



CELL SERVICE IS SHIFTING GEARS (AGAIN)!

The first cellular service for alarm systems was introduced in the mid 1980's, and had a pretty good run by current standards. That service was shut down in 2008, and we had a major project to convert systems to the new and improved second generation (2G) digital cell service. It was a lot of work, and some people didn't believe that their system wouldn't work if they didn't upgrade.

It seems like we no sooner completed the switch to 2G, when we were told the new and improved 3G service was the new standard, and sure enough, we had until the end of 2016 to upgrade all of the remaining 2G communicators to 3G or 4G. For the past couple of years all of the cell communicators we've installed for fire and security systems have been 4G, until this spring when they suddenly weren't available, with no replacement product available either.

It turns out that AT&T has announced that it will shut down its 4G network in February 2022, and we get to experience the upgrade process yet again! In late June 2019, replacement LTE communicators started to become available, and having a couple of years with the new product will hopefully soften the burden of changing out equipment once again!

As we've done in the past, we will contact customers in need of an upgrade to maintain their service, and work with them to provide an appropriate solution.

Ironically, the switch to cell phone service was prompted by the expected end of ordinary phone lines. While some major phone companies have no land lines, other companies have met the need. Most cable providers offer

phone service, and they have gotten pretty good at it. A large portion of our business is commercial and industrial firms, and even in a modern business environment there are usually analog or analog equivalent phone lines that can be used for alarm reporting.

WE ARE HIRING!

I know – isn't everybody? We aren't requiring a college degree, we are just looking for an individual who would like to learn a trade, and earn while they learn! We participate in a federally approved apprenticeship program, and learning to work with tools and solve practical problems is always useful! Please contact Pat Brown at (800)283-3659 if interested!

“QUARTERLY QUOTATION”

“Opportunity is missed by most people because it is dressed in overalls and looks like work.” – Thomas Edison

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..... 4
 - Residential..... 0
 - Financial 0
- **Holdups:**
 - Commercial..... 0
 - Financial Institution..... 0
- **Fires:**
 - Commercial..... 3
 - Residential..... 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@safetysystems.net

Dan Decker, President (517) 782-9817
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Monitoring Center:

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Technical Services:

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Val Kelley, Scheduling (517) 782-5940
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Adrian Area Service:

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

Steve Pierce (517) 484-3072
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Fire Alarm Systems Testing:

Kurt Scott, Manager (517) 782-5941
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Fire Extinguishers/Suppression Systems:

Jeff Cattell, Manager (517) 782-5946
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Customer Service and Sales:

Toll Free: (800) 283-3659

Dawn Brown, Sales Coordinator (517) 782-5948
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Jim Walsh - Toledo (419) 887-5810
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Accounting:

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