



Central Station News, June 2005

Gentlemen:

Over the past sixty days your Allen Alarm Systems Central Station has made several major improvements that will enhance our service to you and our customers. The features below are now fully operational and available.

- All digital signals, with the exception of DMP, are now on the new Shurguard System 3 which is a virtual machine. This eliminates the possibility of a busy due to "your assigned line card(s) being in use!
- You can now point your 800 or local phone numbers to your own DID receiver number(s)
- A new Panasonic TDA200 phone switch that improves call handling has been installed
- Two PRI circuits which will automatically roll over to our disaster center in Plano, Texas in the event of a major central station failure have been installed. Data is backed upped every 24 hours automatically and forwarded to the disaster center. In the unlikely event that your central station had to be down, the signals and calls would transfer in minutes!
- Video Alarm Verification has been integrated directly into the dispatcher's terminal for Oz Vision, DSC and Honeywell.
- DSC internet, Honeywell internet and all AlarmNet services are now available
- Morning News, for your accounts activity, will be sent by email only starting July 1, 2005
- AAS Dealer Direct Access to your accounts is now available online 24 hours a day. Please contact Lionel Collins or myself for enrollment. (This service requires a high speed internet connection).



Watch for more changes in the future. We want to be your central station for life.

Regards,

Perry Allen