



## USE CAUTION WHEN CHANGING PHONE PROVIDERS

Switching phone providers from your favorite local utility to another vendor has become quite popular lately. Many of the newer technologies utilize high speed internet connections to route phone calls through an internet connection. If you are considering switching your phone providers, please remember to ask the new provider you are considering if their system will allow your alarm system to continue to work properly. Some systems work, and some systems don't work with alarm systems. The problems with the systems that don't work is related to network timing issues, if your alarm system can't communicate with our central station in a certain amount of time, the communications won't work properly. Other things to keep in mind when switching from traditional land line phones:

Operation during power loss – land line phones are powered by the telephone switching office, and will continue to work during a power outage. Phone lines that depend on a cable modem inside the building will not be usable without power. We recommend adding backup power supplies in these circumstances so the phone lines will still be able to function in the event power to the building is lost.

Proper wiring also needs to be maintained. When switching to an alternate provider, the source of the dial tone usually changes from being generated outside the building to being generated from inside the building. Alarm systems are wired so that when they are activated they cut off the phones in the building, and are the only equipment connected to the dial tone. Once the source of the dial tone changes, it is very important to make sure the wiring has been changed to connect to the new dial tone source.

It is always important to check proper operation of the alarm system after any changes to the phone system.

## DO YOU HAVE ICE IN YOUR CELL PHONE?

Emergency responders are trained to check your cell phone for someone to call In Case of Emergency (ICE). If you use a cell phone, please add one or more emergency phone numbers to your phone, starting the name with ICE – such as ICE-Mom or ICE-Husband. If you are ever in an accident or need medical attention, it can be a lifesaver for emergency personnel to reach an emergency contact for you. As a follow up, let the people you have added as your contacts know any information that could affect your treatment, such as medicines you take, allergies to foods or medications, and your doctors' names. We never intend to need emergency medical help, but a couple simple steps like this can certainly help if you find yourself in an emergency situation.

## 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@safetysystemsinc.net](mailto:tracymorgan@safetysystemsinc.net) or (800) 283-3659 to get a copy of our call list for your account, or to provide updated information.

## “QUARTERLY QUOTATION”

Tell a man there are 300 billion stars in the universe and he'll believe you. Tell him a bench has wet paint on it and he'll have to touch it to be sure. ~ Murphy's Law

---

---

# ACTIVITY STATS

*Our central station alarm activity for January, February and March is as follows:*

- **Burglaries:**
  - Commercial ..... 5
  - Residential ..... 1
- **Holdups..... 1**
- **Fires:**
  - Commercial ..... 2
- **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@safetysystemsinc.net](mailto:jodidecker@safetysystemsinc.net)

Dan Decker, President (517)782-9817  
[dandecker@safetysystemsinc.net](mailto:dandecker@safetysystemsinc.net)

### Central Station:

Tammie Moore, Manager (517)782-6005  
[tammiemoore@safetysystemsinc.net](mailto:tammiemoore@safetysystemsinc.net)

Tracy Morgan, Supervisor (517)782-5980  
[tracymorgan@safetysystemsinc.net](mailto:tracymorgan@safetysystemsinc.net)

### Technical Services:

#### Manager:

Gerry Soules (517)782-5998  
[geraldsoules@safetysystemsinc.net](mailto:geraldsoules@safetysystemsinc.net)

#### Adrian Area Supervisor:

Jim Harsh (517)263-9100  
[jimharsh@safetysystemsinc.net](mailto:jimharsh@safetysystemsinc.net)

#### Lansing Area Supervisor:

Steve Pierce (517)484-3072  
[stevepierce@safetysystemsinc.net](mailto:stevepierce@safetysystemsinc.net)

#### Fire Alarm Systems:

John Craig, Engineering Manager (517)782-5948  
[johncraig@safetysystemsinc.net](mailto:johncraig@safetysystemsinc.net)

### Fire Extinguishers/Suppression Systems:

Jeff Cattell, Manager (517)782-5946  
[jeffcattell@safetysystemsinc.net](mailto:jeffcattell@safetysystemsinc.net)

### Customer Service and Sales:

**Toll Free: (800)283-3659**  
Mike Harley, Sales Manager (517)782-5999  
[mikeharley@safetysystemsinc.net](mailto:mikeharley@safetysystemsinc.net)

Dawn Klavon, Sales Coordinator (517)782-9463  
[dawnklavon@safetysystemsinc.net](mailto:dawnklavon@safetysystemsinc.net)

Rodger Bastien - Lansing (517)485-4558  
[rodgerbastien@safetysystemsinc.net](mailto:rodgerbastien@safetysystemsinc.net)

Rob Davis (517)782-9517  
[robdavis@safetysystemsinc.net](mailto:robdavis@safetysystemsinc.net)

Dave Kesterson (517)782-9744  
[davekesterson@safetysystemsinc.net](mailto:davekesterson@safetysystemsinc.net)

Kevin Lovitt (517)782-5969  
[kevinlovitt@safetysystemsinc.net](mailto:kevinlovitt@safetysystemsinc.net)

Bob Magill – Livonia (734)838-0434  
[bobmagill@safetysystemsinc.net](mailto:bobmagill@safetysystemsinc.net)

Kurt Scott – Inspections/Service (517)782-5941  
[kurtscott@safetysystemsinc.net](mailto:kurtscott@safetysystemsinc.net)

Jim Walsh – Toledo (419)887-5810  
[jimwalsh@safetysystemsinc.net](mailto:jimwalsh@safetysystemsinc.net)

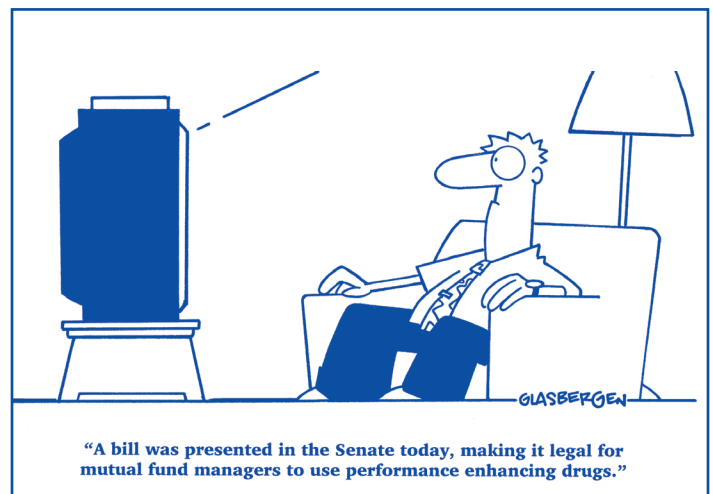
### Accounting:

Patricia Brown, Manager (517)782-9229  
[patbrown@safetysystemsinc.net](mailto:patbrown@safetysystemsinc.net)

Jackie Olivias (517)782-9542  
[jackieolivias@safetysystemsinc.net](mailto:jackieolivias@safetysystemsinc.net)

Lindy Ziegler (517)782-9228  
[lindyziegler@safetysystemsinc.net](mailto:lindyziegler@safetysystemsinc.net)

Amber Barber (517)782-5940  
[amberbarber@safetysystemsinc.net](mailto:amberbarber@safetysystemsinc.net)



Newsletter editor: Dan Decker

---

---