

THE SENTINEL

A Newsletter from Dial One

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Summer 2003

Dear Readers,

We are proud to present the summer issue of *The Sentinel*. This newsletter is meant to be a resource on important safety and security issues pertinent to you and your property. We appreciate your business, and hope you find the information we provide useful.



John Lindberg, President

In this issue, you'll find information about an interactive telephone module from First Alert Professional Security Systems called the VISTA Interactive Phone (VIP) Module. The device gives you the flexibility of monitoring your security systems via a touch-tone telephone on or off site. You'll also read about Cincinnati's revised False Alarm Ordinance and how it will affect you and your alarm system.

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 for topics you would like to see covered, please call me at (513) 527-4400.

Sincerely,

John Lindberg

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VISTA Interactive Phone Offers Touch-Tone Security Control

Dial One Security is pleased to offer First Alert Professional's new VISTA Interactive Phone (VIP) Module as part of its product roster. By coupling a First Alert Professional's VIP Module with a First Alert Control Panel, individuals and companies gain the flexibility to control their security systems via a touch-tone telephone.

The VIP Module allows security system operators to utilize touch-tone telephones to control a security system from both on-site and remote locations. With the VIP Module security system, owners have the benefit of:

- Receiving synthesized voice reports regarding a security system's status delivered via the telephone
- Arming and disarming the security system to perform most function commands using the telephone keypad. Voice comments or specialized tones are also provided over the telephone to confirm function commands as they are entered
- Routing synthesized voice reports to an external speaker

- Monitoring and changing thermostat settings over the telephone line
- Turning certain lights and appliances on and off via the telephone's relay command mode. (Feature is only available on select systems.)

Dial One became an authorized dealer in the First Alert Professional network in the spring of 2002. 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.

Although Dial One now provides new First Alert Professional products and services, customers still receive the same high-quality local, personalized service the company has provided to the community for more than 23 years.

For more information regarding the VIP Module or any of Dial One's other products, please feel free to contact the Customer Service Department at (513)527-4400.



Employee Spotlight: Troy Ashley, Lead Installer

Troy Ashley has been with Dial One for almost two years. As a Lead Installer, Troy works with the company's staff of professional service technicians to ensure that systems are installed properly, on time and within each individual customer's prescribed budget. Troy also troubleshoots system problems.

"Working as an installer for Dial One allows me to do what I enjoy most – solve puzzles," Troy said. "It is rewarding to unravel technical problems for our customers."

Prior to joining Dial One, Troy secured more than three years combined experience with Century Watch in North Carolina and Riverside Fire and Security in Michigan. He also received his degree in electronics and engineering from ITT-Tech in 1998.

Troy lives in Florence, Ky., with his wife, Tabitha, and their one-year-old son, Ethan. They are expecting an addition to the family in September. In his spare time, Troy enjoys fishing, hunting, camping and spending time with his family.



Millay Promoted to General Manager

Dial One is pleased to announce that Chester Millay has been promoted to General Manager. Chester joined Dial One in 2002 to analyze customer service processes and improve the quality of the company's overall service to its clients. He brings more than 25 years of experience in the residential and commercial security business to the company, most of that time spent with Mosler Inc.

Cincinnati Adopts Revised False Alarm Ordinance

The City of Cincinnati has adopted a revised ordinance requiring city residents and businesses to register alarm systems prior to operation. Proposed by the Cincinnati Police Department, the legislation will change the False Alarm Ordinance by requiring registration of all systems and penalizing users who cause more than three false alarms annually.

Under Cincinnati's revised False Alarm Ordinance, registration must identify both the primary location and owner of each alarm system prior to activation. All residential alarm owners will be required to pay a non-refundable, non-transferable user and location-specific fee of \$50 every two years to maintain a valid residential alarm registration. All non-residential alarm owners will be required to pay a non-refundable, non-transferable user and location-specific fee of \$100 every two years to maintain current non-residential alarm registration. The ordinance will also impose a civil penalty of \$100 on alarm operators who fail to register the system and continue to operate in an unauthorized manner.

The police department also requested a change in the current fee schedule for false alarms. Under the former

ordinance, alarm owners were not charged for a false alarm until the sixth incident within a calendar year. At that time, the user was charged a fee of \$25. Under the new legislation, users would be charged a fee of \$50 after the third false alarm within a calendar year. The revised false alarm fee schedule will be:

Number of False Alarms	False Alarm Charge
1	No Charge
2	No Charge
3	\$50
4	\$75
5	\$100
6	\$150
7	\$200
8	\$300
9	\$400
10	\$500
Each after 10	\$800

The plan is scheduled to go into effect July 1, 2003. You can read more about the legislation on Dial One's Web site at www.doges.com/links.htm.



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 turn into 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. Then 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.

You can also receive your invoice electronically via email on a monthly or quarterly basis, regardless of the payment method you chose. Simply call the Customer Service Department and provide your e-mail address. As always, should you want further information, feel free to contact a Dial One representative at (513) 527-4400.



Burglary Blunders

Co. 2003 "News of the Weird," Universal Press Syndicate

Crash Course in Driving

A seven-year-old Minneapolis boy stole an SUV on Dec. 6 and crashed into several things. After numerous attempts by the police and his guardian to explain why stealing cars was wrong, the boy stole another car 11 days later and collided with yet another vehicle. His two reported explanations were: "I want to be a good driver when I grow up," and "I just had to get to school, and I don't know where it is."

Caught in the Act

A carjacker made off with a Honda Civic following a struggle, but he did leave behind his colostomy bag, which fell off in the fight. He was caught shortly thereafter.

Questionable Judgment

Vermont resident Nicholas Perotta, 18, was charged with traffic violations that resulted in minor injuries to himself and two passengers in his Dodge pickup when he collided with a utility pole. Perotta told police that there was an electronic short in one of his stereo speakers and that he deliberately ran off the road seeking something to bump into to jar the speaker back into working order.

Disappointing Attempts at Crime

Matt Boswell of Dallas apparently became the latest victim of thieves who make bad guesses about the value of packages they believe are worth swiping. In December, Boswell reported spotting a man rummaging through his truck, and when Boswell yelled, the man grabbed two containers and fled. As Boswell later explained to a *Dallas Morning News* reporter, the containers held pickups from customers of Pet Butler, Boswell's pet waste-removal service.

Crafty Criminals

James Sabatino, already serving time in a New York prison for attacking a federal officer and having recently served time in England for a telephone-based scam, had his telephone privileges removed. Prison officials said Sabatino spent almost eight hours a day on prison phones over the course of five months before they caught him in another scam. According to officials cited by the *New York Post* in November, Sabatino called telephone companies and convinced them he was doing movie shoots and needed dozens of cell phones quickly. He was able to order approximately 1,000 activated phones, delivered to places arranged by his girlfriend, without spending a penny.



Randy's Reminder

Simplifying Security System Testing

We have reminded you in past of how important it is to test your alarm system, and how testing is the only way to make sure your system is working correctly. While the Dial One Service Department agrees with security manufacturers that systems should be tested weekly, we understand that today's busy lifestyles often prevent this from happening.

All monitoring systems installed by Dial One send a weekly test signal to the Central Station; however, this signal only verifies communications. A number of the older systems do not have this feature at all.

Testing your system does not need to be a major disruption to your normal routine, and it should take minimal time if you break it down into manageable sections.

As step one, call the Central Station and tell the operator you would like to test your system. The operator will ask you for your private password or account number and also ask how long you want to test the system. Give yourself plenty of time, and then begin your test.

To activate the system, open the door you normally use to exit and let the delay time run out. Once the alarm begins to sound, check your telephone for a dial tone. (The telephone will be dead while the system calls the

Central Station.) Hang up and wait for about a minute, then check for a dial tone again. If you have a dial tone at this point, you can assume the system has successfully sent a signal.

Finally walk by a motion detector and perform the same procedure with the telephone. At this point you can turn the system off and call the Central Station to find out what signals have been received. This quick test should take about 10 minutes.

The next time you test your system, follow the same procedure as before but this time open a protected window or walk by a different motion detector. Testing your system in sections like this not only saves you time, but it also makes the testing process seem less tedious.

If you are concerned about testing the system on your own, feel free to call the Service Department and set up an appointment with a technician to perform an on-site, complete system test that includes cleaning smoke detectors, testing the system battery and checking all devices tied to the system.

As always, should you have any questions about the testing or operation of your system feel free to call us, and we will be happy to help you in any way we can.

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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A Statistical View of Summer



- Fire up the barbeque, but use caution! In 1998, there were 6,100 reported home fires involving gas or charcoal grills in the United States, resulting in \$29.1 million in direct property damage.
- Fireworks are dazzling to watch, but dangerously hot. Fireworks can burn up to 1,200 degrees Fahrenheit. Irresponsible handling results in thousands of hospital visits each year.
- Are you going on a summer vacation? If you plan to drive, be sure to fasten your seat belt – it could save your life. According to a study by Transport Canada,

8,600 drivers and front-side passengers were saved by seat belts between 1990 and 1997.

- According to the Consumer Product Safety Commission amusement parks aren't always fun. In 2001, there were approximately 8,313 non-occupational amusement ride injuries treated in hospital emergency rooms around the United States.

Source: National Fire and Protection Agency, www.nfpa.org.
Canada Transport, www.tc.gc.ca/roadsafety/stats. Consumer Product Safety Commission, www.cpsc.gov/library/amus2002.pdf.

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