“Dial One is committed to providing thorough, high-quality work for our customers,” said John Lindberg, Dial One president. “Our number one priority is protecting our customers’ homes and businesses; we support any action that helps us fulfill that goal.”

Under the new bill, all security companies would be required to obtain a license from the Commission on Electronic Security. The specific safety standards will guarantee customers top-notch services. Providers who violate the established standards or fail to obtain a license will be subject to criminal penalties. For more information on House Bill 452, visit www.legislature.state.oh.us/bills.

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