



## ADVENTURES WITH PHONES!

As part of being a professional in our field, we were certified by Underwriters Laboratories for fire alarm installations and monitoring services, back in 1983 when the certification process was first introduced. The certification involves meeting the requirements of UL Standards and National Fire Protection Association (NFPA) Codes, and it also involves an annual audit of our operations and installations. Most of the requirements are oriented towards having a plan for various emergencies, backup equipment in the event of hardware failure, two staff members on duty in the monitoring center at all times, all essentially to avoid a single problem that could interfere with normal operations.

At our 2017 audit, we were informed that a new UL standard was going to be implemented in 2020, and after review of our operations we determined we needed a phone system that could continue to function if there was a failure of its main processor. So we hired a consultant that specialized in phone systems, and selected a vendor that appeared to meet all of our requirements, including no down time for our phone service. The design involved using both of our internet providers to provide a link to a phone service hosted off site, which had sites in two different states in the event one location went down – the other location would immediately pick up the service without even dropping a phone call. We contacted UL for approval, and they told us they had not reviewed this configuration before, but it did meet all of their requirements and we were approved to proceed! Last fall we completed the transition for our Adrian, Lansing, Livonia, and Maumee offices prior to doing the main office in Jackson. One day in November, the phones stopped working in those offices, and when we investigated we found our phone company routinely shut down their services for a couple of hours in the middle

of the night to install updates, and in this case the update didn't work and phone service was out for over 12 hours while they tried to fix the problem! When we were focused on having no interruptions to our phone service, finding out the service shut down for a couple of hours once a month was a huge surprise! That didn't sound like the level of service we signed up for, and immediately we put the brakes on deploying the new system in our main office.

We engaged in some serious conversations with our phone supplier, and after review and more consultation with UL we selected an entirely different system that used two processors located in our office, with the ability to switch all the phones to one of the processors if the other one failed. We deployed this new system in May, and as some of you know it also had a few hiccups, but we were able to resolve those quickly. Our new phone system now meets our expectations, and more importantly keeps us in compliance with the new UL requirements!

## “QUARTERLY QUOTATION”

*“Marriage is like a phone call in the night: first the ring, then you wake up.” – Evelyn Hendrickson*

## PHONE LINE CHANGES/ CANCELS

Please check with us before cancelling or changing your telephone service. If your alarm system has not been converted to another means of communication, changes to your phone service could prevent your system from communicating properly!\

# ACTIVITY STATS

*Our central station alarm activity for April, May, and June is as follows:*

- **Burglaries:**
  - Commercial/School..... 5
  - Residential..... 0
  - Financial ..... 0
- **Holdups:**
  - Commercial..... 0
  - Financial Institution..... 1
- **Fires:**
  - Commercial..... 0
  - Residential..... 0
- **Individuals apprehended..... 3**

# 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  
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### Monitoring Center:

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### Technical Services:

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### Adrian Area Service:

Jim Faulk (517) 263-9100  
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### Lansing Area Service:

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

### Fire Alarm Systems Testing:

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### Fire Extinguishers/Suppression Systems:

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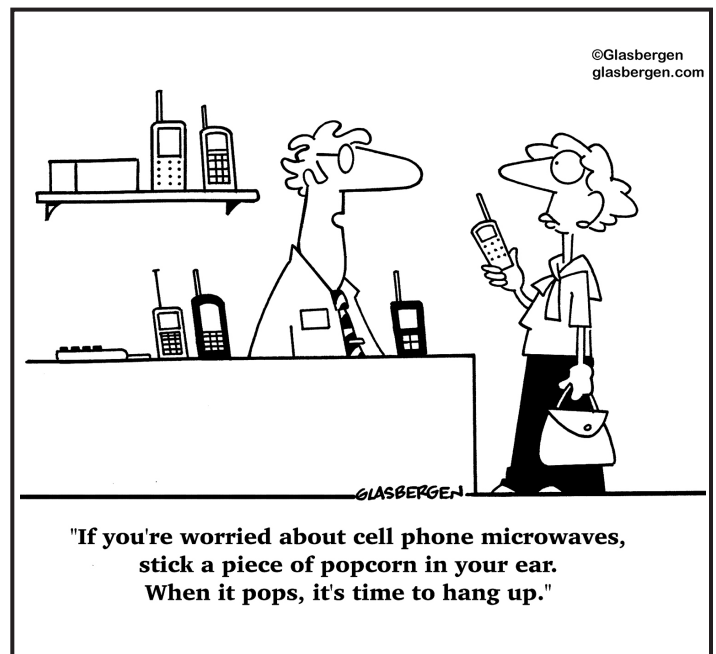
### Customer Service and Sales:

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