

## Violation List – Month of February 2024

| Account | Technician         | Manager         | Notes  |
|---------|--------------------|-----------------|--|
| 441203  | Adalberto Gonzalez | Rodney Mays     | Tech installed new 4G CBU. Save agreement being worked, but contract never secured.  |
| 17853   | Alex Roman         | Paul Moran      | Tech installed new CBU. Agreement for increase was never secured. Original SW states they are trying to send it again - but tech should have collected before performing service.  |
| 304430  | Alex Roman         | Paul Moran      | Tech replaced motion. Customer has no warranty. Did not take payment.  |
| 451292  | Art Bernier        | Paul Moran      | Tech installed new CBU. Agreement collected also includes a new panel, but according to tech, customer declined new system. Also, the agreement collected does not bring customer to their current contract end date. Tech did nothing to adjust RMR and secure a new agreement. |
| 112629  | Art Bernier        | Paul Moran      | Tech replaced smoke and panel battery. Customer has no warranty. Did not take payment.   |
| 567609  | Austin Chapman     | Mike Wolfe      | Tech replaced radio because of T1. Contract was collected, but is signed by the son (Brian). I am not sure if it's because Mary is deceased or has no email. Contract is no good.  |
| 434872  | Bishop Russell     | Matt Foster     | Tech installed new CBU. \$10 increase. Contract collected for increase does not take customer to their current expiration date.  |
| 704704  | Cyrus Security     | Sub             | Tech replaced 2 missing contacts. This is not covered under any warranty.  |
| 581736  | Cyrus Security     | Sub             | Tech replaced panel. Deal was customer would renew with installation of a new panel. No contract was secured before or during service.   |
| 550894  | Elias Morales      | Daniel Kausalik | Tech installed new 4G CBU. Contract collected is not signed by account holder.   |
| 220870  | Nathan Whitehead   | Paul Moran      | Tech swapped panel from Simon to 2GIG. CBU is required. No new agreement secured for the cell service add (\$10 needed at minimum for cell services).  |
| 302378  | Nathan Whitehead   | Paul Moran      | Tech did total system replacement. There was a previous note that customer was agreeing to pay for panel outright. No payment collected and no notes of a new panel being approved.  |
| 518949  | Paul Moran         | Daniel Kausalik | Added smoke with new CTP. No contract was collected before, during or after service. Still outstanding. SW is attempting but has not secured it.   |
| 129515  | Pelican            | Sub             | Tech installed new CBU. \$13 total increase. Agreement is not signed by account holder.  |
| 348440  | Timothy Davis      | Sub             | Tech replaced cell (4G FLIP). No warranty and no agreement secured before arrival. Looks like original account holder is deceased.   |