

Safe - Times

Safe and Sound Co. Security Newsletter



Changing your telephone service provider?

You may have seen the recent ads for Cable companies and VoIP (Voice over internet protocol) telephone service. These providers, such as Time-Warner, Cox, and Vonage among others, allow you to use your high-speed internet connection to make telephone calls across the internet. Some people are saying goodbye to their POTS (Plain Old Telephone Service) and using VoIP exclusively. Others are opting for telephone service provided by their cable company.



Your security alarm system is designed to work with your telephone line, and is connected in a special way in order to transmit alarm signals without interference from your premises telephones. If this connection is disturbed, alarm signals may not be reported to the central station. Also, alarm systems may not even work with some VoIP service providers. Therefore, We strongly advise you not to disconnect your existing telephone service and switch to VoIP, as this will likely prevent your security system from working properly.

Additionally, the cable companies are now using a special telephone modem from which to derive your residential telephone service. This new device, located inside your home, makes the telephone installer's job easier, but it almost always compromises the connection to the security system. Even though the alarm system may not report a telephone trouble condition, it may not be connected properly by the cable company installer. We have seen this happen time and time again.

If you are planning to switch to telephone service from your cable provider, be sure to tell them that you have a security system, and insist that you get an installer who is properly trained to handle the job without compromising your security system. If you have questions, call us at 619-670-6007.

Automatic Credit Card Billing



Your alarm monitoring service may be automatically billed to your Visa, Master Card, or Discover card.

- Smart
- Safe
- Convenient
- Save time and postage
- Increase your air miles

To sign up, just complete the form on the other side of this newsletter, sign it, and return with your payment. Your card will be billed automatically for monitoring service at the beginning of each service cycle. You may stop the automatic billing at any time.

Contact Us

Safe and Sound Co.

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On the Web
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Need a good locksmith?

Call Kurt Kiffmann:

Kwiksmith Lock and Security
858-452-7888

Test your system today. Here's how:

- ◆ Call the central station at **800-228-0580**
- ◆ Tell the operator to put your system in the test mode. You will need your password.
- ◆ Trip the alarm and let the siren sound for about 30 seconds.
- ◆ Disarm the system with your code.
- ◆ Call the central station to be sure they received a signal.
- ◆ Use your system's "chime" feature to see that door and window sensors are working.
- ◆ Finally, brush cobwebs away from your motion detectors.
- ◆ Call us at 619-670-6007 if you need assistance.

Lost your user manual?



If you need a new user manual for your security system, you may download it from our website. Just go to <http://www.safeandsoundco.com> and click on the "Manuals" tab.

You will find user manuals for every security system we have installed over the years.

**If you ever need assistance, please give us a call.
619-670-6007**

We appreciate your business!

SAFE AND SOUND CO. AUTOMATIC CREDIT CARD BILLING AUTHORIZATION FORM

If you would like to enjoy the convenience of automatic credit card billing, simply complete the credit card information section below and sign the form. All requested information is required. Upon approval, we will automatically bill your credit card for the amount indicated and your total charges will appear on your credit card statement. You may cancel this automatic billing authorization at any time by contacting us by telephone, or in writing.

Customer name _____ Phone _____ - _____ - _____

I authorize Safe and Sound Co. to automatically bill the card listed below as specified:

Amount \$ _____ Frequency: Quarterly _____ Annually _____ (check only one)

Safe and Sound Co. accepts the following credit cards:
(Please circle one)

Visa Master Card Discover

Credit Card Number _____ Expiration _____

Cardholder's name (as shown on card) _____

Cardholder's zip code (from credit card billing address) _____

Customer's signature _____ Date _____