

# T.S. NEWS

ISSUE 34 - MARCH 2008

## TRUE STEEL SECURITY



DEALER OF THE YEAR  
2 TIME WINNER 2003 & 2004

*Security Is A Family Matter™*

### **Are Your Smoke & CO Detectors Still Protecting You? They Must Be Changed Every 5-10 Years!**

You rely on smoke and CO detectors to alert you to dangerous situations in your home. These devices are designed to save your life. Manufacturers recommend the replacement of smoke detectors after 10 years and CO detectors after 5 years. This may vary depending on the manufacturer. Whether they are monitored or non-monitored, these sensors all have a limited life and must be changed.

If your current smoke and CO detectors are of the non-monitored style, and they are in need of replacement, you should consider purchasing ones that can be monitored by your current alarm system. We will monitor these life saving devices at no extra cost to you. Many insurance companies will give you a bigger discount than if you just have burglary protection. If you save an extra 5% on your home insurance by installing monitored smoke and CO detectors you can enjoy the peace of mind of knowing that you are protecting your family 24 hours a day and saving money in the process.

If it's time to replace your monitored or non-monitored smoke and CO detectors, call us for a no obligation quote.

### **Your Car's Keyfob A Multi Purpose Tool**

The panic button on your vehicle's keyfob can be used for many purposes. Put your car keys beside your bed at night. If you hear a noise outside your home or someone trying to get in your house, just press the panic button for your car. The alarm will be set off, and the horn will continue to sound until either you turn it off or the car battery dies.

It's a security alarm system that you probably already have and requires no installation. Test it. It will likely go off from most everywhere inside your house.

This can work if you park in your driveway or garage. If your car alarm goes off when someone is trying to break into your house, odds are the burglar won't stick around.

After a few seconds all the neighbors will be looking out their windows to see what is going on. That's the last thing a burglar wants.

Also remember to carry your keyfob while walking to your car in a parking lot. The alarm can work the same way for you there.

### Care Link

24 HOUR MEDICAL ALARM RESPONSE

Peace of Mind,  
Theirs & Yours.



SUDBURY 674-0116 • NORTH BAY 476-7612 • TIMMINS 268-0053  
TOLL FREE (800) 667-5919 [www.truesteel.com](http://www.truesteel.com)

## Important Changes To Your Invoice Process

We have begun the transition to convert all clients from our existing billing system of printed and mailed invoices, to electronic invoices direct to your e-mail address. Quite simply, this means you will receive your invoice from us via e-mail. Many of our clients are already receiving their invoice via e-mail. We are currently in the process of contacting all remaining clients to get appropriate e-mail addresses. If you would like to be set up immediately, please send an e-mail to [mborton@northerncom.com](mailto:mborton@northerncom.com) with your billing name, address and/or account number. If you prefer call us at (705) 673-6888 in Sudbury and area or toll free at (800) 461-3317.

For more cost savings to you, we offer several payment options. You can save time, cost of cheques, bank and mailing charges by using telephone/internet banking, automatic credit card or bank withdrawal and electronic fund transfer.

Help save a tree!

PS If you change your e-mail address, please notify us to ensure that you continue to receive your invoices.

## Want a Higher Level of Security?

*Most of our clients have alarm systems that are monitored through their telephone lines. Should the telephone line fail for any reason, including a burglar cutting it, your alarm is unable to communicate with us. As a result we will not receive signals should someone break in. There is a solution.*

*We offer a cellular communication device as a back up, that will send us your alarm signal should your regular telephone line fail. This system can also be used if you want us to monitor a premise without a telephone line. If you would like a no pressure quote for a cellular communication device to provide you with a more secure connection to the monitoring station, please call us today.*

## Where Do I Call When I Need ....?

We handle a large number of calls from clients who have dialed the wrong department of the company. In most instances, this is not a problem, but it can be. If you call our administration switchboard for an alarm you set off and they have to put you on hold, our dispatch centre may have already dispatched authorities by the time we transfer you to the appropriate department. In some cases, this can result in a false dispatch fine from the authorities. Nobody is happy when that happens.

- If your alarm is going off and it is a false alarm, please call the monitoring station immediately.
- If you need to change/add/remove codes to disarm your system, you have questions about the operation of your system or your system is not functioning properly, please call service.
- If you would like to change the passcode that you use to identify yourself when speaking to us or have changes to your system user or keyholder list, please call the monitoring station.

**Sudbury**  
**North Bay**  
**Timmins**  
**Toll Free**

**Admin, Sales & Service**  
(705) 674-0116  
(705) 476-7612  
(705) 268-0053  
(800) 667-5919

**Monitoring**  
(705) 673-8181  
(705) 495-4667  
(705) 268-5494  
(800) 465-4166

### Get Your Next Newsletter by E-mail

Please help us to do our part to limit the environmental impact of our newsletter. All you have to do is send an e-mail to [kevback@northerncom.com](mailto:kevback@northerncom.com) and ask that your future newsletters be sent by e-mail.



### Rory Saves The Day!

Our congratulations go out to Rory for his bravery in stopping a purse snatcher in downtown Sudbury! Rory, whose wife Lauri works with us, happened to be outside of his office when a man who stole an elderly lady's purse ran by. He grabbed at the thief but only managed to rip his hood off.

So off Rory ran, bad knee and all, to try to stop him. He managed to catch him and tackle him from behind. The purse has been returned to its owner and several charges have been laid against the thief. Way to go Rory!!!