

Where's My Upgrade? – Updated April 2024

Account	Technician	Type	Volume	Notes
366493	Albert Zelaya	MAI	\$624.87	Name change agreement. Paper agreement has been received, but it's not an Arizona agreement. Need a new agreement and copy of death certificate. We can also access a public obituary online, but we need new agreement, first.
559185	A. McCullough	Add Ons	\$100.00	Charge for new keyfob was returned. Need to secure a new payment (credit card, preferred).
315597	Dave Howard	Adds		\$129 for new contact and batteries was applied towards the RMR. No payment has been applied towards your upgrade. Need another payment.
885615	Elias Morales	Service	\$99.00	Charge was created for service. No payment.
703570	Elias Morales	Service	\$89.00	Charge was created for service. No payment.
704921	Elias Morales	Adds	\$819.00	\$819 added in equipment charges. Payment was returned, twice. No payment posted. We have already attempted to contact customer, but it goes straight to voicemail. We will just have to wait until they contact us back.
348046	Josh Castro	Add Ons	\$40.00	Tech took payment for battery. It was applied towards a large, past due balance. Customer still owes over \$200. Cannot pay until balance covers battery charge.
144064	Jimmy Gonzalez	Adds/Service	\$139.00	Charge for contact and service was returned. Need to re-secure payment. Customer is upset she was never told about charges.
196615	Jimmy Gonzalez	Add Ons	\$299.00	Waiting on paper agreement for panel add on. Previous agreement did not have warranty marked off correctly. Service was completed.
399227	Jimmy Gonzalez	Add Ons	\$299.00	Contract is TOO HIGH. Panel add is \$6/mo, not \$10. Also, customer has a past due amount. Needs collected before I can submit to payroll.
704855	Noah Vanzee	FSS	\$1,031.76	Still have not secured the first month's payment. It's now the second month, so now he owes 2 months. Another monthly payment will generate on April 22.
340187	Noah Vanzee	Add Ons	\$299.00	Paper agreement was mailed in. Contract is missing CA BSIS registration number. Cannot process without it.
312828	Noah Vanzee	CBU Upgrade	\$400.00	Waiting on paper agreement for CBU Upgrade. Has not been received yet.
179967	Thomas Owens	CBU Upgrade	\$400.00	Tech installed CBU. No new agreement yet. Need to re-secure agreement so I can submit deal to payroll.