



September 11 , 2001
We will never forget

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Florida's First Central Station

Alarming Events



New Automation



We want to let you know what is going on in Central; for the past few weeks, we have been looking into the new automation software, and at this point and 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 **January 15 2006**, we will stop sending reports for activities, signals, putting account on test, etc. We will have available access via internet to our database, and you

will be able to view all activity or put 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" in our archives, the only paperwork that we are keeping 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 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 out for your customers in order to have web access to their account setup. (masterfile) All changes and alarm activity will be processed through your office.

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

www.centralalarmcontrol.com



Look for :

Important notes

Web access

Reminders

Mrs. Laura Price

The best of

October 2005

From the Podium

November is here and winter is around the corner. During winter some of us travel, remember to advise customers how crucial it is to test alarm panels before traveling.

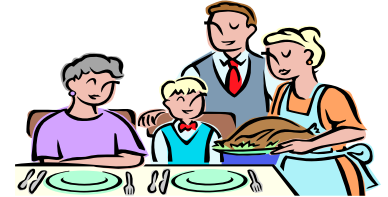
Dealer (or technician) we find it very inconvenient for us to have to notify you on emergencies, Per dealer instructions!!!! And there are no available reps.. If we have the dealer and customer updated information, we will contact a key-holder to reset the system this way we will resolve any or all problems that may occur with your accounts.

Contact information should be updated as often as possible in order to administer the best pro-

tection to the consumer.

Dealers we are experiencing a large amount of complaints from customers ,due to the fact that we are unable to change any information on their contract without authorization from dealers. Please make sure your customers are aware that no new changes are to be made on any contract without the consent of a dealer. With the exception of changing the phone number to the premises.

These changes must be received in writing ,and on the proper form from the dealer . Changes over the phone will not be accepted, unless it is Friday after 5 pm and you're not at your office anymore. The only other exception we will be to add temporary comments to your customer's info, which it



will last until the following Monday around noon. In order to give you time to follow up the new info with a fax using the proper form. Remember, all this is simply to prevent any miss understandings and to keep our/ yours records up to date.

Adrienne Harris,

Relief Supervisor.





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. Laura Price Best of October 2005** Congratulations Mrs. Price, and keep it up the good work!!!



Reminder!

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 cancelled

What comes to mind when you think of Thanksgiving?

Most of our minds conjure up images of delicious turkey dinners with all the trimmings: potatoes and gravy, sweet potatoes, cranberry sauce, green bean casserole, fruit salad, dinner rolls with butter... my mouth is watering already! But is that what Thanksgiving is all about?

Of course not! The word itself means "giving thanks." But that's something we should do more often than one day each year.

Thanksgiving is a time of reflection. This year, We are especially thankful for the freedom we enjoy in this great country.



Now, more than ever, it is a time to give thanks for all that we have, and for all the people who have touched our lives.

Look around you, and you'll see most of those people: your parents; your siblings; your wife; your first born; your best friend; your best employee etc.. So many during your life time, so this thanksgiving day, turn to the one is closer to you and give him/her thanks as we thank you for your friendship, support and mainly for your trust, be sure that you can count on our reliability, and our strictest confidence as always,,

Thank You..
Carlos, CSM



Happy Thanksgiving!

DATA BASE

Your current data base is now available on PDF format, Call CAC for more information .

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:

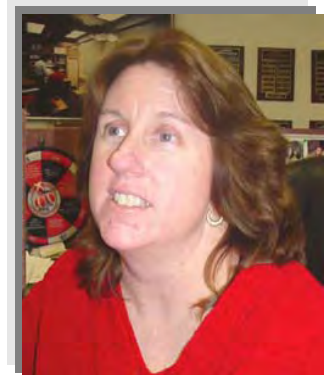
- 1.- Customer's acct number;
- 2.- Customer's name;
- 3.- Customer's offline date;

- 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. Laura Price
Morning Shift Best of
October 2005**



Open House!!



On December the 23st, from noon to 5 PM, come and join us and partake of food and drink. This is your opportunity to match a face to the voice you hear on the phone every day; we look forward to meeting you and your family. Whether you celebrate Christmas or Hanukah, be sure to have a wonderful holiday season. All of us at CAC wish you and yours a safe holiday and a prosperous and healthy new year!