

THE SecurTek MONITOR

2009 Summer Edition

Check out the newly
re-designed securtek.com!



SecurTek Celebrating 10 years as your partner in safety.

On May 5, 1999, SecurTek Monitoring Solutions Inc. opened its doors. In the 10 years since, SecurTek has grown into one of the largest monitoring companies in Canada, and it is through the support of our dedicated customers, highly trained dealer network and loyal staff that

SecurTek continues to grow. As we look back on 10 years of success, we want to thank every individual who has helped make SecurTek what we are today. With your continued support, we look forward to many more years serving your monitoring needs as your partner in safety.



SecurTek Home Manager now available!

SecurTek Home Manager is a state-of-the-art, voice command, home automation system that does everything a customer can imagine – and more. You'll be able to personalize your home to a degree never before possible and have the freedom to automate as little or

as much of your home's environmental, power and entertainment systems as you want, with a monitored SecurTek security system built right in. You don't need to be a computer whiz to have this service; SecurTek takes care of it all. SecurTek Home Manager is a monitored service

just like your SecurTek security system, so all installation, programming, personal instruction and maintenance are included in a low, monthly monitoring fee.

Submitted By: Kristy C., SecurTek Product Research Analyst

Who is knocking on your door?

As spring turns into summer and the weather gets warmer, you may find individuals knocking on your door to sell security systems. Here are some tips to assist you if this happens:

Know with whom you are doing business.

- Ask the sales person for their photo identification.
- Is the service or product the company is offering available from your existing security provider?

Be wary of high-pressure sales tactics.

- Try not to feel pressured into buying something.

Read the contract carefully.

- Always make sure you get a written contract that outlines all the details of the transaction.
- Understand the "Buyers Right to Cancel" clause on all contracts – by law you have 10 days after the contract is signed to cancel the agreement without penalty.

- Be sure to understand all the terms, such as whether you will own the equipment, if your monthly fees will ever be raised, and what technical support is included.

If you have questions or are concerned about security system door-knockers in your community, please contact the SecurTek Customer Care Centre at 1-877-777-7590.

For more information or to sign up for new services, please visit our Customer website at securtek.com, call our Customer Care Centre at 1-877-777-7590, or visit an Authorized Dealer.

Check out the new SecurTek website!

SecurTek.com has been redesigned with our customers in mind! Check out our new "Products and Services" virtual home demonstration, view details on the

value-added services SecurTek provides, and get information on our Authorized Dealer Network, as well as many more helpful options!



My alarm went off accidentally – what should I do?

It happens to everyone at some time: you've accidentally set off your security alarm. Your initial reaction may be to pick up the phone and notify SecurTek that it is a false alarm. However, by calling SecurTek in this situation you are tying up the phone line and preventing us from contacting you. This may result in SecurTek needing to dispatch emergency services because we

cannot contact anyone at your premises. This may also result in false-alarm fines, depending on bylaws in your community. Instead, simply wait for SecurTek to contact you.

Help SecurTek help you – in the event of a false alarm, keep your phone line open and wait for SecurTek to call you. This will

allow our representatives to confirm your password and the status of your alarm, and save you from having emergency personnel dispatched in unnecessary situations.

Submitted By: Krista D., SecurTek Customer Care Associate

Remember your security system when going on vacation.

Don't forget about your alarm system when going on vacation. Take a few minutes and make sure your alarm system is vacation-ready:

- Train anyone who will enter your home how to properly arm and disarm the system.
- Teach them what to do in the event they accidentally trip an alarm.
- Ensure they have valid codes and passwords so they can identify themselves as an authorized user in case SecurTek calls.
- Inform SecurTek that you are leaving and what date you will return.



- Test your system thoroughly before leaving (always call SecurTek before testing the system to prevent a possible false dispatch).
- Call SecurTek if you have any questions or concerns about your system at anytime.

Contact SecurTek at 1-877-777-7591 to ensure your account is up-to-date.

Have a happy and worry free vacation!

Submitted By: Fred S., SecurTek Systems Analyst

What number is appearing on your phone?

When the SecurTek Central Station needs to contact you, you might notice that the number appearing on your call display may be different than the number on your security code card. In an effort to respond to alarms at the quickest rate possible and provide our customers the highest quality of service, you may now receive your call

from one of our two SecurTek Central Monitoring Stations.

If a number that you are unfamiliar with appears on your phone, don't hesitate to indicate to the SecurTek Central Station Attendant that you would rather call back to the number located on your security code card to confirm your password.

Submitted By: Terri-Lynn W., SecurTek Central Station Manager




HOW TO REACH SECURTEK

General Inquiries:

For billing and general security system information, call our Customer Care Centre toll-free at 1-877-777-7590 or visit our website at **securtek.com**

For all alarm and service related calls, call our Monitoring Station directly at: **1-877-777-7591 (toll-free)**

Winnipeg Monitoring Station: **982-2850 (local) or 1-800-465-6464 (toll-free)**

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