

The Dispatch

A Quarterly Publication of
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Thank you to those of you who have been sending in your e-mail addresses. Please note that we are first and foremost a security firm and therefore respect the confidentiality of our clientele.

Each of our employees undergoes a thorough criminal history background and credit check before reviewing and signing our extensive company policy which includes a confidentiality agreement.

We *never* supply client e-mail information to anyone outside of our firm.

THE ANSWER IS YES!

If a single question is continually asked of our company it is "Do I really need an inspection?" Quite simply, the answer is YES!

Intrusion, holdup, fire, smoke, carbon monoxide, low and high temperature and water detection are only a few of the many devices that may be connected to your main panel. Even when your system is not armed it is continually performing selected software tasks such as keeping the rechargeable battery at the required level 8,760 hours per year and communicating with our central station, at minimum, daily. Fire and carbon monoxide detection is NEVER turned off! From the first moment of installation, your system has not stopped performing these functions.

Failure of any one of these components could, at best, be costly from a financial standpoint let alone a worse case scenario involving loss of life.

Earlier this year we replaced two systems that had been in continual operation for 38 years or 332,880 hours. Both systems received their annual checkup regularly, which undoubtedly contributed to their longevity. The decision to replace these systems was based upon the fact that the clients wanted newer technology. While we can't say every system sold will reach a career milestone like these, properly maintained systems last longer than those that do not receive such care. Most importantly they continue to provide peace of mind which is, more often than not, the reason for initial installation.

It is a credit to our choice of product

that our clients are able to say "I haven't had any problems." However, should you encounter a problem you do not want your coverage jeopardized by the fact that your system was not maintained, fine print in many insurance carrier's policies. If you are taking advantage of an insurance discount, you can bet the carrier is counting on the system being maintained.

If we put this into perspective, the average car is driven 730 hours per year. The average alarm is running 8,760 hours per year. You wash your car, get it's oil changed, rotate the tires and add washer fluid. Why not give your alarm some TLC? It may be required by law, but more importantly it's just the right thing to do.



Properly maintained systems last longer than those that do not receive such care.

ATTENTION CONNECTICUT SCHOOLS!



We are fortunate enough, through our alarm association to work with a political liaison who keeps us updated on additions of and changes to existing laws within the State of Connecticut. As of the date of this publication the following House Bill has been presented. It's status is below:

Carbon Monoxide Detectors in Schools

HB-5326 requires all schools to be equipped with carbon monoxide detectors. *Status: Approved by the Education, Public Safety and Appropriations Committees; sent to the House.*

WHY IS IT WE DO AND DON'T DO WHAT WE DO?

Aside from the silliness of the title of this article, we have had some very serious questions posed to us from clientele. You may have posed the same question to yourself from time to time. So here are the answers:

Why do we ask clients to update their contract every three years if our contract terms is thirty days?

- Changes occur in law/legalese that require terminology changes.
- Our insurance company may mandate a change.
- Rate changes may be required.

Why do we program our systems for a TRT (test report timer)?

- In the event of an actual alarm condition, you would expect the alarm signal to reach the central station. If you do not have communications, we do not receive a signal.

- If we receive a LTT (late to test) report from your location you are notified.

Why do you ask for our e-mail address?

- Sending invoices, statements, newsletters, and inspection reminders via e-mail saves on postage, paper and time.
- Keeping our costs under control means we don't have to pass any on to our clientele!
- Having your e-mail address on file allows us to alert you immediately of any breaking news you should be aware of such as changes in alarm ordinances in your town.

- Some police departments will not accept cancelations.
- You may cancel dispatch of a fire alarm but be unaware of a fire condition in the walls or above the ceiling. It's best to let the professionals determine if the alarm was false.

- In many cases we utilize two-call verification to avoid false dispatches.

Why don't you have a security question in case a client forgets their clear code?

- With the recent software release, we now do! Simply call our central station and ask for our data entry supervisor who will be happy to set this up for you.

I just need to update my credit card expiration date. Why do I need to give you my card number over again?

- Monitor Controls, Inc. is PCI compliant through Trustwave® and therefore does not store credit card information on premise.

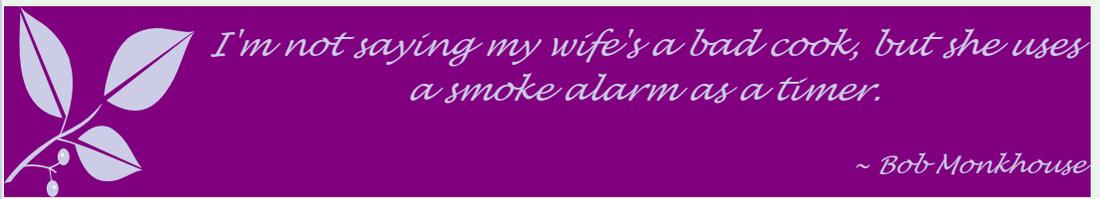


73% of alarm integrators employ one or more full time field IT/networking specialists. Monitor Controls, Inc. is one of them.

- Therefore, all of the systems we program call in, at minimum, once daily, to test communications with our central station.

Why don't you cancel dispatches?

- Our contract obligates us to act upon signals received.
- We do not know the circumstances of the alarm nor its cancelation, for instance if forced entry was a factor or if a client was forced to call us under duress.



With fuel prices at another high, we have had no choice but to implement our fuel surcharge on service calls outside of a 15 mile radius from our office. We monitor prices daily and will certainly make adjustments in the future when prices come down. Implementing a temporary fuel surcharge is one way to control costs and keep from raising monitoring rates. Thank you for your understanding as we all work through these difficult economic times.



10 THINGS A BURGLAR WON'T TELL YOU

1. Sometimes I carry a clipboard, or dress like a lawn guy. I do my best to never look like a crook.
2. If you don't answer when I knock, I try the door. If you do answer, I'll ask for directions.
3. You shouldn't announce your vacations on Facebook® or other social media sites. It's easier than you think to find your address.
4. Here's a helpful hint: I almost never go into kids rooms.
5. Yes, I really do look for newspapers piled up and I might even leave a flyer in your front door to see how

6. Do you really think I won't look in your sock drawer? I always check dresser drawers, night stands and medicine cabinets.
7. Things I hate most are loud dogs, nosy neighbors and alarm systems.
8. I sometimes drive past your house at night before you close the shades and peek in just to pick



I do my best to never look like a crook!

9. I'll break a window to get in. If a neighbor hears something they'll wait to hear it again, if they hear nothing they go about their business....human nature.
10. That nice landscaping you have shows me you have taste and taste means there are nice things inside and judging from the toys in the yard I'm guessing you have a great gaming system for the kids.

MONITOR CONTROLS, INC. UNVEILS AFFORDABLE WIRELESS PLATFORM



Digital Monitoring Products

Years of searching for a wireless platform that meets our high

standards and those of our clientele has finally come to an end. Monitor Controls, Inc. has been integrating wireless devices as part of wired systems for many years. However a true stand-alone wireless system has failed to meet our high expectations until now.

We are pleased to have received certified dealer status for the DMP product line. "The DMP product line fills a void in our residential market where people have been hit so hard by the economy. It's a reliable, cost-effective answer to an alternative conventional alarm system", states John W. Yusza, Jr., president of Monitor Controls, Inc.

"The product line is affordably priced to meet the needs of today's consumer. The application possibilities are endless

and the ease of installation keeps labor costs under control", states Deborah Sokol, Chief Financial Officer at Monitor Controls, Inc.

These products are much like traditional systems containing communicators, keypads, motion detection, etc. The exception is that the devices transmit wirelessly to the main control com-



You can transmit commands to your system via text messages, turning it on or off or checking its status.

municator which allows the consumer to then transmit data to the central station via POTS line, cellular, internet or RF.

TEST TIME!

Questions:

1. How many parts per million is necessary to feel the effects of carbon monoxide poisoning?



- A. 20
- B. 200
- C. 2000

2. How much smoke is necessary for a smoke detector to go into alarm?



- A. 3%
- B. 13%
- C. 30%

3. How much smoke kills you?

- A. 6%
- B. 16%
- C. 60%

Answers: 1.B 2.A 3.A

Meanwhile...Back at the Office



John B. 28 years
 Robin 20 years
 Jose' 10 years
 Tara 5 years
 Kate 5 years
 Rene' 3 years
 Shalene 2 years
 Jeremiah 1 year



We Accept



Central station manager Allyson McLear was recently nominated for Security Systems News 40 Under 40 which features 40 security professionals under the age of 40 making a difference within the industry. She certainly deserves this honor! We'll keep you posted on the outcome.

John Yusza, Jr., president, was invited to present a class about effective field installation techniques at the Electronic Security Expo (ESX) in Charlotte, North Carolina in June.

We are in the process of updating our website. Please keep an eye out for changes and new uploads that we make. In addition

to augmenting our video page with

sample videos we upload our newsletter, update photos and add breaking news. Make a point to log in and check us out.

After very little discussion and by unanimous agreement, Monitor Controls, Inc. established a Facebook® page for the sole purpose of owning a page with our name on it that could not be confused with any other company or criminal intent. No information will be posted, no one can "like" it or "join" it. We believe a security company should maintain a level of professionalism above that of the social media frenzy where one's security can easily be compromised.

We hope you agree.

Visit us at

www.monitorcontrols.com



06/03 Kate
 06/04 Robin
 06/07 Rene'
 06/17 Christina
 07/05 Gary
 07/06 Jason
 07/07 Peter
 07/20 Tara
 08/12 Allyson
 08/26 Jose'
 08/28 Debbie



Help
 save
 Mother
 Earth
 by
 having

your invoices e-mailed!

Survey Finds Insurance Carriers Offer Major Discounts for Home Alarm Systems

The nation's insurance companies are encouraging homeowners to install monitored security systems by offering them substantial discounts on homeowner's insurance.

"A survey of the 10 largest insurance companies offering homeowners coverage found premium discounts up to 20 percent if a home is equipped with a monitored alarm system," said Dom D'Ascoli, president of the Electronic Security Association. "The discounts can be substantial enough to pay a portion of the monitoring costs or installation of the system," said D'Ascoli.

"The majority of insurance companies offer discounts for alarm systems," said Michael Barry, spokesperson for the Insurance Information Institute. "Homeowners should check with their individual carrier to determine the amount and availability of the discounts."

According to a study by Dr. Simon Hakim of Temple University, "an alarmed single family home is more than 60 percent less likely to be burgled than a similar home without an alarm."

A comprehensive two year study in Newark, New Jersey by Rutgers University School of Criminal Justice, demonstrates why insurance companies are offering the discounts. Described as the most comprehensive study of its kind the team of Rutgers researchers used sophisticated in-depth research techniques to eliminate the variables that impact crime rates and to focus solely on the impact alarm systems have on residential burglaries.

"Thanks to modern technology alarm systems are more affordable, versatile and dependable than ever before," said D'Ascoli. "The Rutgers study showed that these technical innovations have increased the availability of home security systems to middle class homeowners and helped reduce crime."

In addition to discouraging burglars, modern alarm systems also reduce the damage caused by fires. Fire and lightning claims are almost 10 times higher than claims for burglaries and thefts according to statistics from the Insurance Information Institute. "The alarm's ability to notify the fire department whether or not anyone is at home or able to call for help is vital in reducing the cost of these claims and protecting building occupants," said D'Ascoli.

-ESA Press Release