

Violation List – Month of March 2024

Account	Technician	Manager	Notes
36595	Alberto Zelaya	Daniel Kausalik	Tech installed new 4g cbu per new agreement. Agreement is signed by wrong person (not account holder).
157837	Anthony McCullough	Matt Foster	Tech sold a CBU because customer has no landline any longer. Customer is not eligible to pay for CBU outright. Agreement needs to increase by \$10 for cell passthrough.
122460	Anthony McCullough	Matt Foster	Technician installed new panel, CBU. No contract was completed before arrival. Several were sent, none were signed. Tech didn't collect or review.
405863	Art Bernier	Paul Moran	Tech installed new CBU. Was asked to install a new panel as well, but ignored that note. There is no completed agreement for CBU upgrade or panel add. Should've been a \$20 total increase.
405414	Art Bernier	Paul Moran	Tech installed a new CBU and panel. Contract was never collected for the \$20 increase by the rep and technician did not review agreement.
391610	Ben Camarillo	Alberto Zelaya	Tech installed new 4G CBU for the flip/renewal deal. No contract was secured before, during or after service. Still needs to be collected.
517048	Djoy	Sub	Tech installed equipment customer purchased online. We do not install equipment that does not come from our approved distributors. We cannot be held responsible for defective equipment in the event of a break in or a failure of the equipment - it didn't come from us. Should not have been installed.
885240	Elias Morales	Daniel Kausalik	Tech installed equipment customer purchased online. We do not install equipment that does not come from our approved distributors. We cannot be held responsible for defective equipment in the event of a break in or a failure of the equipment - it didn't come from us. Should not have been installed.
554654	Frankie Brown	Paul Moran	Technician replaced panic button for free. Customer DID sign up for our warranty, but agreement that was collected is not a commercial agreement. Tech did not review or fix.
172802	Frankie Brown	Paul Moran	Tech installed motion detector, per ticket request. Upon review, there is no payment and No contract for motion. SW needs charged back for requesting the motion to be installed.
47551	Frankie Castellano	Mike Wolfe	Tech installed new carbon. New agreement collected for add, does not have the warranty marked correctly. Needed to secure a fixed agreement before carbon install.
529961	Josh Castro	Alberto Zelaya	Tech replaced panel and CBU. Ticket requested this, but no approval for new panel was given. In fact, technician was told in January he needed to secure a new

			agreement (even if it was no increase) before panel was to be approved. I cannot locate who approved panel or if it was simply added to ticket by SW. Needs reviewed.
552036	JR Sanchez	Sub	Tech installed repeater. No payment was collected for it. There is a note that states part shipped, but I am unable to verify that THAT was the item shipped. Even if it was, it wasn't a replacement – so payment needs collected.
881975	Lindsay Auto	Sub	Tech installed new CBU. Agreement for \$10 increase was never signed. Sent twice - customer declined both times to sign. Service Should not have been scheduled or completed.
389313	MDI	Sub	Tech installed new 4G CBU. Contract secured is off by \$10. Was supposed to increase \$8 for the flip/renewal to \$67.99/mo. Agreement collected is for \$57.99/mo.
557579	MDI	Sub	Tech replaced panel, but account is over \$1100 in collections. No previous notes regarding collection save, no payments and no amnesty seems to have been arranged. We should NOT have sent a replacement panel. Now we are sending zwave stuff. Huh?
866849	Mike Reynolds	Daniel Kausalik	Serviced cameras, but did not collect any payment.
482869	Mike Reynolds	Daniel Kausalik	Serviced cameras, but did not collect any payment.
356004	Noah Vanzee	Alberto Zelaya	Tech installed new panel, CBU. Agreement secured before tech's arrival is missing the required CA BSIS registered number. Tech did not collect another.
235554	Nytrel Bellamy	Matt Foster	Tech installed new CBU. \$10 increase. Paper agreement collected before arrival, does not have warranty marked correctly. Did not review.
475748	Olando Darden	Rodney Mays	Tech installed new CBU. Paper agreement collected before arrival does not have the warranty marked off. Tech did not review or secure a new, fixed agreement.
582502	Paul Moran	Daniel Kausalik	Tech replaced panel and CBU. This is for a save deal. No agreement was collected before tech's arrival. Tech relied on Service Manager to secure save agreement, but it has still not been collected.
441376	Shannon Barnes	Rodney Mays	Tech installed new CBU. Account holder is deceased. New agreement is/was required with new, updated name before installing.
451863	Tech Support	None	Walked customer through 4G Flip. \$99 charge for cbu was never created or charged. Notes stated customer would rather pay for CBU and not sign new agreement. Well, they didn't
397333	Terrell Gholson	Matt Foster	Tech installed new CBU. Contract collected before tech's arrival is paper and is missing warranty and initials. Did not make any attempt to secure a new one.

496679

Thomas Owens

Paul Moran

Tech replaced CBU. Agreement collected for increase is for Arkansas customers, not PA.