



CHANGING COMMUNICATIONS LANDSCAPE

For well over 100 years, our telephone communications have been based on connections through copper cables, also known as land lines. In as few as five years, they may be gone forever. AT&T, which controls the vast majority of land lines, has announced plans to convert its entire network to digital service by 2020. With the introduction of cellular phones and broadband digital phone service, such as U-Verse from AT&T and Xfinity from Comcast, industry experts estimate 40% of U.S. homes no longer have a land line telephone. Large businesses have been switching to internet protocol (IP) phone systems for years, and smaller businesses can typically get up to 8 lines through broadband service.

How does this affect you? Most fire alarm and security systems installed over the past 35 years relied on a communications method called time division multiplexing (TDM) that was the standard for land line phones. When land lines with alarm systems are switched to digital service, the alarm system communications may no longer function properly if the digital service does not mimic the TDM communications. So while a phone call on an internet based phone may sound the same as on a land line phone, when an alarm system tries to communicate with a monitoring station it doesn't work.

If (or when) you decide to switch from a land line to another service, ask the new provider if their service is compatible with alarm system communications. There are digital systems that mimic the TDM format, and we use them in our offices with excellent results. There are also newer communications methods available now, primarily cellular and internet communicators. One of our suppliers, Honeywell, now offers a panel with a built in internet communicator, and has several add-on modules for cellular and cellular/internet communications. These modules can be added to a large variety of existing systems, and simplify the transition away from the disappearing land lines.

Please make sure to test your alarm communications after any change to the phone service at your business or home. Sometimes the connection to the alarm system is eliminated when the wiring is changed, and sometimes the communications don't work properly. Testing at the time of completion confirms everything is working properly after the changes were made.

IS YOUR CALL LIST CURRENT?

Please be sure the information you have provided us for contact persons and phone numbers is still current. We are actively working to make sure we have current cell phone numbers as well, if you have changed personnel or phone numbers for your call list, please help us update our records. Please contact Tracy Morgan at tracymorgan@safetysystems.net or (800)283-3659 to get a copy of our call list for your account, or to provide updated information.

“QUARTERLY QUOTATION”

“Behind every great man is a woman rolling her eyes”

— Jim Carrey

POLICY UPDATE

We are changing our policy on AC power loss signals for residential customers, and unless you request otherwise, we will not call you for an AC power loss signal between 11pm and 8am. If you would like to be notified during those hours, please call Tammie or Tracy at (800)283-3659

ACTIVITY STATS

Our central station alarm activity for October, November, and December is as follows:

- **Burglaries:**
 - Commercial..... 9
 - Residential..... 0
- **Holdups:**
 - Commercial..... 0
 - Financial Institution..... 5
- **Fires:**
 - Commercial..... 0
 - Residential..... 0
- **Individuals apprehended..... 1**

COMPANY DIRECTORY:

We sincerely appreciate each of our customers who have entrusted us with their business. While we have implemented a voice mail option on our phone system, a friendly person is always available to take your call. All of our staff can be reached through our toll free number, (800)283-3659. Our fax number is (517)782-5670. If you prefer to contact one of us directly, we've provided our company directory.

Administration:

Jodi Decker, CEO (517)782-9541
jodidecker@safetysystems.net
Dan Decker, President (517)782-9817
dandecker@safetysystems.net

Central Station:

Tammie Moore, Manager (517)782-6005
tammiemoore@safetysystems.net
Tracy Morgan, Supervisor (517)782-5980
tracymorgan@safetysystems.net

Technical Services:

Gerry Soules, Manager (517)782-5998
geraldsoules@safetysystems.net
Dawn Klavon, Scheduling (517)782-5948
dawnklavon@safetysystems.net

Adrian Area Supervisor:

Tim Pepper (517)263-9100
timpepper@safetysystems.net

Lansing Area Supervisor:

Steve Pierce (517)484-3072
stevepierce@safetysystems.net

Fire Alarm Systems Testing:

Kurt Scott, Manager (517)782-5941
kurtscott@safetysystems.net

Fire Extinguishers/Suppression Systems:

Jeff Cattell, Manager (517)782-5946
jeffcattell@safetysystems.net

Customer Service and Sales:

Toll Free: (800)283-3659

Mike Harley, VP, Sales Manager (517)782-5999
mikeharley@safetysystems.net

Amber Barber, Sales Coordinator (517)782-5940
amberbarber@safetysystems.net

Mike Anderson – Lansing (517)485-4558
mikeanderson@safetysystems.net

Paul Bentley - Kalamazoo (269)903-2234
paulbentley@safetysystems.net

Rob Davis (517)782-9517
robdavis@safetysystems.net

Dave Kesterson (517)782-9744
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Kevin Lovitt (517)782-5969
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Bob Magill – Livonia (734)838-0434
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Jim Walsh – Toledo (419)887-5810
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Accounting:

Patricia Brown, Manager (517)782-9229
patbrown@safetysystems.net

Jackie Olivas (517)782-9542
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