

## Violation List – Month of November 2023

Account	Technician	Manager	Notes
448791	Anthony Puig	Rodney Mays	Tech installed new CBU. \$10 increase. Agreement that was secured before arrival has warranty marked wrong. Technician did not review.
163694	Art Bernier	Paul Moran	Tech installed an un-authorized sensor. It was not purchased through our approved distributors. Nothing financed or paid before tech arrival.
12333	Art Bernier	Paul Moran	Tech installed new panel, CBU and several other components. Did not review payment and did not review contract (collected agreement does not take customer to their current expiration date.)
459848	Aspen	Sub	Tech installed new 4G CBU. No agreement secured before, during or after service. No payment collected.
81350	Aspen	Sub	Tech installed new 4G CBU. Account had been offline for quite a while and no agreement was secured before or during technician arrival.
87617	Broadserv	Sub	Tech installed new 4G CBU. Agreement collected is not signed by account holder.
591047	Cyrus Security	Sub	Tech replaced missing panic. Not covered under any warranty.
580135	Djoy	Sub	Tech installed free wireless repeater for system. Not authorized and no payment was secured before service.
166588	Frankie Brown	Paul Moran	Tech installed new 4G CBU for a save. Contact that was secured by SW is wrong. Warranty is marked off incorrectly.
479101	Manuel Rivera Ruiz	Rodney Mays	Tech installed new 4G CBU and lots of equipment. Account is in a serious collections status and contract was never secured before or during technician's visit.
479738	Manuel Rivera Ruiz	Rodney Mays	Tech installed new 4G CBU. Agreement collected does not have the terms on it. 0 months on contract.
320007	Mike Buthray	Rodney Mays	Technician installed new panel per request. Paper contract is inaccurate. Does not have proper guarantor information. That aside, the rate reflected is too low for a new panel to be installed and approval was not given for it.
584402	Mike Buthray	Rodney Mays	Was authorized to swap panel by Dispatch. Should not have been. Agreement expires in less than a year. If chargeback is initiated,
543909	MDI	Sub	Tech replaced 4G CBU. Agreement collected has a camera warranty marked off and that is incorrect. There is no camera warranty on this account.
240124	Nytrel Bellamy	Matt Foster	Tech installed new 4G CBU. Agreement secured is for a \$20 increase - which was to include a upgrade on panel. That was not done by Nytrel – and there is no reason as to why not. If a new panel was not needed, than a

			new agreement needed secured for a \$10 increase only instead of \$20.
589651	Pelican	Sub	Tech installed new 4G CBU. No agreement secured before, during or after service. No payment collected.
887112	Pelican	Sub	Tech installed new doorbell. According to the notes, the doorbell was stolen and during that discovery, this account was in collections. Stolen items are not covered under warranty, especially for accounts in collections.