

Audit Review – Month of January 2023

Account	Technician	Manager	Notes
464380	Adalberto Gonzalez	Miguel Caballero	4G Flip installed. Save agreement not complete/collected, no payment for CBU.
310905	Alex Roman	Paul Moran	Replaced a contact, no warranty.
99299	Alex Roman	Paul Moran	Technician installed a new panel and CBU, no agreement and no payments. This is multiple issues from this technician.
537275	Alfredo Rodriguez	Sub	Installed new 4G CBU. Contract collected is for 24 months only and does not even take the customer past their current expiration date. New 36 month agreement is required.
487151	Alarm Masters Corp	Sub	4G CBU installed. No contract, no payment.
385533	Andrew Security Inc	Sub	Installed new 2gig panel with 4G CBU. Panel approval was given over a year ago, but no payment and no contract. In fact customer is only paying \$35/mo with no warranty and is not in any contract. Should not have been approved.
399195	Anthony Puig	Rodney Mays	Technician installed a new panel and CBU, no agreement and no payments. Paper was sent, but was not reviewed or collected by technician
164354	Art Bernier	Paul Moran	Tech did a flip and new panel. No prior approval was given, no contract and no payment. Ticket did ask for new panel and should not have been approved without review.
304473	Art Bernier	Paul Moran	4G CBU installed. No contract, no payment.
90278	Art Bernier	Paul Moran	4G CBU installed. No contract, no payment.
156767	Art Bernier	Paul Moran	Technician installed a CBU. Agreement was not secured for \$10 increase.
458690	Austin Pickering	Rodney Mays	Technician installed 4G CBU. Agreement is signed by wrong person. Technician failed to review it before installing the CBU.
577785	Ben Camarillo	Alberto Zelaya	4G CBU installed. No contract, no payment.
533389	Blue Collar	Sub	Tech installed 4G CBU. Agreement collected by SW has the wrong terms on it. It will not take them to or past their current contract expiration. Needed a new contract.
514898	Chad Nicols	Matt Foster	Tech installed smoke and carbon– collected agreement by SW does not take them past their current expiration date. Needed to collect a new agreement.
6096	Craig Keaveney	Paul Moran	Installed entirely new system, contacts and CBU. No warranty, no contract, no payment.
529409	Dave Howard	Alberto Zelaya	Technician installed CBU. Contract is incorrect. Need a new agreement before we installed CBU.
537776	Dave Howard	Alberto Zelaya	Technician installed CBU. Contract is incorrect. Need a new agreement before we installed CBU.
540366	Derek Herd	Michael Wolfe	4G CBU installed. No contract, no payment. Interestingly, customer actually cancelled s services anyway. Unsure why we were even there in the first place.

34219	Enrique Tapia	Mike Reynolds	4G CBU installed. No contract, no payment.
857471	Enrique Tapia	Mike Reynolds	Tech installed new 4G CBU. Payment was not collected. In fact, charge was created by SW, but never in fact charged. Needed payment before installing.
885130	Enrique Tapia	Mike Reynolds	4G CBU installed. No contract, no payment.
533348	Enrique Tapia	Mike Reynolds	Tech stated he installed new CBU. No record of it, no signals and system is showing offline.
488096	Frank Castellano	Michael Wolfe	Technician replaced panel (Sold by SW for \$100 less), 2 keypads and installed 4G CBU. No agreement, no payment for the other stuff. No warranty.
594113	Frankie Brown	Paul Moran	4G CBU installed. No contract, no payment.
590242	Jimmy Gonzalez	Matt Foster	Tech installed cameras. No payment for them, but the customer says they had them sitting at at their house for over a month. Are they from us? Did the customer buy them separately? Tech shouldn't have received hangs from installing them if they aren't from us. Customer has been with us since 2019.
543588	Jimmy Gonzalez	Matt Foster	Contract collected by SW has the incorrect guarantor information. Should've collected new agreement before CBU was installed.
882259	Lakeview S/R	Sub	Sub added new CBU. Wasn't asked, no agreement, no payment. Customer is Paying \$28/mo.
457053	Manuel Rivera Ruiz	Miguel Caballero	Technician installed 4G CBU. No payment, no agreement collected. Agreement was sent by Katherine in Dispatch, but never successfully collected.
471749	Manuel Rivera Ruiz	Miguel Caballero	4G CBU installed. No contract, no payment.
384863	Michael Staffel	Sub	4G CBU installed. No contract, no payment. Interestingly, tech actually called and got CBU registered with Dispatch and they didn't review ticket/deal either.
350660	Nathan Whitehead	Paul Moran	Technician installed CBU with the new approved panel. Did not collect a new agreement to reflect at minimum, a \$10 increase for the cellular service.
242063	Nytrell Bellamy	Matt Foster	4G CBU installed. No contract, no payment. Customer is actually in NB status!
519214	Nytrell Bellamy	Matt Foster	Tech swapped panel. Was not approved previously and even if it was, tech would've found very quickly that an incomplected CTP agreement has not been collected and what's more, tech never said previously the panel Actually needed swapped. This looks like neglect and misunderstanding all around.
235086	Nytrell Bellamy	Matt Foster	Tech installed new panel and 4G CBU. Agreement collected by SW showed \$0 for RMR. Technician failed to review agreement and went ahead with completing work anyway.
81185	Nytrell Bellamy	Matt Foster	4G CBU installed. No contract, no payment.

32954	Octavio Valdes	Rodney Mays	Tech installed 4G CBU and did not review agreement collected - name is spelled wrong.
539096	Octavio Valdes	Rodney Mays	Tech installed 4G CBU and did not review agreement collected – signed by someone else other than account holder.
172230	Shannon Barnes	Rodney Mays	4G CBU installed. No contract, no payment.