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The Dispatch

Don't Change Your Phone Service... Yet!

I'm not sure about the rest of you out there in newsletter land but I am inundated with advertisements on TV, newspaper, mailings and even e-mail SPAM to change my phone service and consolidate my billing. So...I did it. It lasted two months.

During that time I experienced frequent phone line failures due to the "equipment in our area" not having been "updated yet." In one week I experienced forty hours without phone line service, forty hours without the ability to dial emergency services and forty hours without an incoming call from my mother-in-law (okay...so that part wasn't too bad). However the phone clicking seven times before a dial tone was heard, the static on the line due to our phones being "incompatible with digital service" was a bit much (I spent \$150 on new phones to prove the new company wrong...still had static) and I was hearing what I can only assume were the voices of aliens from far-off worlds in the background of every call. To top it all off, my alarm which uses the phone line to communicate with our central station, was now beeping almost every night at approximately 2:30 a.m. (right in the middle of my recurring Orlando Bloom dream) to report that the phone line was out yet again.

Aside from the four calls to customer service (with an average on-hold time of four minutes) I wrote a letter to the manager of customer service (whom I still have not heard from). All of my efforts went unnoticed and uncared for.

I tried to recall what it was like to have reliable phone service. I remembered only one time when I lost phone service with my old company for two hours and that was due to someone trying to drive up the phone pole at the end of my street in a snow storm.

It was then I decided to switch back to my original provider, begging for forgiveness like a cheating spouse. I took comfort in their lack of sarcasm and the pity they took upon me...pity which got me changed back to them for free.

So before you decide to make any changes, please call our service department for suggested questions for your new potential provider that relate to your alarm. The rest is up to you and your research. I wish you better luck than I had. It couldn't get much worse. And if you do end up changing to the company I had and you hear the alien voices, tell E.T. his ride is on the way. I didn't get a chance to say goodbye.

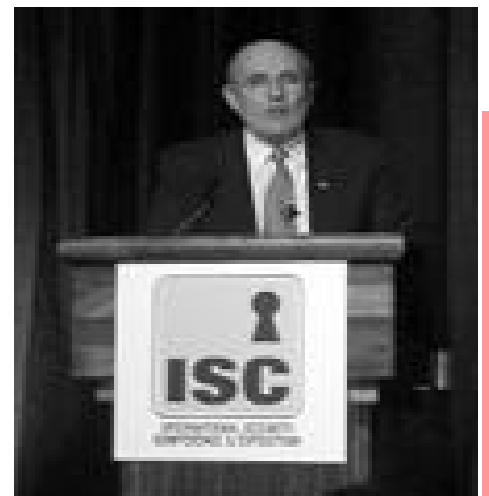
ISC VIPS

Monitor Controls, Inc. president John W. Yusza, Jr. and our director of operations & IT management, Jason Sokol along with other members of the Connecticut Alarm & Systems Integrators Association received VIP passes to a luncheon at the recent International Security Conference held in New York City where Former New York City Mayor Giuliani was the keynote speaker.

Giuliani, a former presidential candidate spoke of his development of a disaster preparedness program pre-September 11, 2001. He went on in detail to outline the preparation involved and the positive lessons learned from that horrific day that have been used to revitalize and re-vamp the plan post September 11.

"He was eloquent and poignant, speaking from the heart. You could feel his sense of personal loss and determination" stated Yusza.

Some of the input received was incorporated into our own disaster preparedness and risk management program which was originally compiled to comply with requests from clients in the financial sector and with whom the Department of Homeland Security were particularly interested. "The program was designed to evolve with the ever-changing security climate" states Deborah Sokol, Monitor Controls, Inc. CFO and author of the program. "In designing the program we welcomed input and recommendations from a number of sources. It is a constant work in progress given the demands upon our industry."



Former New York City
 Mayor Giuliani

New Extreme Series IP Cameras Deliver Surveillance Whenever and Wherever You Need It



Extreme Series IP Cameras combine advanced optics, active-infrared illumination, IP connectivity and on-board Bosch Intelligent Video Analysis (IVA) in a ruggedized housing to deliver uncompromised networked surveillance in all lighting and environmental conditions. Benefit from intelligence at the edge – 24/7. With IVA built-in, Extreme Series IP cameras intelligently monitor and analyze at the scene. Utilizing active-infrared, these cameras enable reliable content analysis even in total darkness. Extreme Series IP Cameras come in IP Infrared (IR) Imager and Extreme Environment models:

IP IR Imagers are designed to work the night shift. These all-weather outdoor IP cameras are engineered and calibrated to provide high performance day-night imaging, making them ideal for perimeter and general surveillance for industrial, commercial and critical infrastructure applications. Incorporating Black Diamond night vision, IP IR Imagers produce clear images in low-light and no-light conditions, allowing the around-the-clock function of built-in video analytics. High-signal, low-

noise video also reduces network bandwidth and storage requirements, resulting in a more stable IP surveillance system.

Extreme Environment Cameras are precision-engineered to meet the needs of applications with specialized surveillance and design requirements. Their U.S. patented No Grip, vandal-resistant design withstands acts of sabotage and ensures maximum safety in high-risk environments. While it was specifically designed to help address concerns about inmate safety at correctional facilities, the EX36 is field-proven in other locations such as sleep labs, hospital care rooms, and elevators.

Clarifying Nomenclature

Please note the following definitions then answer the question below.

Combination-the numbers you enter into your keypad to turn your alarm on or off.

Clear Code-the confidential number or word used to identify you when our office calls following an alarm, to place your account on test, to perform any inquiries regarding your account. (Some client's use their combination as their clear code.)

When you call our office to change your clear code we change your alarm combination.

THIS IS FALSE

Changing a clear code is a data entry change made in our central station software program only.

If you want your combination changed you must contact our service department who will access your alarm panel and program the combination into the control/communicator at your location, walk you through the steps or dispatch a technician to assist you in person.

Sadness Sets In and Gratitude Appears

Due to the financial conditions in the U.S. one of our client's was forced to close his doors after 53 years in business. When the change form arrived on my desk the other day I sat back and had a moment of silence. We're always sad to see a client go, for whatever reason. We take pride in maintaining an attrition of less than 1% where the national average is anywhere from 8-10%. But the sadness was more than just that of loosing a client. It was sadness over loosing our first client.

Thirty-eight years ago our president sold an alarm system to this client on a thirty-day self-renewing contract. Sure they have had updates and upgrades over the course of time but they have always remained on the same contractual terms. So we must have done something right to have kept our client happy for thirty-eight years knowing that they had only to mail us a cancellation request providing us with thirty-days notice to cancel...and they never did.

As we embark on 2009 we reflect on the last year. It is human nature to concentrate on the negative, but it is imperative to focus on the positive in this situation. We thank all of our employees for their hard work and dedication to making our company one of the largest independently owned alarm companies in the state of Connecticut.



Bosch has begun offering on-line classes to assist certified dealers with training on particular products.

Our technical staff is required to participate in this on-line training and provide management with the completed training certificate.

“Our technical staff is truly benefiting from these on-line training sessions” states Monitor Controls, Inc. Vice President John W. Yusza, III. If a technician needs an refresher or added training on a particular product they can invest in themselves by taking the on-line course.

While Monitor Controls, Inc. holds technical staff meetings every two weeks, the meetings are intended to increase communication within the department, and discuss challenges, changes or ideas with others. Providing training on one particular product when only a select few require it is not conducive to good time management. These classes are a great asset to our staff!

Just the Facts

3430 civilian fire deaths occurred in 2007, an increase of 5.7 percent

105 civilians died in nonresidential structure fires

Nationwide there was a civilian death every 153 minutes.

An estimated 32,500 intentionally set structure fires occurred in 2007, an increase of 4.8 percent.

MONTHLY SAFETY TIP

Put your car keys beside your bed at night. If you hear a noise outside your home or someone trying to get in your house, just press the panic button for your car. The alarm will be set off, and the horn will continue to sound until either you turn it off or the car battery dies.

Next time you come home for the night and you start to put your keys away, think of this: It's a security alarm system that you probably already have and requires no installation.. Test it. It will go off from most everywhere inside your house and will keep honking until your battery runs down or until you reset it with the button on the key fob chain.

It works if you park in your driveway or garage. If your car alarm goes off when someone is trying to break in your house, odds are the burglar/rapist won't stick around... after a few seconds all the neighbors will be looking out their windows to see who is out there and sure enough the criminal won't want that.. And remember to carry your keys while walking to your car in a parking lot. The alarm can work the same way there.

P.S. This would also be useful for any emergency, such as a heart attack, where you can't reach a phone. If you work outside around the house, it is suggested to carry the car keys in case you fall outside and no one can hear you. You can activate the car alarm and then someone may know there's a problem.



Connie	12/3
Barbara	12/4
Dan D.	12/5
Kathy	12/31
Dan H.	01/16
John G.	01/23
John Jr.	02/04



Employees celebrating anniversaries with us this quarter:

John Jr.	38 years
Elaine	23 years
Kathy	14 years
Allyson	10 years
Dan D.	6 years
Denise	2 years
Christina	1 year
John G.	1 year

Sokol Celebrates 20th

It was 1988 when a young man from Wilcox Tech looking for a job sat down with our company president. Little did he know it was a meeting that would change his life.



Jason Sokol was available for a work release program through his vocational high school in April when he applied for a position as an installer.

"He was very intelligent" recalls Yusza, Jr. who hired Sokol. "He came with very high recommendations from his shop teacher whose opinion we have valued over the years."

Sokol began his career as an apprentice working in the installation department under the tutelage of Peter Slavinski, the department's manager. "He was a hard-worker, always reliable and eager to learn. He always took the initiative to figure things out on his own with little guidance", says Slavinski. He completed his apprenticeship and passed his license exam.

In 1992 Sokol showed an interest in the central station aspects of Monitor Controls, Inc. He was promoted to central station manager where he took that department to heights previously unimaginable. He completely transformed the department documentation, training and procedures. He became a master of all the various technologies from receivers and computers to building networks and software.

In 2006 Sokol handed over his duties as central station manager to his assistant and began a new endeavor as director of operations and IT management.

During the course of his tenure Sokol has met each challenge he has faced with optimism. He has become an expert in his field providing product training and installation techniques, served on committees and the executive board of our state alarm association and was recently elected vice-president president-elect of the Connecticut Alarm & Systems Integrators Association.

When asked what Jason has enjoyed most over the last twenty years he replied simply "I get the opportunity to keep up on cutting edge technology every day and get paid for the education to do so with co-workers that are truly a family to me."

Crime in the Sticks....



We Accept

