

Where's My Upgrade? – Updated September 2025

Account	Technician	Type	Volume	Notes
160176	A. McCullough	Adds	\$300.00	Payment was applied toward monthly rate. Waiting for the rest of payment.
37251	Brian Shane	Add Ons	\$297.00	3 contacts added into rate - \$6 increase. Account has a \$281.47 past due balance and I am unable to get it paid out as long as there is a past due.
1011752	Brian Shane	Adds	\$359.00	Payment never posted for camera. Waiting for payment.
234656	Chad Nichols	MAI	\$587.50	Did not receive recorded terms for MAI. Unable to submit deal to payroll without them. Need recording of customer confirming the understanding of terms. Paper agreement.
874428	David Bordbar	Adds	\$30.00	Waiting for service for camera. Payment for transformer has been collected.
1022869	Elias Morales	Adds	\$64.00	Payment for batteries has been returned. Also, monthly payment was returned as well. Simply bad payment form. Until fixed, this cannot be submitted.
760300	Enrique Tapia	Service	\$99.00	\$99 for service call – payment was applied towards past due amount. Need new payment.
870381	Jilmer Fuentes	Adds	\$199.00	Waiting for service. Scheduled for November.
385282	Josh Castro	Service, Adds	\$114.00	Payment was applied toward monthly rate and past due. Waiting for the rest of payment.
143525	Mike Buthray	Add Ons	NA	Deal for MAI and add ons. Customer is set for service regarding smoke adds. Tech needs to recollect new agreement AND secure recorded terms on the tech contract phone line.
774626	Mike Wolfe	EWI	\$750.00	DELETED - Cannot submit deal due to age of agreement (over 90 days) and account remains in past due status, with no payment made. Needs re-worked
1019356	Mike Wolfe	NEW	\$750.00	Account has a past due balance that needs paid before I can submit to payroll. Also, service needs completed. Service scheduled in Sept.
1010237	Mike Wolfe	NEW and MAI	\$1K+	Waiting for service. Scheduled for November.
1019096	Mike Wolfe	NEW and MAI	\$1K+	Waiting for service. Scheduled for November.
528046	Noah Vanzee	Add Ons	\$299.00	I do not have a recorded phone call confirming the terms of the agreement (number of months and RMR). Need recorded phone call.
421929	Octavio Valdes	Adds	\$179.00	Payment for smoke was applied towards past due. Payment still outstanding. Waiting for the rest.
18103	Paul Moran	Adds	\$50.00	Payment for battery was applied towards past due. Payment still outstanding. Waiting for the rest.
1009672	Scott Brown	Adds	\$199.00	DELETED – Cannot submit adds because payment for CBU was applied towards past due. Payment was still outstanding and is now too late (past 90 days) to submit.
589121	Scott Brown	Adds	\$99.00	Payment for battery was applied towards past due. Payment still outstanding. Waiting for the rest.
368370	Scott Brown	Adds	\$99.00	Payment is posted – just waiting for service to complete.

387448	Scott Brown	Adds	\$50.00	DELETED –Account has been formally cancelled Payment was still outstanding at time of cancel. Cannot be paid.
1022217	Terrel Gholson	Adds	\$478.00	\$478 Collected for panel and 2 contacts. Service not fully rendered. Waiting for service.

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