

Why BodyGuard?

Professional custom installation tailored to meet your life style and needs.

Competitive pricing . . . NO commissioned sales people to steer you off course. Recommendations based on your needs from an experienced security professional and installing technician.

Our twelve month service excellence guarantee, We are confident our equipment and installation will withstand the test of time.

Service when you need it . . . Should you need assistance you will always get a person that can handle your request. NO menus or answering service to frustrate you. All calls are answered by an experience professional 24/7, 365 days a year.

The BUCK stops here! We service what we install. We do not sell our jobs (our customers) to another service provider after the installation is completed.

Emergencies are treated as such, and we will try to work around your schedule, and you will NOT have to wait on us for hours or days.

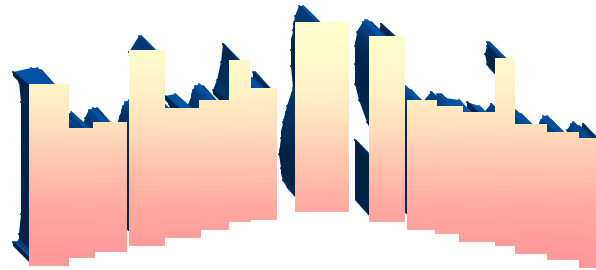
NO SCARE TACTICS
NO HIGH PRESSURE
NO BROKEN PROMISES

We do not offer the least expensive equipment too win your business, or to increase our bottom line.

Only best equipment will bring forth true . . .
Peace of Mind.

Your satisfaction is critical to our success and reputation. Therefore, our goal is to exceed customer expectations for Quality, Service and Value.

**We Do More!
Than What We Promise!**



Access Control
Alarm Monitoring
Alarm Radio Backup
Computers & Repairs
Door Answering Systems
Home Theater Systems
Home Automation
Intercom Systems
Internet Connection Sharing
Local Area Networks (LAN)
Medical Alert Systems
Phone Systems
Security & Fire Systems
Video Surveillance

Did you find your account number in the issue of our Quarterly Flyer? Call the office before July 1st for your reward!

Flyer
BodyGuard's
Quarterly

July – August – September 2004



www.bgalarms.com

info@bgalarms.com

(816) 231-9299 or (800) 649-1401
Fax: (816) 231-9259

Protecting Life and Property Since 1993

SBC DSL Service

Should you have SBC DSL service installed at your resident or business be sure to add a DSL filter to the phone line connected to your security system. This filter is not the same as those supplied by SBC. If you can not find a source for the filter give us a call.

How Does Your Security System Communicate

Time Warner, Cox, Everest Digital Phone Services

Any digital telephone service that replaces SBC telephone services may not be such a deal after all. In most cases when the service is installed, the security system is either improperly connected to the service, or it will simply **not** communicate with the Central Station for reasons thus far unknown. We have a few known instances where the security system is working properly with the service. However, there are others that are not working. Should you decide to subscribe to a digital telephone service, you should test communications to ensure that all is still functioning well before the technician leaves you with a problem.

Another problem with using this type of service is power outage. When you loose A/C power SBC continues to function. However, with digital service, unless you have battery backup, you will loose communications. If your digital service incorporates a power outage battery backup, and some do, one should ask how long it will power the service should you loose A/C power. Security should not go down when you loose A/C power!



New Employee on Board

Please welcome, **David (Dave) M. Sagamang**. His official title is "Operations Manager", and he will primarily service the Wichita, KS, area. Dave and I worked together before in the US Air Force, McConnell AFB, KS. I retired in September of 1990, and he in March of 1995.

Reminders

Due to the rising cost of fuel, the cost of our Service Call has increased from \$55.00 to \$60.00. This covers the trip charge and the first hour only.

Please mail payments early enough to reach us by the 10th of the due month to avoid a \$5.00 late fee.



To avoid false alarm dispatch call into the central station as soon as possible. Do **NOT** wait to receive a call from the central station.

**New numbers: Office: (816) 231-9299,
Fax: (816) 231-9259,
Toll Free: (800) 649-1401.**

Keeping Up-To-Date

The easiest way to update your account information is via e-mail. Simply send your updates to info@bgalarms.com. Or, you may call changes in to the office. You may also send updates along with your payment. Keeping your account up to date help us avoid false alarm dispatches. Is it time to remind key holders of what to do in the event they experience problems using your security system? Remember, they do not use **your** security system every day, and may require refresher training by now. It is important that key-holders remember the access and pass codes for your system. Consider having codes added specifically for them, so that they do not have to remember yours. If they have a security

system at their home, you can have the same codes they use their home loaded to your system.

Enhanced verification may put a dent in false alarms

By Chelsie Woods, Security Systems News 331-5363

A new alarm verification standard now up for public comment could change the way central stations do business and leave a lasting impact on the false alarm problem within the security industry.

The proposed standard calls for central stations to make two verifications before calling police to respond to a security alarm. Many central stations currently make one phone call, usually to the location of the alarm system, before dispatching.

Several alarm companies that tested the two-call method reported a nearly 50 percent drop in false alarm dispatches to police. Enhanced verification is the attempt by a monitoring company to verify that no emergency exists through procedures such as two or more verification calls, cross zoning, live audio or video or a combination of methods.

It was only 10 years ago that the industry mandated alarm verification, which required central stations to make at least one phone call before calling police to respond to an alarm.

Arkansas Alarm Monitoring Subject to Sales and Use Tax

Jun 17, 2004, LITTLE ROCK, Ark. -- In an effort to increase education funding, the Arkansas state Legislature has raised its state sales tax to 6 percent and extended the scope of the tax to include many services, including security and alarm monitoring. Thank goodness not here . . . at least not yet. (331-5411)