



Bigger, Better, Brighter

Over the course of the past month we have upgraded our phone system ...

Our new phone number is 08 9241 9000

A big thank you for seeing us through our office renovations and telephone upgrade. We appreciate your patience over the past month and are sure that you will agree it was worth the short inconvenience.

NEED INTERNET—GIVE US A CALL AND SEE WHAT WE CAN OFFER!

We frequently hear of the hassles that people have with internet but you may not be aware that Casa Security is one of the only security companies in the country to be able to sell broadband from IINET.

With a large team of in-house technicians, we can provide a one stop solution that can cater for your internet, and security needs.

For clients who have Naked DSL Casa also has solutions that allow your alarm to be monitored even without a active telephone line in your home or business.

IP Secure is a world recognised solution that has been developed by Bosch for operation over Internet, LAN and WANs

IP Secure

So long Land Based Telephone Lines

- Lower Costs
- Lower Bandwidth
- World Recognised
- Increased Security
- Future proof your system
- Multiple Communication Paths
- High Speed Reporting via UDP/IP
- Designed to work with VoIP and Internet
- Convenience (no interruptions to telephone)



Special points of interest:

- Need Internet or Broadband or need your alarm to operate over Naked DSL call Casa
- Police revamp response for Panic and Duress alarms
- Get Free Security Alarm Monitoring with our referral Program



For Enquiries please contact us on 9241 9000

Goodbye and Goodluck

It is with much sadness that we farewell Arthur Barker from Casa Security. He has been a valued member of our team for 13 years and will be greatly missed, however he is moving on to new challenges and we wish him all the best. Our team of well trained and professional staff are more than happy to help you with your security needs.

KEY CONTACTS

Natalie Mills

Chief Executive Officer

Herman Moller

Service and Installation Manager

Karen Waite

Accounts Administrator

Donna Willie

Building and Customer Liaison

Members Of



We Aim to Please

As one of the largest private security companies in WA. Casa Security continues to strive to improve its service and offerings to you, our valued customers!

If you have any feedback that can assist us in this process, we would welcome your input.

Please feel free to send it to us in the mail, phone us or e-mail to info@casasecurity.com.au

POLICE REVAMP RESPONSE RULES

From December 1 2007, the WA Police have introduced a new policy for response to Hold-up, Duress and Panic Alarms.

These changes have been a result of Police statistics, which show that in 2006-07 over 7000 Duress Alarms were made, with only 145 being genuine.

From December 1 the following will apply (Summary);

- Any device that generates a Holdup, Duress or Panic Alarm must be wired to its own zone.
- Any Premises that generates a Holdup, Duress or Panic Alarm must send open and close reports to the monitoring centre so that the operators can tell if the system is turned on or off.

Only if the above conditions are met will the Police accept reports of

Holdups, Duress and Panic from the monitoring centre.

What this means to you

These revised rules will not affect the normal response that we provide in the event your alarm is activated—it will only affect the alarms generated from Duress or Panic Devices.

Existing Key Fobs or Wireless Remotes which have a panic feature, or Code Pads which can generate a Duress or Panic Alarm **do not fall within these Guidelines** and as such will be treated as a request for assistance.

This request for Assistance will still be responded to by the monitoring centre but can not be passed to the police.

For more information or to find out how you might be affected, please call Casa Security on 9241 9000.

FROM OUR ACCOUNTS DEPARTMENT

We remind Customers that monitoring invoices are due and payable by the first day of the monitoring period relating (generally on the first of each quarter).

If your alarm has not been cancelled (in writing to our office) then you will need to pay for the entire quarterly period as a cancellation fee (that we inturn are required to pay) to the monitoring centre.

We offer many payment options which include:

- Direct Debit
 - Automatic Credit Card Deduction
 - Direct Credit (BSB 306 051, Account 0174898—don't forget your Customer and Invoice Number)
 - Cheque, Money Order or Cash
- Please send any inquiries you may have to accounts@casasecurity.com.au*

CASA SECURITY PTY LTD

Customer Referral

We would like to refer the following people

1. _____

Contact details _____

2. _____

Contact details _____

3. _____

Contact details _____

4. _____

Contact details _____



Unit 1/13 Enterprise Crescent
Malaga, WA 6062
Phone: 08 9241 9000
Fax: 08 9248 1122
E-mail: Info@casasecurity.com.au

Casa Rewards

Refer a friend

For Monitoring only and receive 3 months free monitoring credited to your account.



For a new Alarm System with monitoring and receive 12 months free monitoring credited to your account.

Your Name _____

Customer Account # _____

Address _____

Phone _____