



Safe & Sound

The Security Experts

FALL/WINTER - 2005 

THE LOCAL SECURITY NEWSLETTER FROM APEX

Frequently asked Questions

How should we respond if we accidentally have a false alarm?

Know how to cancel an alarm, and take the time to cancel an accidentally caused alarm. If you can't cancel the alarm in time, be considerate of the police and fire officials who have to race across town to get to your home when they receive your alarm. Make everyone in your home—and everyone who uses your home—take responsibility for the proper use of the security alarm system.

Do pets cause false alarms?

Because cats climb, it isn't unusual for a cat to reach the same heights as standing humans where your motion detectors may be pointed.

Birds, if confined to their cages, present few problems. However, avoid placing the birdcage directly in the line of site of motion detectors.

Please contact us if you have added a pet to your family.

Why do security companies want to be notified about home renovation projects?

Changing the layout of your home may require changes to your system to ensure top security performance.

Why does my system still show trouble after I just changed the batteries?

If your system is not tested after battery replacement, it will continue to show a low battery condition until the sensor is tripped or tested. Testing with the new batteries allows the panel to receive a signal with good battery information and confirms proper installation.

low battery alarms *what are they for?*

IT'S 3:00 A.M. YOUR TELEPHONE RINGS, AWAKENING YOU. An Apex operator is on the line advising you that he/she has just received a Low Battery alarm from your system. You wonder why we need to call you so early to advise you of something you may not be able to do anything about until the daylight hours. This is why.

Every security system has a backup battery to continue operating the system during an electrical outage at the premises. The average life of any battery is 5 years. During a power outage the battery can operate the system for 4 to 8 hours, and then recharge itself once external power is restored. If a subscriber's system sends a LOW BATTERY signal to the Station, the system only has about 1 to 2 hours left before the system completely shuts down, thereby leaving your home or business with no protection. If the subscriber's electrical power has only been off for a short period of time and this signal comes in, that battery will require replacement. Though you may not be

able to change the battery at that exact moment, we believe you deserve to be notified when the alarm occurs, especially if it comes from your business premises.

There could also be other reasons for a Low Battery alarm. One incident occurred where a fire had begun in the basement and burnt through the wires leading to the battery, thereby sending a signal to the Monitoring Station. The homeowners were awakened by our phone call and were saved from tragedy.

We apologize in advance for the inconvenience of a late night call and hope you understand the reason why we make this call to you. Apex strives to provide the best service possible to you, our customer and wish to ensure that your home or business is protected 24 hours a day, 7 days a week, 365 days a year. If you have a question regarding our policy on Low Battery Alarms, please feel free to contact us at 345-2739.

DSL Internet Services

DSL (digital subscriber line) is a method of providing high speed internet services to home and business owners.

DSL works by transmitting high frequency signals over your existing phone network. Your security system was not designed to handle this increase energy source, therefore, this could cause your security system to malfunction and therefore prevent it from communicating to the Apex Monitoring Station.

To prevent this from happening, your internet provider is installing DSL filter splitters. This will ensure that the high frequency signals will be directed towards your computer modem and not the security system or the rest of the phone network. After your internet provider has completed

the installation and testing of your new DSL connection, make sure you conduct a communication test of your security system to the Apex Monitoring Station. You can reach our Monitoring Station by dialing 345-2739. Be sure to have your account number and password ready for the Apex operator. After completing the test, call back to our Monitoring Station to make sure we received your signals. If you are experiencing difficulties testing your system please contact our service department.

When you have work done to your home or business it is a good idea to conduct a test of your security system. This will ensure that everything is working and most importantly this will provide you with peace of mind.

Visit our website at www.apex-tb.com

Quick tips for safe travelling...

TIPS FOR TRAVEL

You've made all of your travel plans! Before leaving on that vacation, let Apex help put your mind at ease. Simply call the Monitoring Station and let us know how long you plan to be away and who to contact in case of any emergency. Please be prepared to provide our operator with the full names of people to contact along with their phone numbers. It's also a good idea to perform a quick test on your system before you depart just to make sure your alarm panel is communicating properly with the monitoring station.

Here are some other tips for travel:

LEAVE YOUR HOME SECURE

- Subscribe to our Mobile Patrol service. It's more than a drive-by service. Apex Mobile Patrol Officers check doors, windows, surroundings and the interior and exterior of your property. This service can also be tailored to suit your specific needs including plant care and taking in the mail. You get total accountability with our high-tech Check Point Data Strip that would be placed in a pre-designated discreet area of the home. It's scanned every time an Apex Mobile patrol officer visits your premises, providing you with an official verification of date and time we visited.
- Lock all windows and doors.
- Activate your security system.
- Set timers for your lights to turn on and off. You might even put your television on with a timer for a few hours each night.
- If possible, leave your car in the driveway, or ask a neighbor to park there while you're away.

GOING ON A ROAD TRIP?

- Before you leave, get your car checked out by a professional mechanic.
- Make sure your spare tire is in working order and you know how to use it.



- Be prepared for the unexpected. Carry a roadside emergency pack with flares, a flashlight and a first aid kit. Bring extra food and water. A cell phone can also be very handy.
- Always wear your seatbelt and put little children in approved child safety seats.
- If your vehicle breaks down, pull as far to the side of the road as you can. Place flares or reflectors behind your car and turn on your flashers to warn other drivers. Don't walk away for help or flag down other motorists. Wait for the highway patrol inside your locked car.
- Never leave any valuables in plain sight when you park the car. Lock them away in the trunk instead.
- Keep your windows closed and your doors locked when you're stopped in traffic.
- If someone does try to take your car by force, let them have it. You can always replace a car.

TAKING TO THE AIR?

- Make two copies of your passport. Leave one at home with family and keep another with you, in case your original passport is lost or stolen.
- If you're travelling with another person, pack half of your belongings in each others bags. If one suitcase is lost, you'll still have clothing.
- Pack one or two days of clothing and your valuables, in your carry-on bag.
- Once you board the aircraft, locate the emergency exits. If you're not seated by one, count how many rows forward or back to the nearest exit row. You'll be able to feel your way to safety even if the plane is completely dark.

SLEEP SOUNDLY IN HOTELS

- Locate the fire exits. The escape routes are posted on the back of the door to your room.
- Know where your room key is at all times
- When you're in the room, always keep your door locked and chained. Use the peephole before answering the door.
- Lock all the luggage you leave in your room during the day. Don't hesitate to use the hotel safe — just make sure you get a receipt for your belongings.

identity theft

it can happen to you

The Privacy Commissioner of Canada describes identity theft as “the unauthorized collection and use of personal information, usually for criminal purposes.” Thousands of Canadians are victims of identity theft every year. Thieves use your personal information to open bank accounts, obtain credit cards, rent vehicles, obtain cellular phones, and in some cases secure employment using your name and Social Insurance Number (SIN).

Phone Busters website lists statistics for identity theft to date for 2003 at over \$14 million, compared to 2002 when the total for the year was just over \$8 million. This is a clear indication that identity theft is on the rise and very profitable to the criminals. Below is a comparison chart for 2002 and 2003.

2002

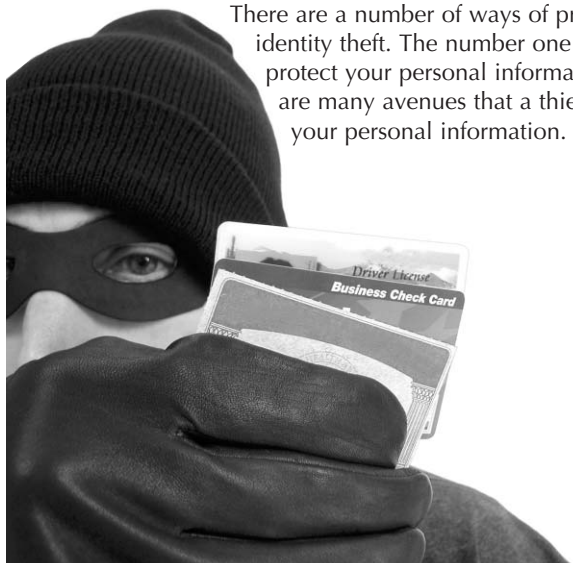
Region	Victims	Loss
ON	4031	\$7,188,125.90
BC	1046	\$1,221,733.15
QC	1646	\$1,916,011.64
Canada	8187	\$11,786,843.44

2003

Region	Victims	Loss
ON	5772	\$12,682,218.64
BC	1829	\$1,808,318.45
QC	3711	\$4,246,801.90
TOTALS	13359	\$21,564,103.96

Once an individual's identity has been “stolen” it can take months — even years — to put things right, in addition to the financial cost involved and in most cases, the loss of reputation.

There are a number of ways of preventing identity theft. The number one way is to protect your personal information. There are many avenues that a thief can steal your personal information.



For example:

- 1. STEALING GARBAGE** — Many people place personal information in the garbage, like bank statements, credit card statements, receipts and insurance forms. All personal information should be shredded prior to being tossed in the garbage.
- 2. SECURE PERSONAL INFORMATION AT HOME** — If an individual has tenants, boarders or employs outside help that works in the home, all personal information should be secured in a locked drawer or safe inside the home. This includes blank cheques, passports and Personal Identification Number (PIN). Also, service people should never be left alone while completing work inside the home.
- 3. BILLING CYCLES** — Pay close attention to billing cycles for credit card and utility bills. Bills that do not arrive on time or at all could be an indication that a thief has taken over the account and has changed the address to thwart detection.
- 4. CREDIT REPORTS** — Order a copy of individual credit reports from both TransUnion and Equifax once a year to ensure that the information reported is correct.
- 5. INTERNET** — Be wary of personal information shared and exchanged on the Internet when ordering products or services. In addition, files sent from unknown persons should not be opened. Opening files or hyperlinks could expose a computer system to a virus or program that could hijack a modem.
- 6. USE COMMON SENSE** — Be particularly careful about a Social Insurance Number (SIN). It is an important key to identity.
If you are a victim of identity theft, report the crime to the police immediately. Ensure the police give you a copy of the police report to present to credit bureaus and credit card companies when notifying them of the crime.
Contact Canada Post and the Passport Office if necessary, Advise telephone, cable and utilities that someone is using your name and could try to open account fraudulently.

Equifax Canada — report fraud — 1-800-465-7166
www.equifax.com/EFX_Canada

TransUnion — report fraud — (877) 525-3823
www.tuc.ca/TUCorp/home.asp

OPP Phone Busters 1-888-495-8501

Social Insurance Registration:
 P.O. Box 7000, Bathhurst, NB E2A 4T1
 1-800-206-7218 Select “3”

Safe & Sound
 NEWSLETTER

Benefits of CCTV Surveillance Systems

Digital CCTV quality up, prices down.

Now more affordable than ever, digital CCTV (closed circuit television) systems provide ease of operation and effectiveness never before available in CCTV systems.

No more changing tapes every day, no more searching hours of VCR tapes to find events. Better, clearer recordings and remote viewing are just a few of the advantages a digital surveillance system provides.



Introducing VDR

The advantages of digital recording at a VCR price

what to do if you have a false alarm

A false alarm can be a source of panic for anybody, but what happens after the system goes off, doesn't have to be alarming. Follow these guidelines for panic-free false alarms:

1. Remain calm so you can remember your access code and personal identification code.
2. Disarm your system, being careful to press each number of your access code slowly and deliberately.
3. Once you have reset the system, have your personal identification code ready. Call the monitoring station at 345-2739 to report the accidental activations.
4. If you find the phone has disconnected, wait a few seconds and try again. Your alarm system has temporarily turned off the phone while it is calling us. It will release the lines when its call cycle is

- Robbery and Burglary Deterrence
- Inventory Shrinkage Deterrence
- Protect Against False Insurance Claims
- Employee Training Tool
- Reduce Shoplifting

CyberDome®

CyberDome gives you a full 360 degrees of surveillance, plus Your choice of camera, housing, dome, and transmission method to fit your applications.

Call 344-8491 for more information.

complete. Continue to call until you have reached the monitoring station.

5. Remain at your home or business until you have spoken with the monitoring station.

Take the "Panic" out of false alarms by preparing ahead of time:

1. Rehearse emergency drills with everyone in your home or commercial building.
2. Make sure all persons with a key know how to operate your system and how to cancel an accidental alarm.
3. Inform all users of who to call in the event of an alarm and to have their personal identification code ready.
4. Keep your security system instruction book and the phone number for the Apex monitoring station handy.
5. Immediately cancel all alarms not requiring emergency response.

APEX

Divisions & Services

APEX Corporate Division offers complete industrial, commercial and retail security including...



- security officers
- intrusion alarm systems
- fire, water, gas, temp alarm systems
- 24-hour ULC alarm monitoring
- alarm response
- mobile patrols of premises/sites
- CCTV surveillance equipment
- Smart Serve training
- live-video remote monitoring
- intercom and sound systems
- card access control systems
- loss prevention seminars
- loss management consulting

APEX Residential Division offers complete home protection and security services including...



- intrusion (burglar) alarm systems
- fire, water, gas, temp alarm systems
- 24-hour ULC alarm monitoring
- alarm response
- mobile patrols while you're away
- intercom and sound systems
- access control for apartment buildings
- full home automation systems

APEX Monitoring Division offers total ULC-approved computerized monitoring of alarm systems...



- for all makes of alarms
- no matter who sold or installed the alarm
- complete records available
- Base 10 partner: Thunder Bay Telephone
- locally-based system

APEX Health Line, our newest division, offers a wide array of lifestyle and medical monitoring systems...



- GE personal medical alarm pendants
- personal medical alarm monitoring
- home automation to assist mobility

APEX Investigations is the quietest of all Apex divisions. Discretion and confidentiality are assured...



- process serving
- divorce and personal investigations
- business/employee investigations
- WSIB and personal injury surveillance
- integrity and retail checks
- hidden cameras

Safe & Sound
NEWSLETTER

Call: 807 344-8491
Fax: 807 345-4667
Visit: 391 Oliver Road
Web: www.apex-tb.com
E-mail: apex@apex-tb.com



The Security Experts

THIS NEWSLETTER is part of our continuing effort to bring you practical advice on keeping you, your family, and your business safer every day.