

the Sentinel

A Newsletter from
Dial ONE
Security, Inc.



GREETINGS!

As we begin a new year, I want to thank you for trusting Dial One Security as your security provider. Your continued support has been essential to our growth.

The Cincinnati area, like much of the nation, has experienced a significant increase in professional residential burglaries over the past 36 months. Many of these break-ins occur when homeowners are away for only a few minutes. When offenders are caught, they are often first-time arrests, typically unarmed, and are released on low bail. Unfortunately, this has created a revolving door for the individuals committing these crimes. There have even been documented cases in California where organized burglary gangs placed GPS trackers on business owners' vehicles and set up surveillance cameras to monitor household routines, allowing them to identify the ideal time to break in.

I believe this is the new normal, and these break-ins will continue to grow more sophisticated. We offer a wide range of new security products and features designed to combat these evolving threats, including jamming detection, anti-jam technology, and advanced video systems that analyze behavior and trigger alarms even before a break-in occurs.

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
John Lindberg
President, Dial One Security

No Call after Cancel Code is Entered

Reminder About a Policy Update - Changes to Alarm Signal Notification Procedures

We want to remind our clients of an important policy update that affects how alarm signals are handled at our central monitoring station.

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

This update is designed to streamline our response procedures and reduce unnecessary notifications, ensuring that we can continue to provide the highest level of service. By relying on valid cancel codes, we can quickly and accurately determine whether an alarm requires further action or can be safely dismissed.

What does this mean for you?

1. Faster Response Times: Eliminating unnecessary phone calls for valid cancel codes allows our monitoring team to focus on responding promptly to genuine alarms, enhancing overall security.

2. Reduced False Alarms: This policy helps minimize unnecessary false alarm dispatches, which can create dangerous situations and strain police resources.

3. Enhanced Accuracy: Valid cancel codes offer a reliable way to verify the status of an alarm signal, enabling us to make informed decisions and take appropriate action.

Your safety and security remain our top priorities. This policy change was made with careful consideration and reflects industry best practices aimed at improving service and response efficiency.

If you have any questions or concerns about this update, please contact our customer support team at 513-527-4400 or Service@DialOneSecurity.com. We value your feedback and are always 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.

HOW TO REACH US

MAIN OFFICE

513-527-4400

DIRECT LINES & EMAIL

513-527-3033

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Jeff.Biedenham@DialOneSecurity.com

Hannah Fukano Ext 110
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CENTRAL STATION

513-921-4300

NEWSLETTER

If you have any questions or suggestions that you would like us to address in this newsletter, please contact 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.

PRODUCT SPOTLIGHT

Introducing JamAlert

At Dial One Security, your safety is always our top priority. That's why we're excited to announce a powerful new product now available to our clients: JamAlert™, a groundbreaking jamming detection solution from DMP.

What Is JamAlert™?

JamAlert™ is an advanced security technology that monitors for RF (radio frequency) jamming—a technique criminals use to block communication between your alarm system and monitoring center.

By disrupting wireless signals, intruders can attempt to bypass security systems without triggering an alarm or disable WIFI Cameras. With JamAlert™, your system is no longer blind to this kind of attack.

How It Works

JamAlert™ detects abnormal interference. If jamming is detected, your system will trigger a "Jamming Detected" trouble condition and can notify you and our monitoring center, depending on how your alerts are set up. Jam alert can work with any Dial One Security system.

Why This Matters

Criminals are getting smarter, but so are we. Traditional alarm systems without jamming detection may not notice a jamming attack until it's too late. JamAlert™ adds another critical layer of defense, ensuring your system is not just silent—but smart. With JamAlert™, you can be made aware if someone attempts to interfere with your security system, your monitoring team stays fully informed and responsive, your wireless devices are better protected.

Burglar Blunders

In the can

In one of the most poetic examples of instant karma Ohio has seen in a while, a would-be bank robber in Huron found himself "in the can" both figuratively and literally after a poorly executed attempt at breaking into a local credit union early Thursday morning.

Police were called to the Vacation Land Federal Credit Union when an alarm went off before dawn. When officers arrived, they heard suspicious noises coming from the roof of the bank's drive-thru area, never a great sign for someone hoping to pull off a clean getaway.

What happened next felt straight out of a slapstick movie. Moments after the officers approached, a 27-year-old suspect dropped down from the roof, apparently attempting to flee the way he came in... only to land directly inside a large blue recycling bin placed right below the roof's access point. The burglar essentially delivered himself, neatly packaged, into police custody.

Officers simply walked over and arrested him while he was still sitting inside the bin, likely contemplating every decision that led him to this moment.

The man was held in the Erie County Jail on a \$50,000 bond. As for the recycling bin, it proved an unexpected but admirable public service, proving once again that in Ohio, even the trash cans are helping fight crime.

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The Importance of Battery Recycling



Battery recycling is essential for both environmental protection and sustainable resource management. Batteries contain valuable materials such as lithium, cobalt, nickel, and lead, which can be recovered and reused instead of being mined from the earth. Recycling helps conserve these limited natural resources and reduces the environmental damage caused by mining operations.

Improperly discarded batteries can release toxic chemicals into the soil and water, posing serious risks to human health and wildlife. By recycling batteries, we prevent hazardous substances from contaminating the environment and reduce the amount of electronic waste in landfills.

In addition, recycling batteries lowers the carbon footprint of battery production. It requires significantly less energy to recycle metals than to extract and refine them from raw ore. As demand for electric vehicles and renewable energy storage grows, effective battery recycling will play a critical role in meeting global energy needs responsibly.

Every small action counts, start by collecting used batteries in a safe container and dropping them off at your local recycling center or electronics store. Encourage your friends, family, and community to do the same. Together, we can keep harmful materials out of the environment and build a cleaner, more sustainable future. Don't throw batteries away, recycle them today!

Thank you to Sally D., a client of more than 30 years, for suggesting that we include this reminder.

Texting Our Office

Remember that you always have 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 so that anyone in the office can respond to your request. This option can be more convenient than an e-mail or phone call. And of course you can always call us at 513-527-4400 or email our service department at Service@DialOneSecurity.com.



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.

Person wearing bunny suit burglarizes Quincy laundromat

Early on a Thursday morning, residents of Quincy, Illinois were treated to one of the more unexpected crime stories of the year: a burglar, fully dressed in a fluffy white bunny suit, broke into Winners Wash Laundromat. Yes, a laundromat burglary committed by someone dressed like the Easter Bunny who had taken a wrong turn in October.



Surveillance footage showed the costumed intruder hopping, quite literally, into action, breaking into the business before rummaging through the area. While traditional burglars rely on dark clothing, masks, or attempts at subtlety, this suspect opted for a bright, oversized rabbit costume that guaranteed they were the most memorable thing to happen at Winners Wash in years. The sight of a bunny committing a break-in was unusual enough that workers reportedly had to replay the footage just to confirm their eyes weren't deceiving them.

Police in Quincy are investigating the incident, though the suspect's choice of wardrobe has made it impossible for the public to take the situation entirely seriously. Still, the break-in caused property damage and left owners frustrated and probably with several questions nobody ever expects to ask, including "Why a laundromat?" and "Why a bunny?"

Authorities have not released additional details, but they are encouraging anyone with information to come forward. After all, someone in Quincy knows a person who owns a full-body rabbit costume and was out far too early on a weekday.

Until then, Winners Wash Laundromat holds the unofficial title for the most seasonally confused crime scene in Illinois.

Right Shoes Only

Cincinnati has experienced unusual crimes before, but few compare to the sheer puzzling nature of the break-in at Sole Bros 513 this past October. What started as a standard overnight burglary quickly became one of the most talked-about incidents in the city, not because of what was stolen, but because of how it was stolen. In a move that has baffled police, amused residents, and left the store owner questioning what happened, the suspects stole more than 100 shoes—almost entirely the right ones.



Around 2 a.m., three individuals broke into the Over-the-Rhine sneaker boutique by smashing an upper-story window. Surveillance footage showed one suspect drinking from a bottle mid-robbery, which suggested planning was not the group's strongest quality, and another limping through the store after the escape. Once inside, the thieves rapidly grabbed display shoes. Instead of taking full pairs or boxed inventory, they made off with mostly right-foot shoes, leaving the left shoes behind in neat, slightly mocking rows.

Store owner Hunter Emigh arrived to find a scene of chaos: scattered boxes, walls stripped of their right shoes, and a pile of abandoned left shoes with no remaining purpose. Although the crime resulted in an estimated \$40,000–\$50,000 loss, it also produced one of the most unintentionally comedic visuals in recent Cincinnati history. As Emigh noted, "I realized they took almost every other shoe off the wall," a sentence no business owner expects or wants to say. Police acknowledged the unusual nature of the theft as well. It is rare to encounter stolen goods that are useless on their own unless the thieves are targeting a clientele with only one foot, preparing for an abstract art installation, or following a very confused resale strategy. So far, none of these explanations appear likely.

Despite the surreal details, the community rallied quickly around Sole Bros 513. Local support, both online and in person, helped the store continue operating even after the owner admitted he briefly considered closing down. Cincinnati Police continue to investigate the break-in, and the suspects may be identifiable by several noticeable traits: one likely injured an ankle while jumping from the window, another was visibly drinking during the burglary, and all three now possess the city's largest and least practical single-shoe collection. Authorities do not expect that attempting to resell 100 right-foot-only Jordans will be particularly subtle.

While the incident created serious financial consequences, it also demonstrated the resilience of Cincinnati's small business community and the strong support system that exists within the city. It served as an unexpected reminder that even during difficult moments, the spirit of the community remains strong—and occasionally, crime produces a story that feels suspiciously like a comedy sketch. As the investigation continues, one thing remains clear: if anyone encounters an unusually large stash of right shoes, police would appreciate a call, and Sole Bros 513 would certainly appreciate the right ones back.

Thank you for your business!

