

the Sentinel

A Newsletter from
Dial
ONE
 Security, Inc.



GREETINGS!

As we approach the end of the year I would like to thank you for putting your trust in Dial One Security and allowing us to be your security provider. We have continued to grow due to our loyal clients like you.

The Cincinnati Area has had a large increase in professional residential burglaries in the past 12 months. Many of these break-ins have occurred while the home owner is away from the home for just a few minutes. The perpetrators are not permanent citizens and when they are caught it is a first offense, generally unarmed, and they get low bails. It is a revolving door for the individuals that are actually doing the crime.

As always please keep your security systems on in the armed mode even when you are away from your home for short periods of time.

Sincerely,
 John Lindberg
 President, Dial One Security

No Call after Cancel Code is Entered

Important Policy Update - Changes to Alarm Signal Notification Procedures

We wanted to remind our clients of an important policy change that will affect the way we handle alarm signals at our central monitoring station.

As part of our ongoing commitment to providing efficient and effective security services, there has been a policy change regarding alarm signal notifications. If the central station receives a valid cancel code from your alarm system, you will no longer receive a phone call regarding the alarm signal.

This policy change is aimed at streamlining our response procedures and reducing unnecessary notifications, ensuring that we can provide you with the best possible service. By relying on valid cancel codes, we can confirm quickly and accurately whether an alarm signal requires further action or can be safely disregarded.

What does this mean for you?

1. ****Faster Response Times:**** With the elimination of unnecessary phone calls for valid cancel codes, our monitoring team can focus on responding promptly to genuine alarms, enhancing overall security.
2. ****Reduced Disruption:**** We understand that false alarms can be inconvenient. By implementing this policy, we aim to minimize unnecessary disruptions to your daily life.
3. ****Enhanced Accuracy:**** Valid cancel codes provide a reliable means of verifying the status of an alarm signal, allowing us to make informed decisions and take appropriate actions. We want to reassure you that your safety and security remain our top priorities. This policy change is a result of careful consideration and a commitment to improving our services based on industry best practice.

If you have any questions or concerns about this policy update, please do not hesitate to contact our customer support team at (513)527-4400 or service@dialonesecurity.com. We value your feedback and are here to assist you.

Thank you for your continued trust in Dial One Security. We look forward to providing you with even better security services in the future.

Postal Service Issues

The United States Postal Service (USPS) has been a trusted provider of mail and package delivery services for over two centuries. However, in recent years, the USPS has been struggling with significant delays and backlogs that have led to a decline in service quality. This has become a major concern for businesses and individuals alike, as important documents and packages are taking much longer to arrive than expected.



At Dial One Security, we recently experienced the effects of the USPS's slow delivery times firsthand. We mailed a newsletter in the beginning of December 2022 to our clients, but it only arrived at its intended destination March 10th of 2023.

To avoid such delays and ensure timely delivery, we recommend our clients sign up for electronic invoicing and online payments. This option not only saves time and money on postage but also ensures that our clients receive their invoices and receipts quickly and efficiently. In addition, it reduces the risk of lost or stolen mail.

While we understand the USPS is facing significant challenges, we also recognize the importance of timely delivery for our clients. That's why we have taken steps to make our invoicing and payment options more convenient and accessible, while still providing the option for clients who prefer traditional mail delivery.

HOW TO REACH US

MAIN OFFICE

513-527-4400

DIRECT LINES & EMAIL

513-527-3033

Eddie Lukes Ext 101

Eddie.Lukes@DialOneSecurity.com

Rob Singer Ext 102

Rob.Singer@DialOneSecurity.com

John Lindberg Ext 103

John.Lindberg@DialOneSecurity.com

Mike Brown Ext 105

Mike.Brown@DialOneSecurity.com

Brian Adams Ext 106

Brian.Adams@DialOneSecurity.com

Jeff Biedenbarn Ext 108

Jeff.Biedenbarn@DialOneSecurity.com

Hannah Fukano Ext 110

Hannah.Fukano@DialOneSecurity.com

CENTRAL STATION

513-921-4300

NEWSLETTER

If you have any questions or suggestions that you would like us to address in this newsletter, please contacts us at:

Dial One Security, Inc.
c/o John Lindberg
6114 Madison Road
Cincinnati, Ohio 45227

PAYMENT ADDRESS

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

HOLIDAY HOURS

12/25 Closed

1/1 Closed

How to Reach us

Regular Office hours are 8am to 5pm Monday thru Friday and Saturday 9am to 1pm. You can reach our office by calling or texting to 513-527-4400 or by email at Service@dialonesecurity.com

In case of an emergency, our Central Station is open 24 hours a day, 365 days a year. You can always reach a technician should you require emergency service on your system by calling our Central Station at 513-921-4300. Mr Lock clients may still have your accounts at Dynamark which can be reached at 855-792-7969.

Jeff's Tech Corner

Why do batteries go bad at 3 am



It's a sound many homeowners have heard: the 3 a.m. alarm chirp. Why does it happen? Well, it's a simple matter of the battery's charge level and a home's air temperature.



As a smoke alarm's battery or any battery nears the end of its life a drop in room temperature can decrease the battery's output voltage which may impact the battery's ability to deliver the

power necessary to operate the unit in an alarm situation. This battery characteristic can cause a smoke alarm to enter the low battery chirp mode. Most homes are the coolest between 2 a.m. and 6 a.m. That's why the alarm may sound a low-battery chirp in the middle of the night, and then stop when the home warms up a few degrees. The batteries in window and door sensors can have the same issue when exterior temperatures drop.

Here are some steps you can take to reduce the possibility of this happening:

- 1) Replace the batteries in your 110 volt smoke detectors on a yearly basis.
- 2) Check the age of your smoke alarms. The smoke manufacture Kidde recommends replacing all smoke alarms - battery and hardwired - every 10 years. If your alarms are older or you don't know their age, you should replace them.
- 3) CO alarms will sound a required "end-of-life" chirp after seven to ten years of power. Beat the beep by replacing outdated alarms. If your CO alarm was installed by Dial One Security you can email or text us and we can check the date.

Texting Our Office

An exciting new feature we've added is the ability to TEXT our main phone number, 513-527-4400. This option allows you to text us with both messages and photos. If you need to contact our office try texting us! The text appears on our standby list where anyone in the office can respond to your request. This option can allow more convenience rather than an e-mail or phone call.



Pay Online



You can pay your bill online with us! Go to our Web Site or use our QR code for credit card and ACH payments. We also offer the option for auto-pay, as well as paperless billing.

PRODUCT SPOTLIGHT

Improvements to SecureConnect

If you are using one of Dial One Security's SecureConnect Apps to control your alarm system from your phone you will be seeing improved functionality arriving soon. The improvements are centered around the ability to connect to the Central Station directly from the App(s). The integration has already been working if you are using Alarm.com's App and also in Virtual Keypad on DMP systems. It will soon appear on the Resideo/Honeywell Home's Total Connect. There is no additional monthly costs for this added functionality.

The functionality will differ slightly between the different panels but in general you will be able to view and edit your emergency contacts from within the app and respond to an alarm condition to cancel an alarm dispatch or verify an alarm dispatch. If you have questions about this functionality or would like to add SecureConnect to your alarm please contact our office at Service@DialOneSecurity.com or call or text 513-527-4400.



Refunds of City of Cincinnati Registration Fees



The City of Cincinnati made headlines earlier this year when it was ordered by a judge to refund alarm registration fees that it had collected from residents over a number of years. The ruling, which was handed down by Hamilton County

Common Pleas Court was a victory for the many Cincinnati residents who had long felt that the fees were unjustified and unnecessary.

The fees in question were part of an alarm registration program that the city had put in place in order to fund its emergency response services. Under the program, residents who owned home security systems were required to register their systems with the city and pay an annual fee of \$50. However, many residents objected to the fees, arguing that they were essentially a tax on safety and that the city was not providing any additional services to those who paid the fees.

After several years of legal challenges, the court finally ruled that the fees were indeed unconstitutional and ordered the city to refund them to residents who had paid them. In the ruling, the court stated that the fees were "an impermissible tax on safety" and that the city had not provided any additional services or benefits to those who paid them.

The City of Cincinnati has since refunded the fees, which is expected to cost the city several hundred thousand dollars. Residents who paid the fees should have received a refund check in the mail earlier this year.

While the ruling is certainly a victory for Cincinnati residents, it also raises important questions about the use of fees and taxes to fund government services. Many people believe that fees like the alarm registration fee are unfair and regressive, as they disproportionately affect those who are already struggling financially. Others argue that fees like this are necessary in order to fund essential government services, such as emergency response.

Regardless of where one falls on this debate, it is clear that the ruling in Cincinnati is an important victory for those who believe that fees like this are unjustified and unfair. As cities and other local governments continue to grapple with budget constraints and funding challenges, it is likely that we will see more debates and legal challenges around the use of fees and taxes to fund government services.

Burglar Blunders

Birdie Given Stiffer Punishment than Congressman Bowman

An Iowa dog was so excited to go to dog camp that she accidentally pulled the fire alarm!



Birdie goes to dog camp on Friday at Dogwoods Lodge in Iowa. "She just arrived for day camp and was just bouncing around and bounced into the fire alarm, pushed it in, pulled it down and that was it," said Jessica Tapper, owner of Dogwoods Lodge. The mischief was caught on Dogwoods Lodge's security camera. Video footage shows Birdie jumping and hitting the alarm, prompting a visit from firefighters.

As punishment, Birdie had to "paws" and think about what she did. She wore an apology around her neck, which reads, "Dear Grimes Fire Department, I'm sorry that I pulled the fire alarm today. Sincerely, Birdie."

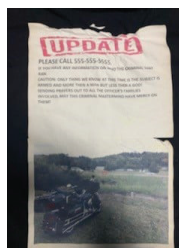
Tapper isn't so sure that Birdie is sorry for what she did. "She didn't seem to care at all. The other dogs were freaking out," Tapper said. The firefighters have forgiven Birdie.

"We thought that was pretty funny, and we're glad that she's now let back at dog camp and she can go once a week and play around," Birdie's owner said.

Bad Luck Bandit' smacks himself in the head with brick during burglary

Maryland police are searching for a man they've dubbed the "Bad Luck Bandit" who was hit in the head by a brick he threw at a store window. The Prince George's County Police Department said Monday a man was caught on surveillance footage breaking into a restaurant last month with a brick. Police say the man shattered the store's front window, walked in and then tried to use the same brick to break what turned out to be extra strength glass. Police say the man repeatedly tried to break the window protecting the front counter, and the brick bounced back on the third try. They say the brick apparently hit the man in the head. He fell down and lay there for a few minutes before leaving the scene.

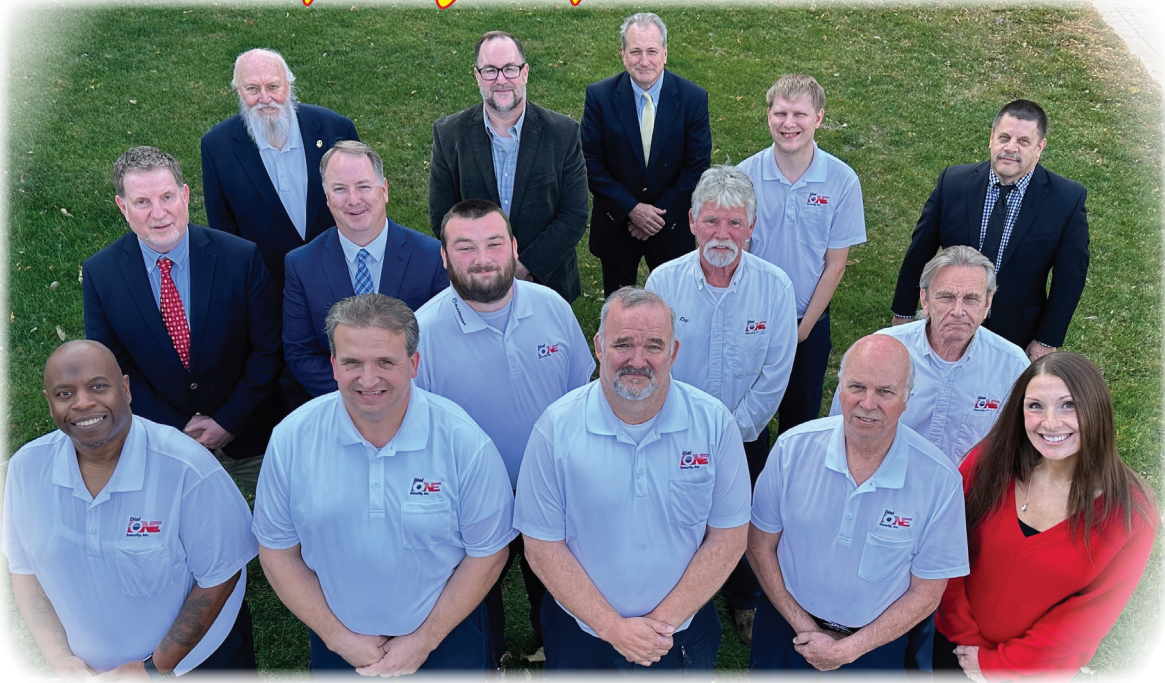
Wanted Criminal Arrested After Making a T-Shirt Bragging About His Crime



A man wanted in Arkansas after evading police eventually got arrested after making a t-shirt that bragged about his crime. Pottsville police had been after an armed man that had stolen a motorcycle. Well the suspect managed to escape being arrested by running across an expressway and into some nearby woods.

The suspect got cocky and created a shirt that had an image of the police flyer looking for info to arrest him. You can see an image of the shirt below. He actually got busted when attempting to flee another police department. They ended up finding him and the shirt that he made to brag about escaping the police on the stolen motorcycle.

Thank you for your business!



48083

