



# CALIFORNIA SAFETY COMPANY

Newsletter – Feb., 2016

License Information: ACO289 & 266257/C-10 ELECTRICAL

[www.californiasafety.com](http://www.californiasafety.com)

PO Box 990956, Redding, CA. 96099

## TELEPHONE WORK BEING DONE?

Remember that the telephone is an important part of your alarm system! When having telephone work done or service providers changed, be sure to contact our office to make sure the company you are considering is compatible with your alarm system.

Most internet telephone providers (VOIP) are **NOT compatible** with the alarm system. Some examples of incompatible VOIP providers are: Vonage, MagicJack, and Verizon.

*If you switch to an **incompatible** phone service provider:*

- Your alarm system may not work or transmit signals to the central monitoring station.
- In the event of a power failure, your alarm will not transmit a signal.
- Signal transmission can be sporadic. The alarm may transmit a signal one time but not another.
- Alternative alarm transmission methods should be used, such as a cellular or radio communicator.

If you are switching to a **compatible** phone service provider, be sure to let your new provider know ahead of time that you have an alarm system. They need to know this so they can wire the phone service properly. Once your new telephone service is active, contact us to run a test BEFORE the installation technician leaves so we can identify any problems. Please be aware that phone line problems are not considered part of your lease and there may be a service charge for our technicians to repair incorrect phone installations.

## GO GREEN - HAVE MONTHLY FEES

**AUTOMATICALLY DEDUCTED FROM YOUR CHECKING ACCOUNT AND HAVE MONTHLY INVOICES EMAILED TO YOU**

### AUTOMATIC PAYMENTS

If you are interested in signing up for auto payments, please complete and return the ACH form on the reverse side of this newsletter. We must have a copy of your check to start drafting your account. If you have a balance on your account, please send a check as payment and we will start drafting the following month. If there is no balance due, we will need a voided check to start autopay for the following month. For customer's that are currently paying invoices quarterly, semi-annually, or annually, please indicate whether or not you would like to continue with auto draft as is or revert back to monthly. If you have any questions please contact our office and ask for Serina (530) 243-2521.

### EMAILED INVOICES

Even if you don't have us automatically deduct from your checking account, you can have your invoices emailed to you. Please contact our office if you would like to start receiving your monthly, quarterly, or annual invoices by email.

### CREDIT FOR REFERRALS

Receive a \$25.00 credit for referrals. If you refer one of your family members, friends, business acquaintances, etc. to us, and we install an alarm for them, we will give you a \$25.00 credit on your next monthly invoice. Please have them mention your name as the one that referred us.

**FIND USER MANUALS AND OTHER INFORMATION ON OUR WEBSITE AT:**

**[WWW.CALIFORNIASAFETY.COM](http://WWW.CALIFORNIASAFETY.COM)**