



**September 11 , 2001**  
*We will never forget*

**Inside this issue:**

<i>From CSM Desk</i>	1
<i>ECV</i>	1
<i>Best of May .06.</i>	1
<i>ECV</i>	2
<i>Very Important!!</i>	2
<i>Reminder</i>	2



**Look for :**

**Important notes**

**About**

**WEB ACCESS**

**ECV**

**New Legislation**

**Mrs. Alina Torres**

**The best of**

**May 2006**

## Florida's First Central Station

# Alarming Events



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

### New Automation



We want to let you know what is going on in Central, on March 27, we switch to Manitou , we still

have one machine from the old software running just for previous alarm activity to this date.

Today you can access your customer's info via web, as we mention on page 2 of this issue for more info

We have stop sending reports for activities, signals, putting account on test, etc. We have available 15 users via internet to our database, and you will are 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 are not ac-

cepting 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 "paperless" on our archives, the only paperwork that we are keeping on a folder 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 the technology, and that is what we are doing.

We will send you a manual with all the info that you or your office might need in order to access our web server as well your customers info or create a report.

**In order to have your reports we must have your e-mail on file .**

In time we will send you a form to be filled out by your customers to have web access to their account setup. (masterfile) all changes and alarm activity it will be process trough your office.

Our new web site is 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)

**Carlos E. Moya.**



### NEW LEGISLATION ECV

**Enhanced Call Verification (ECV)** is an industry wide initiative which requires the central station to make a second call to a second telephone number before requesting a dispatch from law enforcement agencies to a citizen's alarm activation.

Studies have shown that when a dealer implements enhanced call verification, 40-50 percent of alarm signals that traditionally would have been dispatched under premise verification were not because the signal was verified as not valid on the second call.

Enhanced Call Verification was developed by the professional alarm industry trade associations through the Security Industry Alarm Coalition (SIAC) and is endorsed by the International Association of Chiefs of Police (IACP) as a recommended practice. The program is an effective means to reduce calls for service from alarm activations while maintaining the crime deterrent effect of the alarm systems and their contribution to public safety in a community. The IACP and SIAC also recommend that the community support local jurisdiction efforts to adopt procedures or ordinances mandating multiple call verification leaving the home, and the procedures. Most cities find that 80-90 percent of their citizens who use alarm systems are responsible

users who may never have an alarm activation that requires police response. Enhanced Call Verification is a tool that will assist those citizens who have an alarm activation that is not due to a criminal action from having a request made for police dispatch.

#### BENEFITS

**Alarm User:** An alarm owner will receive a second call following alarm activations, preferably to a designated cell phone. For homeowners, many inadvertent activations happen when leaving the home, and the call to the **cell number** will allow them to return to the property ....see next page





## 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. Torres**  
**Best of May 2006**

Congratulations Alina, and keep up the good work!!!

## Reminder!

**Canceled 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

## Web Access

Hey everyone here is the address for the "Dealer Web Access"

Go to:

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

click on **Account Access** then

**Login Here** ; and enter your web ID and password.

Send us an e-mail with these information , login ID can be 4 or more digits or your dealer ID and the password must be up to 6 digits; they are case sensitive, (alpha-numeric is OK) and we'll reply with the Dealer's Access Manual .

Send us an e-mail to:

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



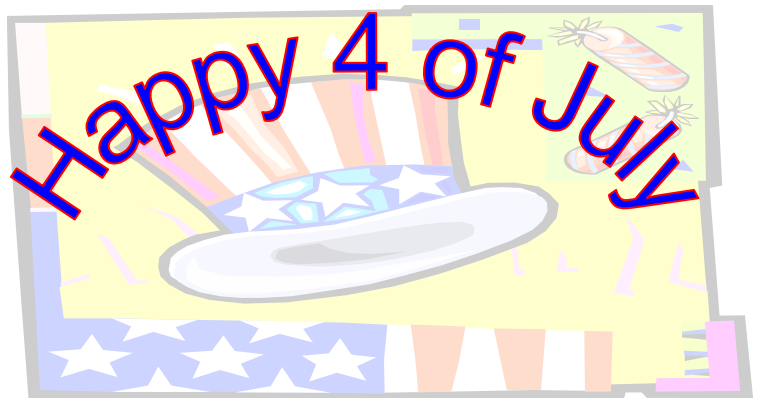
## ECV (from front page)

.... or are caused by after-hours cleaning and service personnel. The call to the **cell phone** gives the business owner an opportunity to cancel the activation and eliminate the request for police response.

**Law Enforcement:** Enhanced Call Verification is a tool to reduce calls for service from alarm activations without reducing the crime deterrent and crime prevention benefits that alarm systems provide the community.

**Alarm Company:** Enhanced Call Verification reduces the costs to the alarm monitoring center since it is less expensive to process a second or third call than it is to request a police dispatch for the alarm owner. Customers appreciate that you are supporting the efficient use of their alarm system, reducing unnecessary dispatches and increasing customer contact.

We recently sent to all our dealers, via e-mail, a copy of the new legislation with an implementation guide; an overview of this new law and a CAC form to be fill up with the customer's 2nd cell phone number for verification, if you haven't received please e-mail us at [dealer@centralalarmcontrol.com](mailto:dealer@centralalarmcontrol.com)



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**  
**Best of May 2006**