



WHEN WILL PHONE LINES DISAPPEAR?

On March 16, 2010 the Federal Communications Commission, which is responsible for regulating telephone service in the U.S., issued the National Broadband Plan, which is aimed at providing easily accessible high speed internet service. Buried within that report is the conclusion that the current telephone infrastructure, known as the Public Switched Telephone Network (PSTN), is "not sustainable." Because subscribers are leaving the PSTN for Voice over IP (VoIP) service, and using cell phones instead of home phone lines, the costs of supporting the network is falling on fewer customers each month. Although the federal government paid the telephone companies vast sums of money to extend telephone service to rural areas, it now appears that the only question is when traditional phone service will disappear. At least one phone provider has requested to end service as early as next year, but industry experts believe it will be at least 2014 before service is phased out. How does this affect us? Most alarm systems communicate with a monitoring station over PSTN service. A number of VoIP providers are not compatible with alarm systems, so one of the primary functions of an alarm system—notifying someone there is a problem—is at risk. What are we doing about it? For starters, we have invested in equipment in our central station that can receive alarm data over high speed internet connections, as well as equipment that sends data wirelessly to us over either our private radio network or by cellular phone. Secondly, we offer a conversion program for customers that want to cancel their traditional phone service. Our conversion plan provides an internet or wireless communicator, with the \$396 cost spread over four quarterly payments of \$99. Our systems are also compatible with "Managed" VoIP systems, which are offered by AT&T, Comcast, Broadstripe, and other cable providers.

If you have work done on your telephone lines or telephone system, or switch to another phone service provider—please test your alarm system after the phone work is completed! Our experience has been that not everybody gets it done right the first time!

IP CAMERAS A BIG HIT!

We have been installing a large number of IP cameras recently, which send video over a standard network data cable instead of coaxial cable. One of the impressive features of the IP cameras is the ability to obtain megapixel quality video. Just like digital pictures you take on a megapixel camera, you can retrieve IP video and zoom in on a portion of the picture with very little loss of resolution. The cameras cost more money individually, but with proper layout fewer cameras are required, and much higher quality prints can be made from the video. Of course our systems also offer the option of emailing video clips of events as well.

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 or (800)283-3659 to get a copy of our call list for your account, or to provide updated information.

"QUARTERLY QUOTATION"

"You know, somebody actually complimented me on my driving today. They left a little note on the windshield, it said 'Parking Fine.'" - Tommy Cooper

ACTIVITY STATS

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

- **Burglaries:**
 - Commercial..... 1
 - Residential..... 0
- **Holdups:** 0
- **Fires:**
 - Commercial..... 1
- **Individuals apprehended..... 0**

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

Dan Decker, President (517)782-9817
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Central Station:

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Tracy Morgan, Supervisor (517)782-5980
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Technical Services:

Manager:
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geraldsoules@safetysystemsinc.net

Adrian Area Supervisor:

Dave Sowle (517)263-9100
davesowle@safetysystemsinc.net

Lansing Area Supervisor:

Chris Rockwell (517)484-3072
chrisrockwell@safetysystemsinc.net

Fire Alarm Systems:

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

Fire Extinguishers/Suppression Systems:

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

Customer Service and Sales:

Toll Free: (800)283-3659

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

Amber Barber, Sales Coordinator (517)782-5940
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Kevin Lovitt (517)782-5969
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Bob Magill – Livonia (734)838-0434
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Kurt Scott – Inspections/Service (517)782-5941
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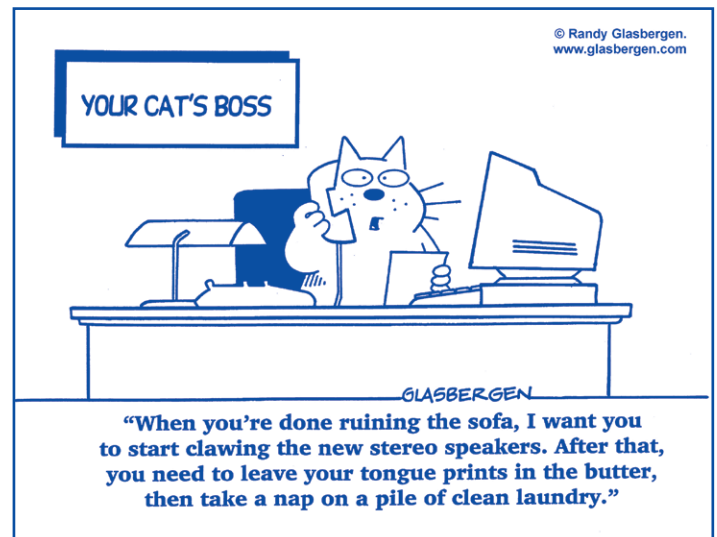
Jim Walsh – Toledo (419)887-5810
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Accounting:

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