



# RAP SHEET

SECOND QUARTER - 2007

OK Alarm Lic. #0089

## IMPORTANT! Alarm Response Changes

In our continuing effort to reduce false alarm dispatches ESI will respond to a duress passcode if a duress passcode is specified by our customer. In the past we have dispatched many times because our customer gave us what they thought was their passcode number, to abort an alarm. ESI will no longer dispatch to a "Duress" alarm because an improper passcode is given.

If you would like to utilize this type of alarm you must provide ESI a 4 digit passcode number that will initiate a duress response. If you are ever in a situation in which you need the police, you can give the operator this number and the police will be dispatched to a silent duress alarm.

Account changes online: [www.edmondsecurity.com](http://www.edmondsecurity.com)

## Today's MO :: Heater Closet Doors

ESI Reprograms many of our competitor's systems to our central station. We find a lot of houses with outside heater closets with no protection. Some customers follow our recommendation and add them, some don't. Since Christmas, we have heard of 3 home entries where this door was opened and the intruder went through the sheetrock to gain entry. Are all your perimeter doors protected?

## E-mail Thoughts

Many of our customers have responded to our growing use of e-mail for correspondence. No more phone calls and waiting on hold to get the information you need!!

Emergency response history, CAD drawings/submissions, recorded phone conversations, notification lists, scheduling sales/service appointments, request and forwarding of technical information, billing and payments. Isn't e-mail awesome!!

## Video Works!



In September 2006 a silent alarm was sent, our operator utilized our video via Internet and this copper thief was arrested. In December this person was sentenced to 10 years! Congratulations ESI Staff!

## Save A Stamp

Save a stamp by receiving your invoices via E-mail. To take advantage of this feature all you need to do is either call us at (405) 341-6374 or send us an e-mail to [office@edmondsecurity.com](mailto:office@edmondsecurity.com) that includes your name and e-mail address. We will send you a verification e-mail to verify your e-mail address works properly and then you will no longer receive paper statements and invoices!

## Stranger At The Door

If you are home alone and there is a stranger ringing the doorbell, what do you do?

### YOU CAN'T IGNORE IT!

It may be someone verifying that the house is empty so they can break in.

### YOU MUST ACKNOWLEDGE THEM!

As you approach the door yell "Honey, I'll get it" or "Daddy, I'll get it" loud enough for the visitor to hear you.

Now the stranger thinks there are 2 people home. Don't open the door, yell "Can I help you" through the door. If they don't belong there, they will make up a reason for being there. When they leave call the police and give them a description and ask them to check it out.

If you don't acknowledge their presence, they think the house is empty. *Don't let this happen to you.*

<u>Installation</u> Louis Brinkman <a href="mailto:louis@edmondsecurity.com">louis@edmondsecurity.com</a>	<u>Service</u> Della Daigle <a href="mailto:service@edmondsecurity.com">service@edmondsecurity.com</a>
<u>Sales</u> Jarod Conrady <a href="mailto:jarod@edmondsecurity.com">jarod@edmondsecurity.com</a>	<u>Bookkeeping &amp; Account Maintenance</u> Office Staff (Candace) <a href="mailto:office@edmondsecurity.com">office@edmondsecurity.com</a>
<u>Tee Times &amp; Hunting</u> Paul Conrady <a href="mailto:paul@edmondsecurity.com">paul@edmondsecurity.com</a>	<u>Quilting, Knitting and Grandkids</u> Sharon Conrady <a href="mailto:sharon@edmondsecurity.com">sharon@edmondsecurity.com</a>

**QUESTIONS OR COMMENTS?  
CALL US AT (405) 341-6374**