

## Violation List – Month of April 2024

Account	Technician	Manager	Notes
255865	Alex Roman	Paul Moran	Tech installed new CBU. Agreement collected is signed by wrong person. No review.
4230	Alex Roman	Paul Moran	Tech installed carbon. \$4 was to be added into rate, but agreement was never completed. Also, agreement is showing for 48 months instead of the required 60 for the \$4 increase.
485442	Lindsey Auto	Sub	Tech added a contact for free it seems. It was added on zone 7 (wasn't there before). Patio Door. Customer needs charged \$99. Unsure if it was requested on ticket.
296834	MDI	Sub	Tech installed new panel and translator for old sensors. I cannot see any approval or payment for a new panel. It was not requested on ticket and there aren't any notes I can find in the client notes requesting or verifying anything with Dispatch.
302999	Mike Buthray	Rodney Mays	Tech installed repeater. Did not collect payment. No new contract for it either.
344278	Mike Buthray	Rodney Mays	Tech installed repeater. Did not collect payment. No new contract for it either. 2 <sup>nd</sup> time.
199555	Nathan Whitehead	Paul Moran	Tech installed new CBU. Agreement is not signed by account holder. Tech did not review.
758451	Pelican	Sub	Tech serviced cameras - no camera warranty. In fact customer is over 5 months past due. Unsure why we even visited.
764847	Pelican	Sub	Tech serviced cameras - no camera warranty.
452856	Rodney Mays	Daniel Kausalik	Tech installed CBU. Contract secured before Tech arrival is not signed. Customer requested a paper agreement be sent, indicating places to be signed and initialed, marked. Has not been received or collected. Service was done.
757843	Tim Davis	Sub	Tech serviced cameras - no camera warranty.