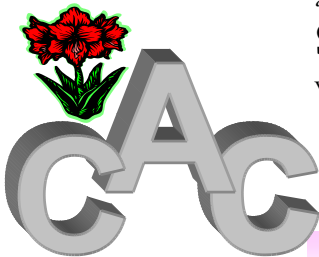




September 11, 2001
We will never forget

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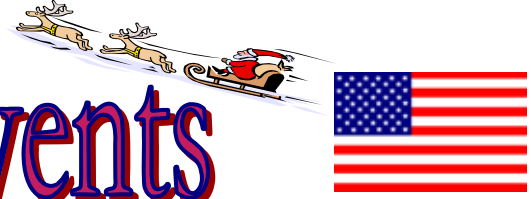


Look for :
Important notes
About Web
access !
Mr. Tony
Talavera
The best of
November 2005



Florida's First Central Station

Alarming Events



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 in 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 15 users via internet to our database,

From the Podium

Now that this year has come and gone I would just like to remind you of a few things that can be done to help us provide better service for you and our customer's for the upcoming new year. First, the use of proper forms which are available to you from CAC. These forms were created to ensure that any updates and/or changes are done accurately and easily understood by our customers, yourself and our data entry personnel. Second, please make sure that your techs out on the field test all alarm systems when installing new systems or servicing existing customers. This will help us enter

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

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

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

www.centralalarmcontrol.com

Any inquiry can be sent to

dealer@centralalarmcontrol.com

And we will answer you promptly

zone description into the database. Also, remind them that at times what they program differs from what receive, which is why it makes it extremely important for the signals to get through to us so that they can verify with us. Finally, it is important to always remember that our operators will handle high priority alarms before placing anyone on test, helping someone needing to check activity, etc. The security and safety of our customer's property and well-being is our biggest goal.

I hope we can continue to work together in better servicing our customers.

I wish you and your family a Merry Christmas and a Happy & Prosper-

ous New Year!!!!

Tino Arana

CAC' Asst Manager

Tino Arana
Assistant Manager





CAC's Finest

Excelling in performance, attendance, reliability and demonstrating a high level of professionalism & dedication to our customers and co-workers, CAC is proud in announcing: **Mr. Tony Talavera Best of November 2005** Congratulations Mr. Talavera, and keep up the good work!!!



Receive from all of us at CAC our best wishes for the upcoming holidays. We hope that the New Year of 2006 brings to all of you joy and prosperity



Remainder!

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

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. 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.

Tony Talavera
Evening Shift
The Best of November' 05

DEF. 12. 2005