



RAP SHEET

FOURTH QUARTER - 2005

OK Alarm Lic. #0089

IMPORTANT: Rate Changes

Since 1981 Edmond Security, Inc. has strived to provide the latest technology and a knowledgeable staff to our clients at a reasonable price. Beginning October 1st we will be raising our basic monitoring service \$4.00 per month (our last monitoring increase was in 1992). We will also be offering the following services in the 1st quarter of 2006:

- Automated e-mail open/close reports.
- Automated e-mail open/close reports with video.
- Long range radio (approved for 2 paths of Fire communication)
- Video during alarm via cell phone.
- IP Monitoring via the Internet.

ESI labor rates will be billed 1 man \$80/hour, helper \$40/hour (after hours service calls are time and a half). Billing starts from ESI or the previous call, whichever is closer (our last labor increase was in 1999).

ESI continues to enhance our services and support staff so we may provide our customers with the latest and greatest our industry has to offer. Thank you for your patronage.

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 operator@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!

Does It Still Work?

Recently ESI had a customer who suffered a break in and the alarm did not detect the intruder. ESI discovered a shelf had been built blocking the view of the motion that was installed to protect the area.

The Fix:

- 1) ESI will do a quick walk through on all service calls to verify any obvious changes.
- 2) ESI will offer to do a full test of the system when setting up a service call (so we can schedule accordingly).
- 3) Customer should test all of their devices weekly, monthly, or annually depending on their situation.

Note:

- 1) Motions are a trap, ESI installs them as a deterrent to someone quickly walking through a protected space. They are avoidable with prior knowledge of equipment installation.
- 2) Glass breaks, must have line of sight from breaking glass to devices to "hear" the glassbreak. Curtains, blinds, furniture, etc. break line of sight.
- 3) Wireless devices must have good batteries.
- 4) Door/Window Switches can be "fused" by voltage surge or lightning, so they won't open when the door/window is opened.

ESI will assist in any way possible with testing. There is no charge to test anytime, call an ESI operator with your pin number and go for it! ESI will re-evaluate your security needs upon request.

☆☆ PLEASE TEST YOUR ALARM ☆☆

Enhanced Call Verification (ECV) Is A Hit!

We had no idea how well this would be received. Many of our customers wish we had done this long ago. Thanks to all for your help in reducing these nuisance alarms!

Stranger At The Door

If you are home alone and there is a stranger at the door, what do you do?

YOU CAN'T IGNORE IT!

It may be someone checking to see if the house is empty so they can break in.

YOU MUST ACKNOWLEDGE THEM!

As you approach the door you need to say: "Honey, I'll get it" or "Daddy, I'll get it"

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 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.

Going Out Of Town?

Let ESI put temporary notes on your account. Temporary users and phone numbers can be added to your account, as well as travel dates, whether someone will be in or out of the house, etc. ESI holds emergency keys in signed, sealed envelopes for many customers! How can we help you?

Charging Your Cell Phone

Where should you charge your cell phone?

The right answer is on your night stand. Consider what could happen while you are sleeping. Why not have immediate access to a "Good line." Whatever the scenario (cut phone lines, fire alarm, intrusion alarm) you need a good phone line as you get up and respond, period.

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