

Where's My Upgrade? – Updated May 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.
871183	Albert Zelaya	Adds	\$348.00	Keyfob and keypad adds have no payment. The credit card on file is expired. Payment was probably attempted, but was declined.
559185	A. McCullough	Add Ons	\$100.00	Charge for new keyfob was returned. Need to secure a new payment (credit card, preferred).
96498	Art Bernier	Adds	\$198.00	Keyfob and service sold. Creating the invoices but did not secure payment. Still waiting.
877058	Dave Howard	Adds	\$349.00	Tech sold cameras and payment was returned. What's even worse, the contact information we have (only 1 number) claims we have the wrong number and no one by the customer's name is available at that number.
857537	Elias Morales	CBU/NEW	\$800.00	Tech stated he collected new agreement to switch agreement into spouse's name. Don't have it. Tech also stated he can't remember.
885615	Elias Morales	Service	\$99.00	Charge was created for service. No payment. Customer last stated he gave tech a check, but customer cannot provide proof it was cashed. Need to process check if it's in our possession.
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.
34623	Enrique Tapia	Adds	\$199.00	Payment for new 4G CBU was applied towards monthly payment. Balance is still owed.
359868	Ben Camarillo	Adds	\$396.00	4 contacts sold and payment was collected, but amount was applied to monthly service that was owed (2 months due).
345289	Josh Castro	Adds	\$40.00	Battery charge was applied toward customer's quarterly payment. Still owes for the battery add
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.
369916	Jimmy Gonzalez	Add Ons/EWI	\$760.00	Waiting for service to be completed for panel add. Contract is good, just need service 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. There is a new service created and it needs to be done correct this time.
192139	Jimmy Gonzalez	Add Ons/MAI	\$887.37	Waiting for paper agreement. Service completed for MAI and CBU upgrade.

33598	Mike Buthray	Add Ons	\$297.00	\$9 was added to new agreement for 3 contacts. Customer is over 60 days past due, totalling over 170 days. Cannot submit until it's paid.
207653	Paul Moran	Adds	\$164.00	Payment for new battery and parts were applied towards past due balance. Waiting for the rest of payment before I can resubmit.
207343	Paul Moran	Adds	\$179.00	Waiting for payment on smoke. Tech was unsure if he has payment still, but was going to review as of the last conversation.
496628	Terrel Gholson	Adds	\$298.00	Payment for new 4G CBU was applied towards past due balance. Payment for CBU and service are still outstanding – needs to be collected.
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.

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