



## **S.P.I FIRST ANNIVERSARY ISSUE**

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October has approached and Surveillance Plus is nearing its one year anniversary. It was last October 25<sup>th</sup>, 2004 that we unveiled our central station to the security industry with our open house. That day, over 140 security professionals came and witnessed the birth of S.P.I., the central station of the future. Now, close to one year later, through hard work and overcoming many obstacles, S.P.I has prevailed and is setting the standards that other central stations are trying to follow but are always falling short.

Surveillance Plus would like to thank the 90 Alarm Dealers that have joined us so far. The feedback we have been receiving from the Dealers, as well as the Dealer's customers, on the quality and quick response they have been receiving here at S.P.I has been astonishing.

At S.P.I, we want your business, but we want to earn it. One of our main goals is to provide the Dealer and their clients with peace of mind. If we fail to do so you are free to go somewhere else. S.P.I will not hold you liable for breaking your contract, and we will still guarantee your low rate in writing. I believe that a Dealer has the right to leave if ever they feel their business is compromised in some way by their central station.

### **Some important information that every Dealer should request of their central station yearly in writing:**

- **A copy of their ULC Listing**
- **A copy of their Insurance Policy (failure to perform)**

Things can happen year to year. So never take it for granted that the monitoring station is ULC listed or has the proper failure to perform insurance needed in case a lawsuit is brought against you by your client for the central failing to perform its responsibilities.

A copy of our ULC certification and insurance policy is posted on our website. For your peace of mind, request the same from your central station!

Since our last mail-out in July (SPI Newsflash), we grew from 66 Dealers to 90 Dealers. SPI's Video Surveillance Division has grown to over 300 cameras monitored to date and growing fast. We will provide vigilant video surveillance and verification for any DVR product that follows the industries standards.

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At the request of our dealers we have implemented some new services and upgraded some existing ones. Before, 15 dealers were able to log on to their clients remotely at the same time. Now, there is unlimited remote access to dealers. Our staff is now qualified to do minor tech support for your clients to better serve them. Instruction manuals that you can download and send to your clients are available on our website. We also have programming manuals to help the Dealers on panels that they are not familiar with, or have forgotten their programming sheets at the office.

Another valuable tool on our website is a Dealer Edit form. If you are at a client's residence you can access the form on our website, fill it out, and e-mail it back to us right away so that we can enter them into our software and have them protected immediately. Try it, you will find it very useful!

For the convenience of our dealers out of town and their clients, we have added, local telephone numbers for the Quebec, Hull and Ottawa regions.

At S.P.I, you, the Dealer, and your clients come first. To us you are not just a dollar sign. You are 1<sup>st</sup> a customer and we will treat you like a customer so that we can earn your dollar. Just try us out with a few clients and feel the S.P.I effect. You will not be disappointed. The \$2.00 Special is coming to an end VERY SOON. So don't miss out on this opportunity to become an S.P.I Dealer and take advantage of all we have to offer and at the same time save some valuable dollars!

Homer Katsianis  
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