

Volume I: Issue III  
January 2005

SPI would like to wish all the industry professionals a healthy and prosperous 2005. Surveillance Plus has many goals for the upcoming year, and just wait and see what we have in store for you and your clients! With new technology evolving everyday, we promise to continue providing you with the service and knowledge required to make you more competitive in the industry and to enable you to cater to all of your clients' needs.

### Starting the New Year on the Right Foot

SPI would like to start this New Year by introducing our Backup Disaster Recovery Centre. We take our work seriously and as we all know, the ability to perform effective backups regularly is essential. Many central stations today say that they offer monitoring services 24 hours a day, 7 days a week. But what happens in the event of a disaster at their central station? What happens if they lose their telephone voice lines, or communication with their dealer or DVAC lines that your clients call when transmitting alarms? What happens if the central station has a flood, fire, or major electrical problems and need to vacate the premises? Where does this leave you and how do you tell your client that due to some disaster, the ULC central station cannot monitor you? You will lose credibility with your clients because the first thing they will say is "Shouldn't they have a backup plan?" **And your client is right.**

SPI is proud to announce that as of January 2005, we have addressed this important issue and put in place a Backup Disaster Recovery Plan so that we can guarantee 24hr monitoring service to you and your clients. The plan consists of 2 phases:

**Phase I:** In case of a minor disaster (network issues or loss of voice, DVAC circuits, dialer lines, Internet connection, Surgard receivers, Teldat receivers, and Alarm-net receivers), our Disaster Recovery Plan will be activated within minutes and our voice lines, dialer lines, DVAC circuits, will be rerouted to our Disaster Recovery Center.

**Phase II:** In case of a major disaster that would cause the central to vacate the premises, SPI has put in place a state-of-the-art unmanned Backup Central Station in Montreal, fully equipped to be up and running with its staff in half an hour. You might ask what happens until then. Well, that's where our disaster recovery facility comes in. It contains all of the alarm receiving equipment needed so that we can instantly log on and handle our incoming signals anytime.

Visit our website for more information on  
our Disaster Recover Center

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toll free : 1-888-882-0707 • fax: 514-342-0673 • fax free: 1-888-882-0673



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**NO MORE WORRYING! AT S.P.I, YOUR LINES WILL BE SUPERVISED 24/7**

A concern for all dealers that have their own voice or dialer lines call forwarded to the central lines is what happens if the dealer loses the call forward or if their lines go down? The only time you will discover such a problem is when your clients call you and tell you their alarm went off but the central never called them, or that their panel is beeping trouble/no communication. At S.P.I, we have implemented a procedure to ensure that if such an event occurs, you will be notified immediately and we will have you redirect your voice or dialer lines instantly. This way, your clients will still be able to communicate with our central station.

**WHAT IS YOUR CURRENT CENTRAL STATION DOING TO ENSURE 24hr MONITORING?**

Ask yourself why your central station hasn't looked after your interests by implementing an essential disaster recovery plan. Others say they have a backup central or multiple centrals that are on line and able to receive and retrieve information and handle signals from any of its centrals. But the question is what happens if the main control central goes down or needs to evacuate. How do its other centrals respond? Did they redirect your DVAC masters and their DVAC masters to the other centrals (eg: MMB DVAC secondary Master?) Will your voice lines (where the central answers your company name) be transferred? Do they have enough alarm receiving equipment to handle the traffic? How long will it take to get additional staff at their backup central station? Visit our website to view SPI's Backup Central Station and Disaster Recovers Centre.

I have heard many rumors spread by the competition. They have no time to address important issues at hand such as to improve their operations and better serve their dealers to keep them from transferring. But what they do is try to discredit SPI. At the end of the day, my policy was and always will be to provide a service to the alarm installer with honesty and integrity. As I have said many times, to sell a dealer to do business with you is not that hard. The only difficult part is to keep the dealer and the only way to do that is to be able to provide them with the service they demand and deserve. SPI is here to stay and is getting stronger and stronger in its goal to be around for a very long time, as well as to provide its dealers with the security they require.

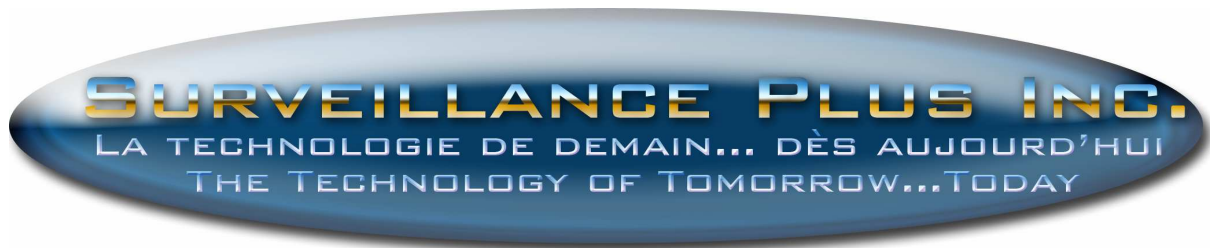
Homer Katsianis  
President  
Surveillance Plus Inc.

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Because of popular demand from many dealers, Surveillance Plus invites you to our 1<sup>st</sup> Seminar with ADI and Honeywell.

**Topics include:**

AlarmNet I Backup over IP and AlarmNet C Backup over cellular. The technology is compatible with all panels and is ULC listed Level 3. Seminars will be presented by Daniel Renaud, Steve Cigana, and Philippe Bouchard. Lunch and special promotions will be offered.

**Schedule:**

- February 1st, 2005: 10h00-12h00 - **1<sup>st</sup> Seminar**  
12h00-13h00 - **Lunch**  
13h00-15h00 - **2<sup>nd</sup> Seminar**

Please fill out the RSVP form and fax it to 514-342-0673 by January 31st, 2005

**Please check all that apply**

Name (s): \_\_\_\_\_

Number of people attending: \_\_\_\_\_

Company Name: \_\_\_\_\_

Tel: (     ) \_\_\_\_\_

Fax: (     ) \_\_\_\_\_

e-mail: \_\_\_\_\_

- 10 h 00 to noon – 1<sup>st</sup> Seminar
- 13 h 00 to 15 h 00 – 2<sup>nd</sup> Seminar

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