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Cutting Edge Technology with Old Fashioned Service

In today's economy, more and more companies are giving a back seat to old-fashioned customer service as they focus instead on saving money and boosting their bottom lines. However, there are still a few companies that believe it's the customer who pays our salaries.

We're proud to say Patriot Alarm Systems is one of those companies.

Over the past years, this industry has gone through many changes. Today's technology is a far cry from the electro-mechanical relay systems with end-of-line batteries that were prominent in the late 60s and early 70s. The auto dialer was the first communication over a dial-up telephone line that allowed people to be notified if their alarm went off.

Now there is the use of the internet, in addition to cellular, radios, and satellites, as a means of communication. There is also the alarm central station, which specializes in professional, timely response to alarms – as opposed to years ago, when the call went to a neighbor or directly to the police.

At Patriot Alarm we believe that personal service is the crux of the alarm industry. That's why our customer service professionals are there to solve your problems and to help you do business. If we receive your alarm or trouble signal you can be sure that one of our operators will be there to respond to that signal – and that they'll make the proper notifications that you requested.

"Cutting-edge technology with old-fashioned service" is our motto and a philosophy we take very seriously.

We are however, faced with new UL requirements, especially those concerned with redundant central station operation. In order to meet these requirements we have partnered with another family owned and operated UL – FM Central Station (Centralarm). We will be upgrading our systems to provide 24 hour multiple site monitoring redundancy. There will be changes in our operational style as we will be supporting the UL–CSSA monitoring regulations which will enhance our ability to better serve you, our customer. Some of these changes will take time for all of us to get used to, but they are necessary to provide quality service to you, our valued customer. On the following pages you will find important information regarding those procedural changes.

With these changes will come newer features and services. Features such as; the customer ability to put their account on and off test. IP-panel support, two way voice, Video Event Monitoring, GPS Monitoring and more. These will take a little time to come on line, but the process has already begun. During this upgrade our systems will be fully operational on the existing infrastructure. There will be Hiccups while we upgrade, and, we will be fully operational redundantly in Canton and at Centralarm , as we upgrade and re-organize.

P L E A S E

Accept our apology in advance for these hiccups.

Edward J. O' Hearn

It is essential for our customers to be aware in the operation of our new systems and procedures, especially one as important as their alarm system. We ask that you read the following :

1. **Should you wish to cancel an alarm you may call our regular 781 821 2325 line it is important that you :**
2. **Know the importance of your password or pass code and teach family members and key-holders to know their pass codes (in order to reduce false dispatching).**
 - **If you do not remember your password or pass code or need new ones please call our office and speak to Nancy Morse.**
3. **Keep us up to date on all changes to (notification lists, telephone number changes pass codes, etc.) so we are up to date and accurate (crucial)**
4. **Changing telephone service: Call us and let us know. Also on the day you change service, notify the central station...You want to test you alarm ...BEFORE the telephone technician leaves.**
5. **Keep the instruction manual to your system nearby.**
6. **Know how to test your system (call Patriot Alarm first)**

Testing Accounts

Customers can call the Central Station 781- 821 -2325 prior to testing the alarm system. They should have all of the following information ready to give to the operator: account number, name and pass code.