



September 11, 2001  
We will never forget

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## Florida's First Central Station

# Alarming Events

[www.centralalarmcontrol.com](http://www.centralalarmcontrol.com)



### New Automation



We want to let you know of what is going on in Central; for the past few weeks, we have

been looking into the new automation software, and at this point on time we're in the process of building a new network for our new alarm processing software. Once this new software is in place, and we expect to have it up and running within a couple of month, lots of new changes will be evident, here are some of them:

Starting on **February 25 2006**, we will stop sending reports for activity, signals, putting accounts on test, etc. We will have available 15 users via internet to our database, and you

will be able to view, put or restore any of your accounts on/off test mode, print any activity, troubles, alarms etc. for your customers or help your techs on the field from your office. Also, we will not accept checks as a form of payment for your monthly services with CAC, so you must have a credit card on file with us. At the same time, your account **must be** current to continue doing business with us.

We are going "paperless" on our archives, the only paperwork that we are keeping on file is the white copy of the contract that you signed with your customer, all other faxed info has been scanned and shredded out. We must move forward with technology, and that is what we are doing.

We will put together a package with all the info that you or your office might need in order to access our web server as well your customers.

In time we will send you a form to be filled up for your customer in order to have web access to his account setup. (masterfile) all changes and alarm activity will be processed through out your office.

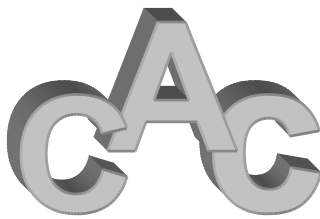
Our new web site is almost done! If you want to pay a visit, go to:

[www.centralalarmcontrol.com](http://www.centralalarmcontrol.com)

Any inquiry can be sent to

[dealer@centralalarmcontrol.com](mailto:dealer@centralalarmcontrol.com)

And we will answer you promptly



### From Our Open House



### From the Podium

Happy New Year!!!

For those who are not aware, by the end of this month we will be upgrading to a new system. As a result of this we are attempting to reduce the data in our system to only the necessary information.

For accounts that have been canceled and are still transmitting after six (6) months, they will be changed to canceled still transmitting status and you will be charged for those account. All other ac-

count that have been canceled and are not transmitting will be deleted from our data base. All pending accounts that have been pending for more than six months and are not transmitting will be deleted from the system. This processes is already in effect and you may see it reflected on your billing statement. If you should have any questions or concerns in regards to the previous information, feel free to call Central for further clarification.

For better security

*Marion Taylor*

Mrs. Marion Taylor





## CAC's Finest

Excelling in performance, attendance, reliability and demonstrating a high level of professionalism & dedication to our customer and co-workers, CAC is proud in announcing: **Mrs. Alina Torres Best of December 2005 & Employee of the Year!** Congratulations Mrs. Torres, and keep up the good work!!!

## AES-CAC-NET

As we have mentioned on past issues of our Alarming Events, the AES-CAC-Net is up and growing fast! We are already covering **Miami-Dade Co.; Broward Co. and soon we'll be reaching Palm Beach & West Palm Beach Counties**. As you can see our Net is growing and as we do, yours & our savings are increasing as well. If you have any question that involves technical support from AES Corporation, you may dial:

**800-237-6387** ext. 118 to reach Mr. Stan Watts or ext. 138 for Rick. Also Ms. Gina Staples is ready to help you out with radio purchase, line of credit etc, and you can reach her at the same number mentioned above or by sending her a fax to 978-535-7313. If you need more information about AES products, write to: [info@aes-intellinet.com](mailto:info@aes-intellinet.com)

## IX vs. CX

When you receive your billing monthly, you should be able to notice in the far right column

of your green bar paper report, a column with class codes. Two of these class codes are **IX** (which are cancelled accounts ready to be deleted from our system) and **CX** (which are cancelled accounts that are still transmitting to our central station). The issue here are **CX** accounts; not only do you lose money because of them, but accounts listed under the **CX** class code take up space in CAC's hard drive and use receiver traffic unnecessarily.

Remember the following when canceling accounts: ***"Inactive accounts, and any cancelled accounts that can still communicate (or that you failed to notify us that it could not communicate), will be charged at a rate of \$2.00 each per month"***.

We have charged this fee since **December 1998**, and will continue to do so on all cancelled accounts that can still communicate with the Central. Every week we run a daily activity report on those previously cancelled accounts that **after 11/07/98 kept transmitting**, and will be adding them to your billing list. It is and has always been our goal at CAC, to provide quality

## SECURITY & CONFIDENTIALITY

service and security that will enhance the lifestyle of your customers. We truly value the relationship we develop and because of this, it is of extreme importance that we protect these relationship at all cost. Please note that we have taken every measure to insure the information related to your company, is held in the strictest confidence. All information recorded on our database can only be retrieved utilizing your personal ID/PASSCODE or disclosure as per your personal request to one of our managers.

If at any time you feel that this confidence has been violated, please contact me or Mr. Russ Jones directly.

**Carlos E. Maya, VPC**



## Remainder!

**Cancelled Accounts:** Central station equipment is expensive. Receivers have the capability of accepting only a fixed number of account numbers. When you fail to remove an account number from an alarm system, that is one more account number that we can never use again. Every account that continues to send signals takes up computer hard drive space, and printer paper. While this may not sound like too much of a

problem, imagine the thousands of canceled accounts that build up over the years. All of these accounts sending signals ***tie up the phone lines so your customers cannot communicate with us!*** There is also the danger of a **MYSTERY ACCOUNT**, or an account that sends signals on a different customer. This causes false alarms and unnecessary service on alarms.

Our Cancellation Request Forms ask for the following information from you:

- 1.- Customer's acct number;
- 2.- Customer's name;
- 3.- Customer's offline date;

- 4.- Indication whether the system can still communicate to the central station;
  - 5.- Whether you will reuse the account number;
  - 6.- Your dealer number;
  - 7.- The printed name and signature of the person authorizing the deletion.
- Without the above listed information, our company policy states:

***Billing will continue for that account until the above steps are completed. CAC will provide you with a name and address report for all accounts being monitored at the time of every billing. It is the Dealer's***

***responsibility to check this list against the company records to verify that accounts are off line.***

**Mrs. Alina Torres Morning Shift The Best of December' 05 and Employee of the Year!**

