

Audit Review – Month of February 2023

Account	Technician	Manager	Notes
454063	Adalberto Gonzalez	R Mays/E. Carr	Tech was told by Scarlet to install new 4G CBU. Agreement for save is not in house and customer is not currently being billed.
254040	Ali Bayazid Ks	Sub	Tech installed 4G CBU. Agreement collected has incorrect guarantor information.
532167	Andrew Security	Sub	CBU installed. Agreement that was collected by SW has named spelled incorrectly. issues from this technician.
532007	Andrew Security	Sub	Tech installed new 4G CBU. Contract was sent, but not completed. Customer is now claiming, there was to be no agreement.
138031	Angel Cosme	R Mays/E. Carr	Tech performed 4G Flip. Agreement collected by SW has the account holder name in address. Tech should've collected new agreement before installing.
429957	Angel Cosme	R Mays/E. Carr	Agreement (paper) was collected by SW, but that agreement does not take customer to/past their current expiration date.
138031	Angel Cosme	R Mays/E. Carr	2 nd Flag, same reason. Agreement collected does not have the right account holder name. Account holder say it's some other name. We created another ticket to fix and instead of contacting Dan as it stated in ticket to do, tech called Dispatch and again, received wrong information.
253302	Anthony McCullough	Matt Foster	Tech installed new 4G CBU. No agreement, no payment.
543529	Anthony McCullough	Matt Foster	Tech installed new 4G CBU. No agreement, no payment.
160349	Anthony McCullough	Matt Foster	Tech installed new 4G CBU. No agreement, no payment.
538242	Anthony Puig	R Mays/E. Carr	Tech installed new 4G CBU. No agreement, no payment.
115076	Anthony Puig	R Mays/E. Carr	Tech installed new 4G CBU. Did not review agreement. Guarantor information is missing and past due amount needs collected.
10409	Anthony Puig	R Mays/E. Carr	Tech replaced panel. WAS NOT APPROVED AT TIME OF THIS REVIEW. Customer agreement expires in August 2023. No payment, no contract.
137124	Anthony Puig	R Mays/E. Carr	Tech installed new 4G CBU. No agreement, no payment. Account is past due.
481057	Antonio Santiago	R Mays/E. Carr	Tech installed new 4G CBU. No agreement, no payment.
468959	Antonio Santiago	R Mays/E. Carr	Tech installed new 4G CBU. No agreement, no payment. Scarlet was working \$5 add, but has not secured a new agreement.
170664	Art Bernier	Paul Moran	Tech replaced missing sensor. Not covered under any warranty.
559387	Art Bernier	Paul Moran	Tech replaced 4 smokes that were missing (taken out by local Fire dept according to tech Notes). Not covered under any warranty.

564162	Aspen Alert	Sub	Panel was replaced and customer has no warranty. An agreement was collected in Jan 2022 for warranty add, but was never actually processed. Too old.
459871	Austin Pickering	R Mays/E. Carr	Tech installed new panel and CBU. Account holder is deceased and new agreement was not reviewed for panel and flip. Still has deceased holder name.
529095	Ben Camarillo	Albert Zelaya	Tech installed new 4G CBU. No agreement, no payment. Agreement that was collected was missing CA BSIS number and was only for 12 months.
556784	Bishop Russell	Matt Foster	Tech installed new 4G CBU. Contract collected by SW is missing warranty and also has Trip 50 in address. Should've been reviewed.
445614	Blue Collar	Sub	Tech installed new 4G CBU. No agreement, no payment.
177754	Blue Collar	Sub	4G CBU installed. No agreement, no payment. In fact, just the opposite. They are cancelling services and made their last payment. Why were we even there?
87729	Derek Herd	Michael Wolfe	Technician installed a new panel and flip. Agreement was to be a \$13 increase, but agreement collected reflects a \$3 increase. SW is now attempting to secure a new one, tech should've reviewed before completing.
86921	Derek Herd	Michael Wolfe	Tech installed 4G CBU. No agreement, no payment. Contract was actually sent a number of times before service and now, we cannot reach customer.
296795	Derek Herd	Michael Wolfe	Tech installed new 4G CBU. No agreement, no payment. Last collected agreement is from 2021 for \$5 increase and was never processed. New agreement should've been secured.
488653	Enrique Tapia	Dan Kausalik	Tech installed new 4G CBU. Agreement secured by SW has 0 for the number of months on agreement. Tech did not review.
885420	Enrique Tapia	Dan Kausalik	Tech installed new 4G CBU. Agreement was not reviewed (it says 35 months instead of 36).
396634	Erik Carr	Dan Kausalik	Tech installed 4G CBU. No agreement, no payment and customer has over \$200 past due amount. Should not have installed it.
387711	Eugene Boubankov	Dan Kausalik	Tech installed new 4G CBU. No agreement, no payment.
390902	Eugene Boubankov	Dan Kausalik	Tech replaced doorbell camera. NO camera warranty, no payment.
169791	Frankie Brown	Paul Moran	Tech installed new 4G CBU. No agreement, no payment.
584053	Frankie Brown	Paul Moran	Tech replaced 2 contacts. Customer has no warranty.
274206	Jimmy Gonzalez	Matt Foster	Contract signed by wrong person (not account holder).
486574	Jimmy Gonzalez	Matt Foster	Tech installed new 4G CBU. No agreement,

			no payment. Agreement was sent through mail, but was not secured before visit, so tech should've.
282748	Jimmy Gonzalez	Matt Foster	Tech installed new 4G CBU. Agreement that was collected had wrong terms on it (did not take customer past their current expiration date). New contract was sent after tech completed work, but has not been signed.
882211	Lakeview	Sub	Replaced 2 carbons, no warranty.
882011	Lakeview	Sub	Replaced smoke, no warranty.
540849	MDI	Sub	Tech installed new 4G CBU. No agreement, no payment. Interestingly, Dispatch helped with CBU update and didn't check either.
593199	Nathan Whitehead	Paul Moran	Tech installed new 4G CBU. No agreement, no payment.
377738	Noah Vanzee	Alberto Zelaya	Tech installed motion add. No payment and collected contract reflects \$2 add only. Not enough.
243294	Nytrel Bellamy	Matt Foster	Tech installed 2 smokes. Agreement collected by SW for smokes is off by \$1, per payroll guidelines.
568584	Nytrel Bellamy	Matt Foster	Tech did not review the "agreement in house". Had he, he would've found agreement is over 6 months old. New agreement was needed.
393213	Nytrel Bellamy	Matt Foster	Tech states he added 2 keyfobs. No payment, no contract.
536854	Olando Darden	R Mays/E. Carr	Tech installed a 4G CBU. Agreement collected by SW is missing warranty information. It was kicked back by payroll and now, customer cannot be reached.
393308	Paul Moran	Dan Kausalik	Tech installed new 4G CBU. Agreement was not reviewed (it's \$2 less than current RMR).
543304	Pelican State	Sub	Installed new 4G CBU. No agreement collected, no payment received before visit as stated on ticket.
879850	Pelican State	Sub	Installed new medical pendant to replace missing one. Not covered by warranty.
370691	Richard Hanosek	Alberto Zelaya	Tech installed new 4G CBU. No agreement, no payment.
476787	Rodney Mays	Dan Kausalik	Tech installed new 4G CBU. No agreement, no payment.
465242	Rodney Mays	Dan Kausalik	Tech installed new 4G CBU. No agreement, no payment. There was an agreement secured in Aug 2022, but that wasn't for flip.
393660	Seth Elswick	Matt Foster	Tech installed new 4G CBU. No agreement, no payment.
329528	Seth Elswick	Matt Foster	Tech installed new 4G CBU. No agreement, no payment.
327021	Shannon Barnes	R Mays/E. Carr	Tech replaced panel per ticket request. No approval given. Customer has just a little Over 1 year left on agreement. No payment collected and it seems according to the notes that customer just...wanted a new one. No previous note of defective panel or service.

163660	Shannon Barnes	R Mays/E. Carr	Tech installed new 4G CBU. No agreement, no payment. Customer is over \$2k PAST DUE. Should not have even been scheduled.
593122	Shannon Barnes	R Mays/E. Carr	Tech installed new 4G CBU. Was told by dispatch, SW has agreement. However, account is seriously past due. Service should not have been scheduled
35856	Stephanie Cotto	Doug Hollowell	Walked customer how to install 4G CBU. CBU was not from us and rate is WAY low. We should not use equipment that does not come from our approved distributors.
334242	Tech Support	Doug Hollowell	Customer was instructed remotely how to install new 4G CBU. Agreement collected for flip is not a commercial agreement.
554242	Terrel Gholson	Matt Foster	Tech installed new 4G CBU. No agreement, no payment. Last deal worked was for a \$3 increase, but no contract was ever collected.
84845	Terrel Gholson	Matt Foster	Tech replaced panel and all equipment with approval from Dispatch. No approval should have been given – no agreement, no payment and customer is in rolling term.
549721	Troy King	Sub	Tech installed new 4G CBU. Agreement collected has the wrong warranty marked.
885627	Walter Zelaya	Dan Kausalik	Tech installed new 4G CBU. No agreement, no payment.