



Innovation in Alarm Communications - Direct Wireless

Direct Wireless uses a full time connection that tests the link between your alarm and the Monitoring Station continuously using Polled GPRS (mobile phone connection).

This means the integrity of your alarm signals between the Monitoring Station and your site is maintained, and that we are the first to know if there is a problem with that link (unlike the conventional telephone connection where you may not find out until too late).

What's more, *all communications costs* are absorbed in the one quarterly monitoring charge. For more information, please call Casa Security on 9240 9000 or e-mail info@casasecurity.com.au

A preventative measure Leading into Spring

Heading into the warmer months will mean more bugs and historically more false alarms! You may see incidents of activations on your sensors that appear to be false alarms, however it may be due to the creepy crawlies we get inside leading into this time of year among a variety of other reasons conducive of the warmer weather.

We suggest that one possibility of reducing this is by getting a clean dry cloth and spraying with fly spray, then gently wiping around the outside of your sensor and the wall space around. This will deter the insects from going near the sensor.

Alternatively you could arrange for one of our technicians to conduct a full service on your system, by calling 9241 9000 and speaking to our service department

Also, please remember that leaving your heating or airconditioner on may also contribute to false alarms.

Special points of interest:

- Direct Wireless Communications
- Upgrade Your Security System
- Update your details
- A note from Accounts

For Enquiries please contact us on 9241 9000

Don't forget to update your contact details before you go away. It is as simple as completing this form and sending it back to us or simply e-mailing us your details. Fax to: 9248 1122 or E-mail to: updates@casasecurity.com.au By the way - you can also use this to update your permanent records.

KEY CONTACTS

- Natalie Mills**
Chief Executive Officer
- Jakes Strydom**
Operations Manager
- Herman Moller**
Service and Installation Manager
- Henk van der Merwe**
Projects Specialist
- Donna Willie**
Building and Customer Liaison
- Pamela Pool**
Accounts

_____	1st Keyholder
Your Name	_____
_____	Contact details_____
Customer Account #	_____
_____	2nd Keyholder
Address	_____
_____	Contact details_____
_____	3rd Keyholder
_____	Contact details_____
_____	4th Keyholder
Phone	_____
_____	Contact details_____
Away from	Return



Upgrading Your System

In our last news letter we touched on the criminals being very innovative in their actions. The one positive we take out of this, is that we are continuously learning from their *Modus Operandi*. We can therefore prepare ourselves better, after every single incident, making it more and more difficult for the criminals to maintain their momentum. This information is not only used by our project teams in designing a suitable security installation for every individual premises, but also by the manufacturers in developing new devices and improving the current ones.

Many of our customers have a security system in their home as a result of someone else (that is, part of a building package or already installed by a previous owner). A lot of these systems are basic package size, or one that was designed to cater for someone else's needs. It is extremely important that you look at your own needs and then decide whether the system provides adequate protection. Our projects teams are all very familiar with criminal activities, limitations and capabilities of security systems, high risk areas and all other aspects that need to be considered in designing a suitable security system for your specific needs. Please contact any of our project specialists to arrange an inspection. We will be more than happy to assist.

We again want to reiterate the importance of having a fully operational security system. Ensuring that it is fully operational is the only way to prevent being in a situation where the system failed to protect you, your family and your property.



"Trust is good, verification is better"

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).

Please be aware that if the accounts are not paid by the due date, additional administrative fees will be attached to the account. To avoid this, please pay your account by the due date.

If you are experiencing difficulties in making the full payment, we are always willing to discuss a payment plan with you so please contact our office to discuss your circumstances.

If you choose to cease the monitoring on your alarm, we require three months notification in writing to our office. If you do not give the three months notification then you will need to pay for the entire quarterly period as a cancellation fee (that we return are required to pay to the monitoring centre).

We offer many payment options including:

- Direct Debit,
- (Automatic) Credit Card Deduction,
- Direct Credit
BSB 306 051
Account 0174898
(You must advise your "Cust No" and Invoice Number when transferring money)
- Cheque, Money Order or Cash

Please send any inquiries you may have to accounts@casasecurity.com.au

First Choice for Security!



Customer Referral

We would like to refer the following people

1. _____

Contact details _____

2. _____

Contact details _____

3. _____

Contact details _____

First Choice for Security!



Unit 1/13 Enterprise Crescent
Malaga, WA 6062
Phone: 08 9241 9000
Fax: 08 9248 1122

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.

Please note: in order to obtain your referral reward, this form must be submitted to Casa before any sale or connection is negotiated.

Your Name _____

Customer Account # _____

Address _____

Phone _____