

SILENT GUARD NEWS

December, 2007

Silent Guard Security, Inc.

Volume I, Issue I

INTRODUCING OUR NEWSLETTER



Welcome to the inaugural edition of our newsletter! We are so excited about this addition to our company, and hope that you will be also. We will be using this as a tool to keep you informed of any area related to your safety at home and at your place of work.

In this edition, we would like to address issues related to Voice Over IP telephone (VOIP) services.

VOIP has rapidly become the choice of consumers due to it's monthly cost

Meet Our Employees

Josh Bullock

Josh began working as a technician in June 1999. In June 2007, he was promoted to Inventory - Efficiency Manager. Josh is always willing to help both customers and other employees and is a great asset to our team.

savings. However, it is ironic that many consumers switch their telephone service from a traditional land line to VOIP service to save money. Then discover, after the fact, that their alarm system is not compatible. In turn, they spend even more money to ensure they have the proper protection for the their family.

VOIP is a digital phone service, while alarm systems communicate in analog format. The problem arises with the analog/digital conversion. This could prevent your alarm from being received at our monitoring station properly, or possibly cause us not to receive it at all.

If you are currently subscribing or you are considering switching to any type of VOIP service, please notify our office so that we may go over your options with you.



Josh and his wife Mandy are the proud parents of Makena, who is 5 years old. They are members of Sinking Valley Baptist Church.



More than just Security



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Remember to:

- Test your system monthly
- Notify our office of any changes to your call list
- Make your life easier, sign up on automatic bank draft
- Clean smoke detectors to prevent false alarms



Holiday Safety Tips

The holidays offer many wonderful opportunities for giving to others, but someone you don't want to give to is the local burglar. According to the Federal Bureau of Investigation, a burglary occurs every 15 seconds in the United States, with more than 2 million burglaries in 2005. Each victimized home suffers an average loss of \$1,725 worth of property.

Here are some tips to prevent this crime:

- Since more than half of residential burglaries occur during the daytime hours when many people are away from home, consumers are advised to be extra cautious about locking doors and windows before leaving. If you have a home security system, use it.
- Don't invite burglars in with a tempting display of holiday gifts that can be seen from the outside.
- Create the illusion that someone is home by leaving on lights and a radio or television.

If you are going away for the holidays, you can follow this simple 4-point checklist created by NBFAA to minimize your risk of a home burglary:

- **Discourage the thief:** Since burglars prefer to break in to houses that look unoccupied, lower your home's appeal by making it look like you're there. For example, use timers on lights, radios and televisions; ask neighbors to put trash cans out on trash day; leave drapes and shades open and arrange for mail and newspaper delivery to stop, or ask a friend to help.
- **Prevent easy access:** Make your home a more difficult target by increasing the time it takes a burglar to enter. You can do this by locking all doors, windows and garage door; installing deadbolt locks; trimming trees and hedges; and replacing burned-out yard lights.
- **Manage the risk:** Make sure your neighbors know you are going on vacation; ask them to watch your house. Tell them how long you will be gone and the names or descriptions of anyone that may need access to your house. Leave a house key and a number where you can be reached, with a trusted individual. Notify your alarm company when you will be away.
- **Detect an intruder:** NBFAA recommends investing in a home security system. What better gift for the holidays? In an industry survey of 1,000 public safety officials, 85 percent of police chiefs said security systems decrease the likelihood a home will be burglarized, and almost 90 percent felt security systems increase their chances of apprehending burglars.

Source: Alarm.org

We wish you and your family a very Merry Christmas and Happy New Year!

Fire safety is another consideration during the holidays. Both Christmas tree and candle fires are highest in December, with Christmas being the peak day for candle fires.

- Always keep candles away from holiday decorations and other combustible materials.
- Whenever possible, choose decorations made with flame-resistant, flame-retardant or non-combustible materials.
- Use care when selecting lights and electrical decorations and check for certification by an independent testing lab, and then follow the manufacturer's

HOLIDAY FIRE SAFETY

- instructions.
- Carefully inspect all strands of lights (new and used) and replace broken bulbs before plugging lights in.
- Do not overload extension cords and make sure that you do not connect more strands than allowed.
- Turn off all lights and electrical decorations before leaving the house or going to bed.
- Consider adding fire detection devices to a

Source: Alarm.org



- monitored home security system; not only will the alarm sound, but the fire department will be alerted when you are away, or in the event you don't hear the alarm.
- Unattended cooking is the leading cause of home fires in the U.S. During the holidays, when friends and relatives are around, it's easy to leave the stove unattended. Just remember to keep your eyes on the range as you entertain.